

MAIDENHEAD CARE

The Trustees and Management Committee

invite you to the

31st Commissioning Service

followed by refreshments

on

Wednesday 1st July 2015 at 7.30pm

at

St Peter's Church, Furze Platt

Guest Speaker: The Revd Dr Mark Balfour, Vicar of St Peter's Church

RSVP: clews.e.j@gmail.com

OR use the enclosed postcard.

Chairman's Annual Report 2014/2015

The time has come round again for our A. G.M. I would again like to pay tribute to the hard working officers of Care who keep the scheme running on a day to day basis.

We have had another busy year. The challenge continues to remain about the number of volunteers available and also the Duty Officer role. Pearl Bayley has continued with the arduous task of compiling the Duty Officer Rota and is doing a great job under increasingly difficult circumstances.

I felt that the Commissioning Service was much better attended than in 2013. All Saints Church were fantastic hosts. Sonya planned the service and I would like to thank her for continuing to be creative in the choice of hymns and prayers.

We were involved in the usual fundraising events; the Combined Charities Fair and the street collection. There was no collection at Waitrose this year as they have changed their policy in this area.

The summer party was very successful as usual and we all enjoyed the food on offer. The Christmas party went very well and I do apologise for not attending.

After reviewing the attendance at the October coffee morning we have decided to continue with this meeting. It is felt that this is often the only opportunity some volunteers have to meet up with each other.

The onerous task of organising DBS checks for all our volunteers has begun. The management committee agreed to take a phased approach and those volunteers who have had no checks in any of their volunteering roles have been targeted first. Judy Holland has been co-ordinating this, and apart from a couple of minor hiccoughs the process has been continuing.

The challenge that Care faces prompted the officers to ask a Change Management Consultation to take an overview of the organisation and provide suggestions for the way forward. Linda Jones has completed this piece of work. We have also been in contact with a local Rotary organisation that may be able to provide support.

I would like to take this opportunity to thank all of you for your hard work supporting Care. Each year brings

challenges and so far we have managed to meet them. I am humbled by the commitment of all those involved with Care.

As you are aware, I am not standing for re-election this year. The role needs someone who has the time and energy to carry the organisation forward. I now work full time in a very challenging role and I do not have the ability to give the organisation the commitment that it needs to go forward. The Vice-Chairman has agreed to step in to cover until a new person is elected. I felt very privileged to have held the role of Chairman and I wish Care every success going forward.

Alison Napier, Chairman

Duty Officer Report 2014/2015

It has been a fairly stable year. We have only lost one duty officer and gained two more. Our departing duty officer has provided invaluable help and often filled in at short notice or offered extra duties each month so we will miss him. Our two new duty officers have slotted into the job very smoothly and are proving extremely competent. They offer half a day a month each. Another duty officer has reduced his offer from a whole day a month to half a day a month as he found the full day a little too stressful. This leaves us with a total of 23 duty officers on the list, five of whom offer half a day a month.

It has to be said that recently the volume of calls to Maidenhead Care has dropped but filling the requests is taking more time as volunteers reign back on their availability. Some of the requests are now beyond us as several clients have mobility problems that require extra support and number of our volunteers are not able to offer the physical help needed.

Some volunteers are now saying they are not prepared to go to Wexham Park or King Edward hospitals because of the parking problems. All the recent road works are also making life difficult for volunteers in allowing the correct amount of extra time to complete a job. Our duty officers have to have bucket-loads of patience, and they still manage to smile down the phone to our more challenging clients. Thank you to all of them for their unstinting loyalty to the scheme. A big thank you to Pearl for her stalwart work in arranging the rota every two months.

Finally, another thank you to Mike for all his patience and support on a weekly basis to keep the records up to date and provide the flimsies for the section leaders, and still answer all my computer queries with such good humour.

Hillary Simpson

Transport Section Report 2014/2015

The statistics for this year show there has been a shift in emphasis in the transport requirements during the year. The total number of regular commitments during the year was 710, an increase from 539 in the previous year. This means an average of 59 a month compared to 45 last year. However, the overall number of transport journeys has reduced by 21%.

