

2019 - 2020

FDCS Annual Report



Fife Day Care Services Ltd

2019 - 2020



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Mission Statement

Fife Day Care Services will constantly strive to provide quality active ageing day centre based support to older adults (over 65's). The day centre staff team will be appropriately trained relevant to their role within the organisation and will be equipped to enable service user choice and opportunity to socialise with peer group and participate in a range of stimulating recreational, creative and physical activities. As a third sector organisation, we also commit to continuous volunteer involvement in all aspects of our work, tapping into skills and experience that will enhance the quality of the service we provide.

Aims & Objectives

- ✚ Provide a safe and supported environment for older people to socialise
- ✚ Provide support, but encourage self management and enable older people to be as independent as reasonably possible
- ✚ Alleviate loneliness and isolation thus Improving mental health and well being
- ✚ Encourage healthy eating and physical activity thus improving overall health, strength and balance
- ✚ Cultivate optimism, boost self esteem and confidence
- ✚ Cultivate friendships & a network of support
- ✚ Continuous monitoring of physical and mental health of service users, involving other agencies and professionals if and when required
- ✚ Provide advice, signposting individuals to other relevant agencies and professionals if and when required
- ✚ Provide a few hours respite for service users and their relatives/carers
- ✚ Provide volunteer opportunities and student placements with mentoring, guidance, training and support as required



Company Information

<i>Incorporated:</i>	In Scotland
<i>Link Officers:</i>	Lesley Elias (Social Work Contracts Service)
<i>Incorporated No:</i>	194329
<i>Registered Office:</i>	64 Cedar Avenue Lumphinnans Fife KY4 9FE
<i>Website:</i>	fifedaycareservices.org.uk
<i>Company Number:</i>	SC194329
<i>Charity Number:</i>	SC012298
<i>Care Inspectorate Number:</i>	CS2017358768
<i>Auditors:</i>	John Lynch & Co Chartered Accountants Torridon House Torridon Lane Rosyth Fife KY11 2EU
<i>Bankers:</i>	Royal Bank of Scotland 52 East Port Dunfermline Fife. KY12 7HB



Welcome to the Fife Day Care Services Team

Service Manager

Mrs Carol Reddington

Assistant Manager

Miss Sheree Sinclair

Senior Day Care Co-ordinator

Miss Anne Marie McManus

Day Care Co-ordinators

Miss Beverly Miller

Mrs Ann Pheely

Mrs Janette Huxtable

Mrs Lorna Brown (Left March 2020)

Board of Directors

Mr Joseph Paterson, Chairperson

Mrs Margaret Morgan, Treasurer/Secretary

Mrs April Adam, Director

Mrs Jean Cant, Director

Mrs Caroline Friel, Director

Mrs Alison Wilson, Director (Joined October 2019)

Mrs Helen Hughes, Director (Joined October 2019)

Mr John Jones (Resigned August 2019)

Volunteers

Roberta Alexander

Chloe Fernie

Joyce Finlayson

Gabriel Forte

Kelly Hoggan

Dorothy Lindsay

Valerie McCann

Marina McNeil

Liz Miller

Fay Mitchell

Jean Moore

Millie Penman

Kenny Philp

Jackie Raitt

Caroline Stevenson

Margaret Wilson

Health & Social Care or Access to nursing students on placement from Fife College

Ashley Dackers

Kayleigh Graham

Michelle McCreadie

Scottish Graduate Entry Medicine (ScotGEM) student on placement from University of St Andrews

Heather Turner

Our Groups

Our Active Ageing Groups take place from Monday through to Friday from 10 a.m. until 2 p.m.

MONDAY

Attended by people from the villages of Kelty, Crossgates, Hill of Beath & Cowdenbeath

TUESDAY

Attended by people from the villages of Ballingry, Lochore, Crosshill, Glenraig, Lochgelly & Lumphinnans

WEDNESDAY

Attended by people from the villages of Ballingry, Lochore, Crosshill, Glenraig, Lochgelly, Cowdenbeath & Kelty

THURSDAY

Attended by people from the villages of Ballingry, Lochore, Crosshill, Glenraig, Lochgelly & Lumphinnans

FRIDAY

Attended by people from the villages of Crossgates, Hill of Beath, Cowdenbeath & Kelty

Transport is provided door to door & our transport operators are Kingdom Transport Coaches and Cowdenbeath Taxi Services. All vehicles have tail-lifts and can accommodate wheelchairs.

