

MAIDENHEAD CARE

Chairman's Annual Report 2012/2013

It hardly seems a year since I was typing my last report. How time flies!! 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 a busy year. The challenge remains about the number of volunteers available and also the duty officer role. We ran an advertising campaign in the Maidenhead Advertiser for six weeks. The advertisement was also put in another magazine but both initiatives failed to produce many new volunteers. I would like to thank Barbara Bellman and the "advertising team" for their hard work in producing the campaign. Just recently we had a stall in the "Volunteer Day" run by Maidenhead Lions which has encouraged nine people to offer their support to Care.

I was very sad to miss the Commissioning Service. Sonya and I had planned the service and I was really looking forward to my first one "in charge". The minister was also called away and so it wasn't quite how we had envisioned it to be. I look forward to being there this year!

We were involved in the usual fundraising events: the Combined Charities Fair and street and Waitrose collection.

Everyone enjoyed the summer party and we had to clear the glasses away to encourage people to leave. Despite the frosty night the Christmas party had a good turnout.

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.

Alison Napier Chairman

Duty Officer Report 2012/2013

Following on from last year's report I have to say that after much discussion at both Management and Duty Officer meetings the majority decision was to have a co-ordinated push for more volunteers before looking for a paid employee. As you are aware, we worked in conjunction with the Maidenhead Advertiser to produce an eye catching poster/advertisement which was used in all the churches and other venues. This, however, did not bring in any new Duty Officers and, therefore, I have not done any training in the last twelve months.

We have lost one Duty Officer, who has moved away from the area, two Duty Officers who are on the "sick list" long term and another two who are caring for family members full time at present.

A personal bonus has been that Pearl Bayley very kindly agreed to take over organising the rota in my place. She has been as impressed, as I have always been, at the commitment of the Duty Officer team. It has been a steep learning curve but she is doing a wonderful job.

Hillary Simpson

Transport Section 2012/2013

The past year has been a busy one and seen changes in the demands put on Maidenhead Care transport. Many of our clients are finding the years catching up with them and they are needing more support/escorting. This is particularly true with our shopping sector, but also more clients are needing escorting in the hospitals.

Car parking has received less parking tickets this year but this may be due to the extra caution taken by the drivers. Parking is still difficult at Wexham Park and King Edward VII mid-morning and afternoon, but we have partly helped this with the extended use of Blue Badges where appropriate. Maidenhead Care Blue Badges are now being used on a weekly basis, but only where necessary. All Central London drivers are offered them but we are careful to ensure they are not misused.

Commissioning Service

Wednesday 10 July 2013

7.30pm

at URC Maidenhead

Our annual Commissioning Service is an opportunity for all volunteers to meet together to celebrate the work of Maidenhead Care and to thank you all for your support.

Whether you are a regular church goer or not, the management committee would be delighted if you would be able to join us for this occasion.

Your invitation is enclosed with this mailing.

concern for the people they help.

Mary Forrest

Publicity 2012/2013

There has been no publicity to report this year apart from the recruitment drive for more volunteers in the autumn. We are presently looking for a new publicity officer and if any one feels that this is the sort of role they could fill please make contact with us.

Membership 2012/2013

Fiona reported that ten prospective volunteers had come forward as a result of the recruitment drive or through friends of friends. Out of these ten, six had been added to our list of volunteers and four were not suitable for Care's needs.

Following the Volunteer Day in early February nine people were waiting to be interviewed to see if it was what they wanted to do and whether they would suit Care's needs.

Fiona Wells

The rates for donations were reviewed during late 2012 and it was found that the rate for Reading and Central London did not cover costs, so it was agreed to increase these from 1st February 2013. It was also agreed that the management committee would consider the situation of one way trips, which generally did not cover costs outside Maidenhead. Should a premium charge be considered for such trips?

