

enriching lives



Annual Review
2017/2018


Sheffcare
enriching lives

how we have done this year

10 

Sheffcare is a leading charity in Sheffield, we provide social care across **ten** Residential Care Homes and **five** day care centres

99%

of residents are **happy** with the care they receive



98%

of relatives **WOULD** recommend Sheffcare



Our staff retention levels are **SIGNIFICANTLY HIGHER** than the national average.

All of our Homes are **consistently** rated as

GOOD by the CQC 

A Warm Welcome to Sheffcare's Annual Review

Last year I began this statement by recalling a report that stated how rare it was for organisations to receive good or excellent rating across all of its services. Once again it is with pride and pleasure that I begin this report by stating that all of Sheffcare's services are rated as good by the external inspection agency The Care Quality Commission. This is a fantastic achievement and a testament to the professionalism of the staff team at all levels in our organisation, but also to the leadership and commitment of the organisation's leadership team. We now chase outstanding ratings!

It is great when regulators recognise the quality of the services that are provided, but this year we continued in our venture with Your Care Survey, a national survey that independently asked residents of our Homes how they felt about the care that we provide. Sheffcare was one of the highest rated providers. The results of this survey are very special to us, as it is our residents who told independent surveyors how they felt about the care we provide.

These two indicators support our own audits and quality assurance mechanism in helping us to believe that we provide excellent care, this is, after all, our purpose. We do, however, look out at a very troubled and fragile social care sector, with many organisations experiencing both financial and quality issues. We welcome the uplift that Sheffield City Council provided this year, we still

feel the sector is chronically underfunded and we awaited the much heralded (but often delayed) green paper that is expected in the Autumn. So we are proud of our achievement, we are doing well, but as we live through troubled times, we are far from complacent.

This year we completed the relocation of our Knowle Hill home to a newly refurbished property close by. The new Knowle Hill is now fully open and is a much better equipped home that provides care for people, some of whom live with dementia. The new home has been a significant acquisition and helps future proof older aspects of our estate. This coming year we also hope to build an extension onto our Midhurst Home, again we anticipate that we will be able to provide additional services for people living with dementia. Both these development fit into our emerging estate strategy.

To conclude, this year has been a good year for Sheffcare, we have, as always, faced many challenges, but with our dedicated and committed people at all levels in our organisation we have overcome many obstacles and delivered excellent care to our residents.



Dr David Johnson
Chair

Date 31st July 2018



IN-LIFE Research Project

This year marked the end of our three year research project with our partners at Sheffield University and our European partners in Dublin, Sweden, Slovakia, Greece, Netherlands and Spain.

The **IN-LIFE** project aimed to support and prolong independent living for people living with memory loss. Each of the **IN-LIFE** research sites had a different focus; in Sheffield we looked at supporting conversation and leisure activities.

Many people with memory problems say that they often lack opportunity to engage with enjoyable activities and maintain their social interactions with others.

We explored communication and leisure using a computer program called Computer Interactive Reminiscence and Conversation Aid (CIRCA). This involved a series of options for people to choose music, photos or video which prompted discussion and even dancing and singing on some occasions!

CIRCA was very well received by our residents and staff. The enjoyment and success of the program has resulted in this now being a regular feature in our services.

Making Memories Count

This year we have continued to develop and enhance our services for people living with dementia. The prevalence of dementia continues to increase across Sheffield as our population ages. Our services consistently evolve to meet these changing needs.

It is essential to our charity that our residents continue to live meaningful and happy lives. One of the ways we achieve this is through the use of Life Story Work which detail a residents life experiences. The information ranges from basic family information to more detailed life experiences.

Our life experiences are important to us and shape who we are as people. It can at times explain why we behave in certain ways. People living with dementia sometimes need help to explain what is important to their identity

and their lifestyle. Life Story Work helps us to gain a deeper understanding of people who live with us.

In our experience the use of life story work has been positive for residents, families and staff, resulting in the following benefits

- Develop emotional connections
- Building a supportive plan
- Develop supportive relationships

In the coming year we plan to build upon this work and extend it throughout all our services.



What our
residents say



“ I never used to join in activities. I had one to one time with the activity worker and a few weeks later I was joining in with everything.