Current charges are £11.00 to attend each group and £5.00 is charged (Retainer Fee) when anyone is absent. These charges help towards running costs i.e. rent, utilities, transport, meals and entertainment.



What to expect by attending one of our groups

Social Interaction, Stimulation and Friendship

From the time that they are picked up from home, service users enjoy conversation with drivers, escorts and fellow group members. Also as most of our service users are housebound, the journey to and from groups is sometimes the only chance to view the community that they live in.

Once at the day care venue, service users can settle in, and catch up with other group members, before partaking in activities planned for the day.

Information and Advice

Our staff and volunteers are on hand to listen to any queries and concerns, and if they cannot solve the problem or answer the question, they will contact someone who will be able to.

Newsletters/Leaflets from various agencies e.g. Age UK Updates on Benefits Guide

Information on Cold Weather Payments, Health Information on Flu Jabs, Medicines etc.

Visits from Local Area Co-ordinators & C.P.N's.

A Hot Nutritious Meal

On arrival at the groups a breakfast of tea, coffee & toast is served, and service users enjoy a nice hot two course lunch followed by afternoon tea with cakes, scones or biscuits.

Recreation and Entertainment

Many activities including golf, archery, target board, chair exercises, music & movement, arts & crafts, bingo, dominoes, pampering sessions & reminiscence work.

Musical Entertainment & Singing Group

Music & Movement/Physical Exercise & Singing

Music, dancing and seated exercises sessions are extremely popular and enjoyed by many service users.

The Day Care staff team promote a physical activity at each group session and Seated Exercises to music are not only fun, but are beneficial to physical health and mental well being. We also provide Qi-gong sessions (pronounced Chee-gong), which is a form of mind/body exercise that involves meditation, controlled breathing and movement. It gently creates strength, flexibility and balance in the muscles and joints through gentle flowing movements. Service Users are enjoying and benefitting from participating in this fairly new exercise.



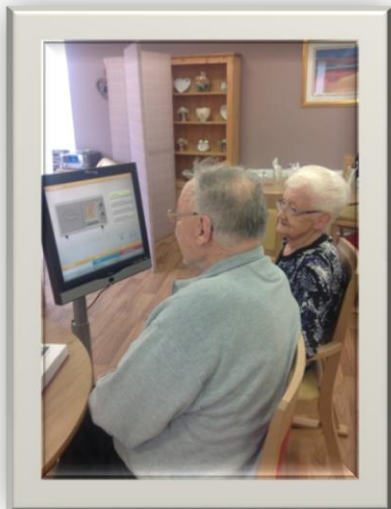
Local Musician Charlie Tonner is also a regular visitor to the groups and plays a great variety of music and tunes that gets people up on their feet dancing or at least clapping and singing along.

We are also extremely lucky to have the services of Musician Jackie Raitt, who not only volunteers with the groups, but also provides music, singing and dancing and in 2019 Jackie facilitated a music group who learned a medley of songs and then performed at our A.G.M in October. This was enjoyed by all attendees and they were given the moniker of “The Magnificent Seven”.



Other Activities on the Agenda

They are varied and include: golf, archery, darts, potting plants/gardening, arts & crafts, bingo, musical bingo, body boosting bingo, playing cards, knitting, pampering sessions including foot spa and hand/arm massage, CIRCA (communication interactive reminiscence and conversation aid) which is our touch screen computer that displays photos, music, video and



text, and also has games including shooting gallery. We also have “Alexa” our voice activated computer system that allows service users to ask for any kind of music they would like to sing along or



dance to, and this is very well utilised. And, last but not least, our reminiscence and poetry sessions facilitated by our talented Treasurer Mrs Margaret Morgan.

I can safely say that no one comes along to our day centre and rests on their laurels, it is always action packed, noisy, hectic, but most of all FUN!



Fife Health & Social Care Strategies

How F.D.C.S links with Fife H & S C Strategies:

Prevention and Early Intervention

Attending a day support service enables older people to maintain social networks, to socialise independently of family and remain involved and active in their communities. It also supports families and carers of older people by providing a few hours respite.

It encourages and enables older people to stay healthy and active for longer and reduces the risk of rapid mental or physical deterioration.

Integrated and Co-ordinated Care

As a long established care and support provider in Fife, we continue to work closely with many other services and health and social care professionals to ensure that those who are at risk of isolation and/or harm receive the shared response necessary to keep them safe and support individual needs to provide the correct balance of support and care.