Whereas all requests for transport were considered, it has been necessary to prioritise these requests giving priority to hospital/medical appointments over visiting requests. Where public transport/family assistance was feasible we tried to use this option. Every situation was individually judged on its own merit.

During this year we completed 2,925 journeys compared to 3,120 in 2011. Of these 1,504 were to hospitals compared to 1,584 in 2011.

St. Mark's 461 (508),
King Edward VII 410 (469),
Heatherwood 154 (184),
Wexham 298 (272),
Upton 37 (26),
Bracknell 34 (28),
London 33 (30),
Oxford 8 (4),
Reading 32 (32),
High Wycombe 11 (22),
Mount Vernon/Harefield 11 (9)
and others 16 (9).

This shows a slight increase in longer hospital journeys but no major change in the Wexham group of hospitals.

May I thank all the volunteer drivers for their help, care and time. It is greatly appreciated by all our clients.

Colin Jackson

Help in the Home Light and Visiting 2012/2013

N.E. Section: I have received a number of referrals over the past year for help with shopping, some for a short period after an illness or operation, some on a more permanent basis and a couple for visiting.

After assessment it was decided that no further action be taken for one enquiry as the lady already had help and there was no advantage to moving to Maidenhead Care. A second enquiry required more professional help and Blue Ribbon was suggested. A third prospective client was taken ill and we are now waiting to hear from her.

We now have in place a volunteer to shop for one client and the temporary help for another client has now finished. We have just started shopping for a third client assessing if this will be a permanent job. We are visiting one lady at Maudsley House, who is bed ridden, on a weekly basis and this may increase to two visits.

Currently the N.E. area has a dedicated number of volunteers who regularly visit/shop for six clients, some requiring lots of patience. For example, a particular urgent request during the year was for cakes and evaporated milk and you must go to Sainsbury's, but no meat or vegetables!!

Pat Place

S.W. Section: there are nine ongoing shopping commitments, three of whom have escorted shops weekly or fortnightly and have rotas of volunteers who know them well. Three clients are shopped for weekly and each has an individual shopper. One lady enjoys being taken out each month and one of our volunteers has coped with this for a long time. Another lady is taken to Waitrose or shopped for every three to four weeks and the volunteer kindly keeps in touch in between shopping trips. I personally dealt with another client prior to my own hospital admission shopping for and visiting weekly. The client had a fall about the same time and was in hospital and St. Mark's Nursing Home before her discharge home with a care package.

On the visiting front one volunteer has maintained his twice weekly

visits to a client, originally to encourage his speech recovery following a stroke, but now this has developed into a friendship both enjoy. This volunteer also visits another gentleman less frequently. Another volunteer visited a lady, until she went into hospital in the autumn, helping her ordering food from Wiltshire Farm Foods, paying bills, etc. This client now needs full time care and is moving into a Care Home. There has been another visit to a lady in Lady Elizabeth House weekly and the volunteer helps with everyday jobs, putting clothes away, paying bills, making out her weekly shopping list etc. as the client is very disabled by M. S.

I would like to thank all the volunteers for the wholehearted way they deal with their commitments, friendly, caring and imaginative. So often the faces in "caring" change frequently and getting to know a "regular" volunteer(s) is much appreciated by our clients.

Elizabeth Pearce

N.W. Section: there has been little change from last year. We shop for two clients each week, one client has two volunteers shopping alternative weeks, the other by a rota of volunteers.

The need to change the library books for a lady in residential care came to an end.

We visited two ladies in Hardwick House for a short period - one lady didn't wish to continue with this and the other moved away when Hardwick House (an Abbeyfield home) closed.

We provide supportive transport for three clients who not only need transport to the shops but help with taking their shopping into their homes. We also take a gentleman with very poor sight to visit his wife each week in Larchfield Care Home.

S.E. Section: we still help a client to go each week to Shopmobility, and another volunteer still visits a client whom we have known for many years.

A big thank you is due to all volunteers for their loyalty, care and