

# MAIDENHEAD CARE

## Chairman's Annual Report 2013/2014

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. Pearl Bayley has taken over compiling the Duty Officer rota and is doing a sterling job under very difficult circumstances.

I hope that those who attended enjoyed the Commissioning Service as much as I did. Once again Sonya and I had planned the service and I think that people enjoy having different hymns and readings each year.

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

The summer party was very successful as usual and we all enjoyed the food on offer. The Christmas party was not so well attended this year.

The management committee has approved the introduction of a DBS check for all our volunteers. The rules changed in September 2012 and the work that we do is deemed as "regulated activity". This means that everyone needs to have a DBS check. This will safeguard on three fronts: the client, the volunteer and the organisation. Judy Holland will be responsible for putting this into effect. Some people will have a DBS check for other work that they do and so will not need one for Care. Those that have not had any such check will be approached first. I hope that you appreciate the importance of introducing this element into our processes and will bear with any teething problems that there may be.

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.

I would also like to thank Keith Harrison, the Chainnan of Churches Together in Maidenhead, for his continuing support and promotion of Care in the churches in Maidenhead.

*Alison Napier*  
*Chairman*

#### **Duty Officer Report 2013/2014**

Sadly this year we have lost four long serving Duty Officers from Care. One had been a Duty Ofiicer since the scheme began, another had been a Duty Officer for 20 years, one has moved away from the area and the fourth has had several months off the rota through ill health.

We still have two Duty Officers who are unwell and undergoing lengthy medical treatment and another two who are caring for family members. We also have a Duty Officer currently working full time but hoping to be back with us in the fiiture. Another Duty Officer is unwell (hopefully temporarily) and unable to offer us any time at present.

One Duty Officer still spends six months a year in South Africa, another on the list only offers message taking and another has opted to offer half days only, as a filll day was proving too onerous.

We have, however, trained and appointed two very competent new Duty Officers and they are proving their weight and slotting into the rota very well.

This leaves us with 20 working Duty Officers. It would be wonderful to recruit a few more!!!

## **Commissioning Service**

**Wednesday 9 July 2014**

**7.30pm**

**at All Saints Church Boyne Hill 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.**

will escort her or shop for her depending on how the client (in her 90s) feels. We also transport an elderly blind gentleman to visit his wife in a dementia care home when he is well enough to go.

In the South West section we have three clients each with regular weekly "shop for", and another who is seen regularly and shopped for when necessary. Four clients have an escorted shop once or twice a month and there are three regular visiting arrangements and one occasionally. Lastly, one client who has severe physical handicap has had weekly help in her flat, putting clean laundry away, also hanging up the clothes she chooses to wear over the coming seven days, preparing a shopping list for the carers and assisting with paying bills.

All these commitments are conscientiously carried out by the volunteers and much appreciated by the clients - a big "Thank You" is due to them all.

*Mary Forrest*

#### **Membership 2013/2014**

Fiona reported that she had recruited five new volunteers in the last year. She had interviewed other prospective volunteers but in two cases the person was between jobs and subsequently found work and, therefore, became unavailable.

We have had enquiries through the "do-it" website (a Windsor and Maidenhead Voluntary Action website) but these have been from students who have wanted weekend work in the volunteering sector to enhance their VCAS applications.

Only one of the five volunteers came from the event in Maidenhead.

I hope to interview a young woman in the next couple of Weeks, but once again she has been made redundant and is already job hunting.

*Fiona Wells*

We are hopeful that one lady will train with us when she has coped with an ongoing family problem.

I have to say again how much help and support Pearl is giving me by organising the rota which this year, as you can imagine, has not been plain sailing!! Thank you Pearl.

Mike Moss still very kindly and efficiently produces our flimsies each week and remains very patient with all the technical problems we land him with (most of which are operator error!). So thank you to Mike.

My last huge thank you is to all the Duty Officers who tirelessly cope with whatever comes their way and remain so loyal to the scheme.