Improving Mental Health and Wellbeing

All staff members at F.D.C.S have training in Best Practice in Dementia Care and have the knowledge to provide structured, person centred support to the people attending, many who are frail and/or have memory and cognitive impairment, ensuring that their quality of life is maintained or improved and that they remain at home and in their own communities for as long as possible. Supporting older people with dementia to socialise in their own communities also challenges stigma.

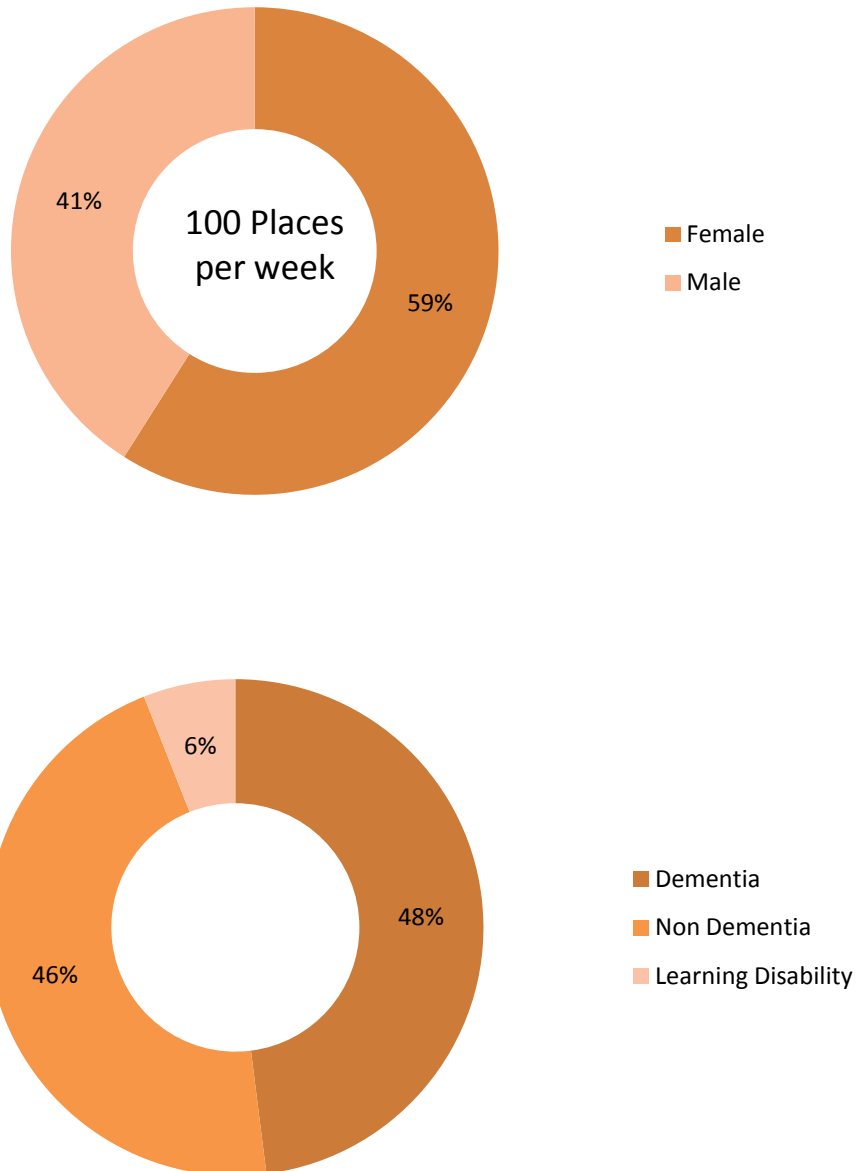
Our Day Centre provides regular companionship, support and social interaction. Our activities provide physical exercise and mental stimulation, therefore improving mental health and well being.

Reducing Inequalities

As a well established third sector organisation, we are fully committed to the provision of a service that promotes community inclusion and integration. Not only for our service users, but also for the volunteers that we recruit to assist the staff team, several of whom have a learning disability and benefit from mentoring, guidance, training and support in a work place environment