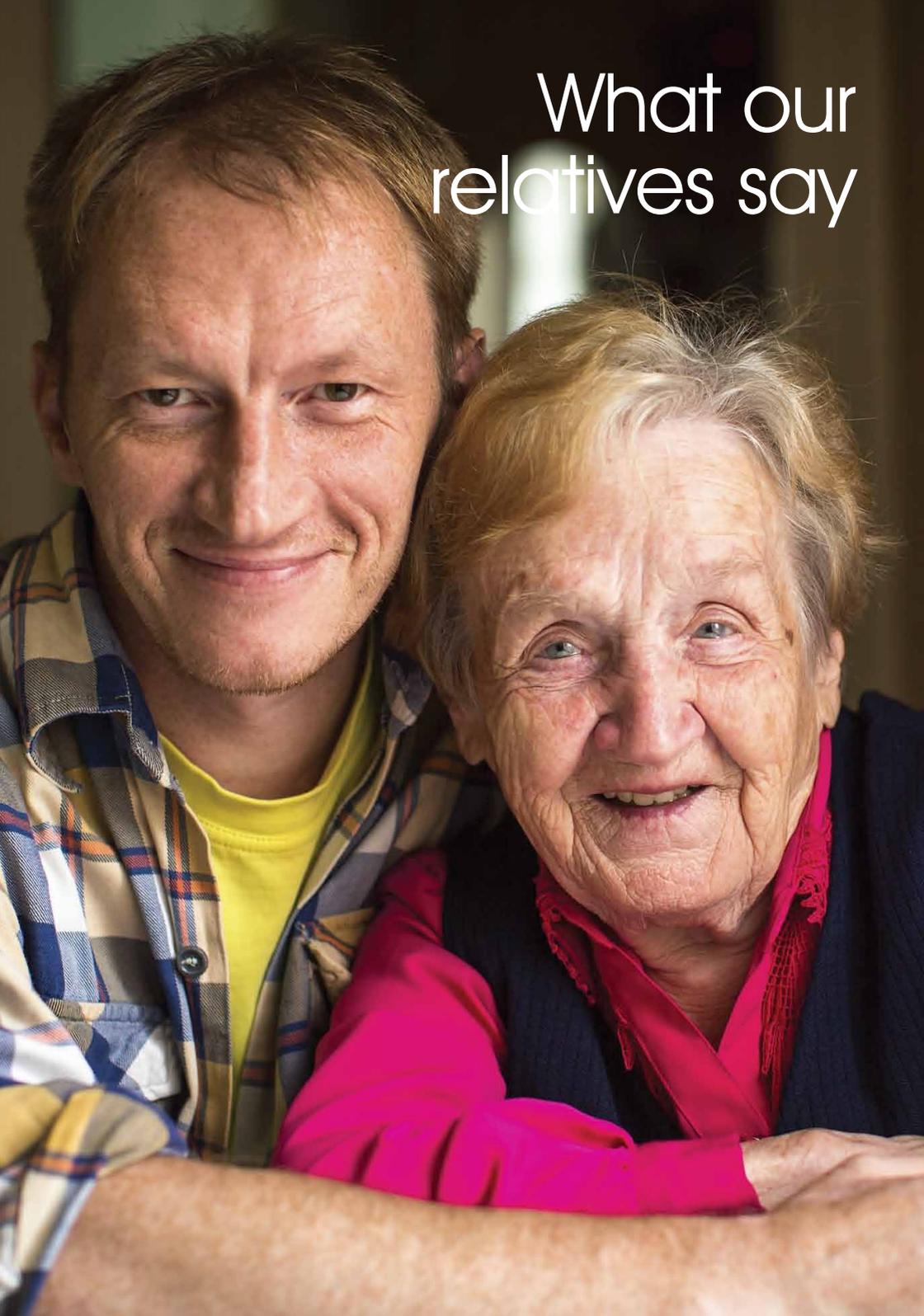
“ We are all well looked after, the staff are smashing and nothing is too much trouble. (The activities coordinator) is great. I enjoy the parties and the garden is lovely.



“ Everything is good about this home. Staff are very welcoming.



What our
relatives say





“ My parent has no worries but I would be happy to talk to any of the team leaders or managers. They are so approachable.

“ The staff don't just care for my relative, they care for me and my family. They support us as well.



“ The staff are very well trained, they show respect to everybody and they love the residents.





“ I really love working here. We have time to care and spend time with residents.



“ I feel appreciated from everyone, it's like working with your family. You really get to know the residents and their relatives.



“ It's hard work but knowing I make a difference to people's lives makes it all worthwhile. I go home happy.



How we spend each £10



£0.80 Premises - Building and maintenance costs



£0.41 Managing the business - Office costs



£8.71 Care and comfort



£0.08 Interest



Income and expenditure 2017/18

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2018	2018	2018	2017
	£	£	£	£
Income from:				
Donations and legacies	86	25,786	25,872	29,103
Charitable activities	10,448,885	27,042	10,475,927	10,000,023
Investments	1,364	-	1,364	3,199
Total income	10,450,335	52,828	10,503,163	10,032,325
Expenditure on:				
Raising funds	15,615	-	15,615	20,200
Charitable activities	9,967,564	44,643	10,012,207	9,242,236
Total expenditure	9,983,179	44,643	10,027,822	9,262,436
Net income before other recognised gains and losses				
	467,156	8,185	475,341	769,889
Actuarial losses on defined benefit pension schemes	1,379,000	-	1,379,000	(1,185,000)
Net movement in funds	1,846,156	8,185	1,854,341	(415,111)
Reconciliation of funds:				
Total funds brought forward	1,319,434	130,145	1,449,579	1,864,690
Total funds carried forward	3,165,590	138,330	3,303,920	1,449,579

Our Residential Home and Day Care Centres

1 Burnt Tree Croft
190 St Phillips Rd
S3 7JY
0114 275 7873

2 Castelayn
2 Leighton Drive
S14 1ST
0114 239 8429

3 Cotleigh
31 Four Wells Drive
S12 4JB
0114 263 3800

4 Deerlands
48 Margetson Road
S5 9LS
0114 221 3258

5 Grange Crescent
47 Grange Crescent
S11 8AY
0114 255 5539

6 Housteads
1 Richmond Park Grove
S13 8HX
0114 269 2469

7 Knowle Hill
High Street
S20 1HE
0114 221 3249

8 Midhurst Road
21 Midhurst Road
S6 1EY
0114 285 5345



-  Residential Home
-  Residential Home and Day Care Provider
-  Dementia Care



 **9. Paddock Hill**
625 Gleadless Road
S2 2BT
0114 239 1449

 **10. Springwood**
611 Herries Road
S5 8TN
0114 232 5472

Sheffcare values

Care will be delivered with compassion, dignity and respect, putting the person at the very heart of care delivery.

We ensure our care is safe, effective, individualised and is continually monitored and improved to meet new standards.

We actively value the contribution of all our staff and volunteers through recognition, training and development.

Tel: 0114 280 88888
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 Sheffcare Ltd  @sheffcare

Sheffcare Ltd is a registered Charity No. 1054227 Company No. 2538734


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A leading Sheffield Based Charity