Parking has shown very little difference from last year except for Wexham Park which, due to building work, has meant a reduction in Blue Badge spaces. This has meant that where our passengers need assistance into the hospital, we may have difficulty finding convenient parking within a short waiting time. However, we are told that

plans are afoot to create many more parking spaces, but we do not have a definite timescale for this. Heatherwood has several areas for parking other than in front of the main outpatients area.

Although the use of our Blue Badges has increased during the year, we decided to renew only three of the four badges in January as this should easily meet our requirements. We will, however, keep the matter under regular review.

The availability of a number of drivers during the year has fluctuated considerably due to health/helping family and other good logical reasons, and during good weather it is proving hard to contact them to request assistance with a particular job. We would, therefore, like to increase our driver database by asking people if they could widen their availability for driving where possible.

During the year we completed 2,315 journeys compared to 2,942 in 2013. Of these 1,257 were to hospitals compared to 1,458 in 2013: St. Mark's 302 (332), King Edward V11 421 (482), Heatherwood 138 (186), Wexham Park 262 (274), Bracknell 45 (38), London 31 (34), Oxford 9 (5), Reading 29 (69), High Wycombe 4 (9), Mount Vernon/Harefield 7 (14) and others 3 (14). The variations have no particular indication of trend or use of particular hospitals other than the increase in King Edward VII eye unit.

In the light of the slight changes in emphasis in transport requirements we are now considering applications for people to attend Day Centres or similar events, if it can be seen to be an important part of their social contact needs and at the time we have sufficient drivers without adversely affecting our principal role of taking people to medical appointments. Each case will be considered on its individual situation, and whether the other Maidenhead transport service providers are able to share the workload.

Once again thanks to Bill Swan for compiling the statistics and all the drivers for their time, care and patience. It is greatly appreciated by the passengers we take for whom, in many cases, it is one of their main areas of social contact outside the home.

Colin Jackson

Help in the Home Light Report 2014/2015

Mary Forrest and I continue to cover the four sections of Maidenhead Care for help in the home light.

Similarly to last year we have received a variety of requests for help, which have sometimes been beyond our capabilities as a good neighbour scheme. We can handle a request to sit with someone with the early stages of dementia whilst the carer goes out, but we are not professionally equipped to help anyone with advanced dementia, and lifting a heavy wheelchair and helping the client in and out of their chair can be beyond the strength of a lot of our volunteers. We also, from time to time, receive requests for help from organisations/family members, which, unfortunately, when we contact the individuals concerned we sometimes have to turn the request down when it turns out they are beyond our abilities, or the individual themselves does not want help.

We currently have over 25 recurring commitments, ranging from escorted shopping, shopping for the client and visiting the client, which our duty officers fill on a day to day basis, together with a number of regular requests for clients which we have matched to volunteers and they run independently.

We are very aware of the general problem of loneliness for the elderly and, where invited, we match clients to volunteers assisting with visits and, where appropriate, outings to say garden centres. A recent one set up by Mary was for a short drive and walk, ending at the local fish and chip shop to get supper! It is always rewarding for everyone when a client is matched with a volunteer and a long and happy relationship evolves.

Pat Place & Mary Forrest

Membership Report 2014/2015

During the past twelve months we have recruited twelve new volunteers. Two withdrew almost immediately citing work and family reasons.

Seven of the volunteers cover all our fields of volunteering; one offers shopping only and two wish to visit. Mary has arranged for the latter to visit one of our existing clients.

Three of the new volunteers lead busy lives with work and children and offer limited availability. We are grateful to them for sparing time to volunteer with Care.

Fiona Wells & Pam Breen

On Line Banking

If you would find it more convenient to bank Client Voluntary donations through internet banking and in due course receive reimbursement of expenses paid directly into your bank account, please let Mike Moss know of your interest. mike.moss@btinternet.com