

enriching lives



Annual Review  
2016/2017

  
**Sheffcare**  
enriching lives

Sheffcare is a leading charity in Sheffield, we provide social care across ten residential care homes and five day care centres.

This year we have helped over 1000 people across Sheffield to have happier healthier lives.

Our relatives know they can trust us to care for their loved one, 100% of relatives believe their family member is treated with dignity and respect.

Our homes are great places to live 97% of residents say "staff treat me with kindness, dignity and respect."

The Care Quality Commission says all our services are performing well.

# A Warm Welcome to Sheffcare's Annual Review

A recent report stated that it is very rare for an organisation to be able to demonstrate that it is good or excellent across all aspects of the services that it provides. It is with great pleasure and pride that this year, all of our Homes were rated as good by the external inspection agency, the Care Quality Commission. Our own audits and the feedback that we receive from our residents and families led us firmly to believe this, but this external validation and affirmation by the CQC has been a great achievement for us during this year.

The quality of care that we provide is of the utmost importance to us, we strive to create a culture in our organisation where the quality of care matters to all members of our team, yes of course, to those who deliver care to our residents in our Homes and Day Care Services, but also to those who might not provide direct care, our Trustees, our Leadership team, our Finance team, our Administrators and all those that work in support roles; the quality of care that we provide is fundamental to us all. As I walk around our Homes I am always impressed by the commitment and enthusiasm of our teams. Our work is often not glamorous or even well paid but the dedication and care that is shown to people and their families, that are vulnerable and in need, is a constant source of inspiration.

Occupancy levels have been high throughout the year, this has

contributed to very good financial performance. Financial performance is important as it allows us to reinvest in our Homes and services. As an example, this year's excellent financial return has given us the confidence to invest in relocating Knowle Hill to a building that has much better facilities close by.

This year we have said goodbye to Steve Hustler; Steve has chaired the Sheffcare Board for 6 years and has been an excellent servant to our organisation. We are extremely grateful to him for his patience, guidance and leadership as he helped steer our organisation through some choppy waters.

To conclude, this year has been a very good year for Sheffcare, we have, as always, faced many challenges along the way 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 28th September 2017



What our  
residents say

“ They ensure I get to the (residents forum) meetings on time. They take place in different homes around the city. I feel I can bring up any subject, and I do. This is a great company to be cared for by. They put the residents at the heart of any changes they are planning. I cannot think of anything I would change about the service, perhaps build a pub next door!

“ I eat better than the Queen, I'm sure. We get asked every day what we would like from the menu but if there's nothing there we fancy, then the staff give us ideas about what else we might like.

“ I certainly am safe here. The staff make sure of that. They are great.

“ The staff treat me with respect and look after my dignity.

“ I don't think there is a place you could be happier, anything I want I get.





What our relatives say

“ The staff are brilliant. They keep us in touch all the time about how they are and it's a complete open door. I've come in very early in the mornings sometimes and they don't mind a bit. I've been told that I can come in whenever I want and at any time that I want.

“ It's brilliant. People are looked after really well. I recommend it all the time. I would be very happy for family to live here and do have a relative living here. I can't give better commendation.

“ The staff can't do enough, they are lovely people who care about what they do. It really is a smashing home. We have no regrets about my mum moving here and I never thought I would say that.

“ We went around several care homes. Of all we saw this stands out as being fantastic. All the carers are really helpful and the admin staff too.

“ The staff are a credit to the care sector.





# Working at Sheffcare

“ I look at it like the people living here are someone’s Mum and Dad, Nan or Grandad and we make it all right for them, like we would want our family to be cared for.



“ The manager is great, she always makes time for you. I like my job, I think I can go home knowing we make a difference.

“ I love it, it’s hard work but I find it rewarding. People are happy, content and not lonely. We are a big happy family.





# Our Volunteers

This year we have worked hard to increase the number of people who volunteered with us by recruiting a Volunteer Coordinator. Since we introduced the service last year we have had over 26 volunteers. We hope to build on this in the coming months, focusing on specific project work and longer term volunteers.

It is important that we really get to know our volunteers, their values and what motivates them to volunteer at Sheffcare. In this way we can then match volunteers to our residents enabling a positive experience for all. Our volunteers focus primarily on befriending. The aim of this being to develop a friendly trusting relationship with residents through conversation, providing support for activities or practical assistance.

## Over to some of our volunteers

“ I would really recommend volunteering with Sheffcare to anyone interested in a health or care role.

“ Meeting the residents has been more interesting than I thought it would - they have so many stories to tell!

“ Thank you for letting me have a wonderful experience at the home.

“ My volunteer experience was amazing, getting to be involved, getting to know the service users and also getting to build my knowledge up.

“ Thoroughly enjoy seeing how my time spent at the home affects the individuals there and how happy they are to have some 1 on 1 time.



# How we spend each £10



£8.12 Care and comfort



£0.74 Premises - Building and maintenance costs



£0.28 Managing the business - office costs



£0.09 Interest



£0.77 Reinvestment





# Income and expenditure 2016/17

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2017	2017	2017	2016
	£	£	£	£
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Income from:				
Donations and legacies	-	29,103	29,103	103,933
Investments	3,199	-	3,199	2,036
Charitable activities	9,954,320	45,703	10,000,023	9,897,066
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total income</b>	<b>9,957,519</b>	<b>74,806</b>	<b>10,032,325</b>	<b>10,003,035</b>
	<hr/>	<hr/>	<hr/>	<hr/>
Expenditure on:				
Raising funds	20,200	-	20,200	28,163
Charitable activities	9,184,934	57,302	9,242,236	9,479,098
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total expenditure</b>	<b>9,205,134</b>	<b>57,302</b>	<b>9,262,436</b>	<b>9,507,261</b>
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Net income before gains and losses</b>	752,385	17,504	769,889	495,774
Actuarial gain/loss on defined benefit pension scheme	(1,185,000)	-	(1,185,000)	741,000
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Net movement in funds</b>	<b>(432,615)</b>	<b>17,504</b>	<b>(415,111)</b>	<b>1,236,774</b>
	<hr/>	<hr/>	<hr/>	<hr/>
Total funds at 1 April 2016	1,752,049	112,641	1,864,690	627,916
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total funds at 31 March 2017</b>	<b>1,319,434</b>	<b>130,145</b>	<b>1,449,579</b>	<b>1,864,690</b>

# 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



 Paddock Hill  
625 Gleadless Road  
S2 2BT  
0114 239 1449

 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  
[www.sheffcare.co.uk](http://www.sheffcare.co.uk)

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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