*Hillary Simpson*

#### **Transport Section 2013/2014**

2013 was another busy transport year for Maidenhead Care and at times we had difficulty meeting all the demands particularly at holiday times. Now that some hospital consultants work at weekends more appointments are occurring on Saturdays which is a day we have fewer drivers.

Parking generally has been about the same as recent years except at King Edward VII in Windsor which is much easier for Blue Badge holders with the 300% increase in disabled bays. London hospitals generally have no parking facilities apart from Charing Cross Hospital.

The three Maidenhead Care Blue Badges, which are generally available to drivers, are being used regularly by a small band of drivers but their use is very carefully monitored to avoid misuse. The rates of donations which are constantly being monitored against mileage claims were held at the current rate for 2013 and will be for 2014. However, after much discussion it was agreed to introduce a 50% surcharge outside Maidenhead from 1<sup>st</sup> November 2013 for single journey requests as there had been a considerable increase in such

requests particularly for day surgery. This is where the patient only wants help one way or where the wait is planned to be greater than three hours and the driver would go home in that time. This has been generally understood by passengers who had been warned of the additional charge in advance, and they have understood the need for this.

During 2013 we completed 2,942 journeys compared to 2,925 in 2012. Of these 1,458 were to hospitals compared to 1,504 in 2012. St. Marks 332 (461), King Edward VII 482 (410), Heatherwood 186 (154), Wexham Park 274 (298), Upton 0 (37), Bracknell 38 (34), London 34 (33), Oxford 5 (8), Reading 69 (32), High Wycombe 9 (11), Mount Vernon/Harefield 14 (11) and others 14 (16). This shows a decrease at St. Marks of 28% and an increase at Reading of 115%, a trend which is likely to continue with the changes at St. Marks Hospital. The non-hospital regular commitments are averaging virtually the same as the previous year on a monthly basis.

May I thank Bill Swan for once again compiling the statistics and all the drivers for their help, care and time. It is greatly appreciated by those many folk who have limited or no alternative transport options, and they regularly say they don't know what they would do without Maidenhead Care.

*Colin Jackson*

### **Help in the home light and visiting 2013/2014**

Mary Forrest and I are now covering the four sections of Maidenhead Care between us, Mary covering the N.W. and S.W. and myself the N.E. and S.E. Elizabeth Pearce recently resigned from the South East region and we still have an outstanding vacancy for the North West.

In the North East area during the past year we have received a number of requests for help from friends/families/ Social Sen/ices but on contacting the individuals some of them have informed us they do not want any help. We cannot force ourselves on people, so leave our details with the request that they contact us when they are ready. We

have also received requests for help when the requirements are beyond our capabilities, e. g. lifting heavy wheelchairs and, in some instances, mental health/dementia problems are involved which require expert help. On the lighter side, I was asked to arrange a weekly visit on a Tuesday because that was the one day the lady did not have anyone visiting. Our resources are stretched at the moment to cover needy weekly visits so I turned this one down. Recently whilst doing a Duty Officer day I received a request from a lady to empty her vacuum cleaner that day. I offered to arrange for someone to go the next day but was told she would be out the next day for her birthday. I suggested she contact a neighbour.

We are also being asked more to arrange transport to the Princess Margaret Hospital, not because they are private patients but because the N.H.S. are using them to speed things up.

In the North East we currently have three regular weekly shop fors, two escorted shops and two visits by arrangement. In the South East we have one visit and one weekly visit/ sit with whilst the lady's daughter goes shopping.

### *Pat Place*

During 2013 we have had a wide range of enquiries for help in the HHL/visiting area. For some requests we can help with the need; others are more complex and require more professional support, not that of a good neighbour scheme; and as many of our clients cope till they are into their 80s or older there can be a fairly rapid change of need, e. g. for moving from "escorted shop" to "shop for" to residential or nursing care.

Naturally some referrals do not develop. Relatives and friends as well as the clients themselves have to feel at ease with what we can possibly provide, and if we cannot help we try to make positive suggestions as anyone coming to us has a problem and may not know some of the options open to them.

In the North West section we have two clients with regular weekly shopping arrangements. Another client has a regular volunteer who