

MAIDENHEAD CARE

Chairman's Annual Report 2017/2018

It was a privilege to be appointed Chairman in August 2017 and I hope to fulfil the role to the best of my ability and to help to continue the magnificent work of Care in our community.

I had a three month induction programme during which I met all the trustees and section leaders and witnessed at first hand the work of a duty officer. In the current year I would like to sit with more duty officers and learn more of their difficult task - they really are the link between the organisation and those we seek to help and they do a wonderful job.

My first impression, since confirmed many times, is that we have a committed, dedicated and professional team and are so lucky to have volunteers with a similar ethos who willingly give up their precious time to our clients. But, of course, we do need more so please ask friends, colleagues, neighbours and acquaintances to consider helping our worthy cause. Thanks to Paul Heelas and Mike Moss our promotional and publicity material is updated and will be available to promote our cause - please use it.

One of my earliest contributions was, along with trustee and treasurer, Mike Moss, was to examine our constitutional position of being both a registered charity and a limited company. Whilst it may be true to say that if we were starting from now we may not choose to be a company as well as a charity, we feel that it is better to retain the status quo - if it ain't broke, don't mend it!

During the year we lost the services of Colin Jackson as a trustee and section leader of transport. Colin has moved to his native Norfolk and, as well as thanking him for his noble services in so many ways, we wish him well in his new home in Holt. Stan Webb has stepped up to become our transport section

head and is acquainting himself well in effecting a seamless change - thank you Stan.

In May of this year, new legal regulations and requirements come into force governing how all organisations which hold an individual's personal details must comply in recording, storing, handling, retaining, and disposing of such information. It is called The General Data Protection Regulation (GDPR) and will have an impact on Care. We are well advanced in preparing for this and sterling work has been carried out by Mike and Paul.

On the social side, I thoroughly enjoyed our pre-Christmas get together at St. Peter's and took the opportunity of meeting everyone who attended. The food and drink were excellently provided by Katie and Ian Sarsfield, to whom we owe our thanks as well as to all who helped in the kitchen. I look forward to meeting as many as I can at the forthcoming commissioning service and our summer party.

I cannot let my report finish without thanking fellow trustees, section heads, members of the management committee and all volunteers who have made me so welcome. My special thanks go to Mary, Mike and Elaine for their friendly guidance in helping me through these early days. It epitomises the culture and spirit of Maidenhead Care in being a caring and good neighbourly organisation.

John Robertson

Chairman

Transport Section 2017/2018

2017 saw a continued need for more longer distance drivers and this was magnified later in the year by two drivers coming off the roster because of health or moving from the district. We are, however, very grateful for the considerable contribution the current drivers are making to the service, but we hope that 2018 will see the recruitment of more drivers for both short and long drives so that we can continue to offer the service to all who rely so heavily on our drivers.

Parking at some hospitals continues to be a problem, particularly Wexham Park during the building of the new A&E department and the charging for Blue Badge parking. Plans for the expansion of parking at Wexham Park in 2018 promises an improvement but there seem to be delays in this plan.

Our Blue Badges, which have recently been renewed, continue to be used about 3.7 times a week despite an increase in the number of patients applying for their own badges. It seems also that the rules for applying for a Blue Badge are being tightened up due to misuse in the Borough by some users.

Statistics for the year 2017 show regular commitments up from 56 in 2016 to 64 in 2017, thus bucking the trend of recent years.

The overall transport journeys are down from 2,298 in 2016 to 2,202 in 2017, and hospital trips down slightly from 1,313 in 2016 to 1,298 in 2017:

St. Mark's 225 (290 in 2016), King Edward VII 454 (413), Heatherwood 178 (213), Wexham Park 295 (254), High Wycombe 6 (3), Bracknell 28 (36), London 21 (18), Oxford 17 (21), Reading 34 (35), Frimley Park 1 (9), Amersham 1 (0), Mount Vernon/Harefield 22 (16) and others 14 (3). (Others include Upton Park, Stoke Mandeville, Slough and Churchill Oxford.) In addition 904 transport requests took place for doctors, dentists, day centres and shopping which was a decrease of 8% on 2016.

Donations for journeys have been reviewed but it was agreed that it was not necessary to raise them at the moment. Expenses for drivers were also held at the existing rate of 45p per mile.

Once again I would like to thank Bill Swan for compiling the year's statistics, all the drivers for their excellent customer service and the duty officers for their tireless search for drivers for every occasion.

At the end of November I left Maidenhead and handed over Section Leader Transport tasks to Stan Webb who has kindly agreed to take on the role. Thank you for your support during my 14 years with Maidenhead Care and best wishes for the future.

Colin Jackson

Duty Officer Report 2017/2018

We have trained four new duty officers this year, all of whom are offering two half days a month to the rota. They are already proving their worth and are settling in well with very few teething problems. Unfortunately, we have lost two members of the team - one moving back into full time employment and another moving away from the area. We still have trained duty officers unable to be on the rota for various reasons, the consequence of which is that we are still unable to maintain a full rota each month without the generosity of others doing extra. I would like to thank those kind people for giving up more of their precious time to help out.

We took possession of a new laptop at the end of 2017 which is now in full operation. Thanks to Mike for his knowledge and advice on choosing the new machine and for personally doing an "escorted shop" to make the final purchase.

Thank you to Pearl for drawing up the rota every two months. It can be a little like doing a jigsaw puzzle to accommodate everyone's preferred days and dates.

Thank you to all our volunteers for being patient with us when we ring. We do try hard not to be a nuisance!!!

Hillary Simpson

Help in the Home Light & Visiting 2017/2018

It could be said as a summary “more of the same” as last year; centring on clients’ shopping needs. Having frequently coped with their shopping into their 80s with increasing frailty and poor balance/falls they can move more quickly through transport to the shop and escorting shopping to “shop for”, with main meals delivered by companies such as Wiltshire Farm Foods. Sometimes we use a rota of three or four volunteers or a regular shopper, which can be very helpful for knowing the client and their list really well. We normally “shop for” at one main outlet and, on occasions, M&S.

Visiting clients we try to find a volunteer who will enjoy getting to know the client, their life story and interests. Sometimes we might take them for a short ride in a car, or a short walk (depending on their mobility). Visits are usually made weekly or fortnightly. On occasions we have been able to introduce the client to “Contact the Elderly” (a charity based in London with local groups) who arrange monthly Sunday tea party get-togethers for about a dozen people who like to meet others in similar circumstances. Transport is arranged and there is a rota of hosts who make them welcome and provide a very nice tea.

Telephone calls - where it seems a good idea and practical the volunteer will ring the client for a chat to ease loneliness and this can work well where both volunteer and client are well known to one another.

As you are aware, Pat Place has continued to look to the needs of several clients on her previous Section Leader patch. This has been a great help - thank you Pat.

We need volunteers to assess HHL and visiting requests. We feel we can simplify this with one coping with shopping needs and the other visiting

requests. We will, of course, spend time with people new to this and advise them on how to handle it, and produce backup information.

The 2017 figures are:

Regular transport to the shops -	5
Regular escorted shops -	5
Shop for, regularly -	10
Visiting -	9
Mixture of visiting/phone calls -	2

Membership Report 2017/2018

Since the last AGM we have recruited fourteen new volunteers, including our new Chairman. This breaks down as follows:

3 duty officers, 5 drivers, 1 driving and HHL, 1 HHL and visiting, 2 visiting, 1 shopping at weekend.

Five of our new volunteers have come to us via the Care website, the rest through contact with existing volunteers.

Please give your friends gentle reminders that we are always looking for new volunteers to add to our willing band and to make the duty officer's work easier.

Fiona Wells