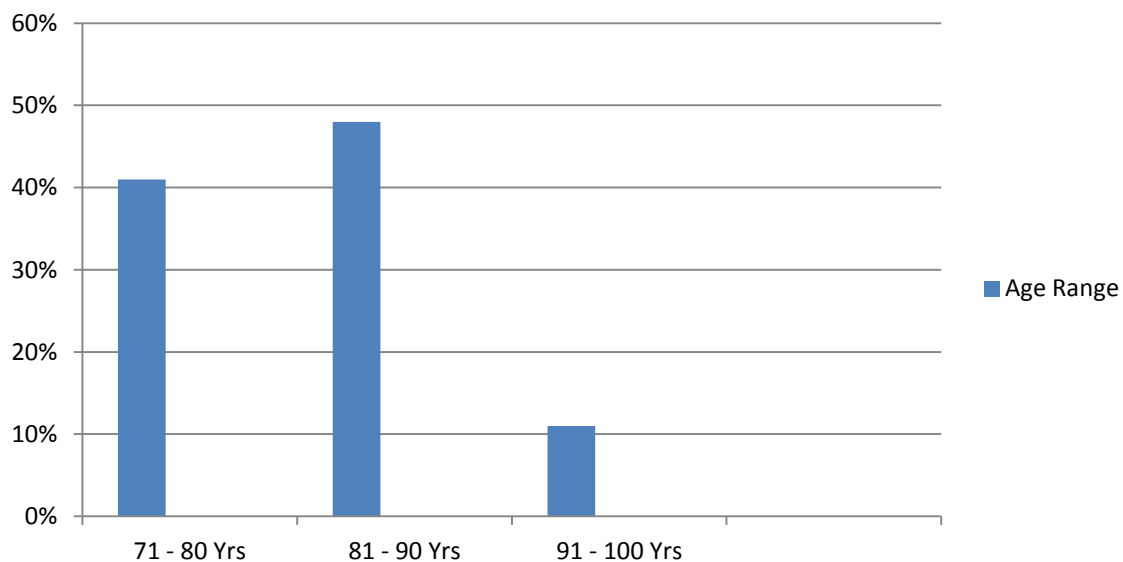
Statistics

Service Users Attending

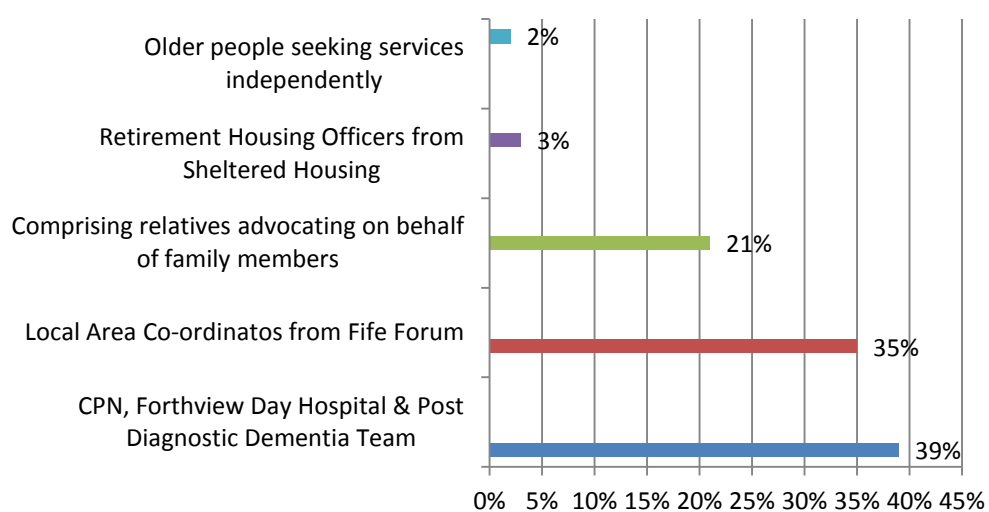


Statistics

Service User's



Source of Referrals 1st April 2019 - 31st March 2020





Celebrating an amazing achievement with an amazing lady

We were so privileged to be able to host a birthday party for service user Mrs Lizzie Cross who reached the grand age of 100 years in February 2020. Her daughter Elizabeth and son in law David were visiting from Texas for the celebrations and we were delighted to have them join in the party.

Sadly, Lizzie passed away in the summer, but her family are happy for us to mention this in our annual report and to include some photos of her party here at the Centre, as it meant so much to Lizzie to celebrate with the people she called her “Day Care Family”.

Lizzie was a remarkable lady and was so well thought of by everyone here at Fife Day Care Services. She was so positive and determined in attitude, she was generous and always had a smile on her face, and had time to chat to everyone during her attendance at the Centre. She also had an amazing sense of humour and a mischievous laugh that was highly infectious.

We have many wonderful memories of the time she spent with us, so we will never forget Lizzie Cross and she will always have a special place in our hearts and souls.



Feedback from Service Users and/or Relatives

September 2020

Each year, we distribute Questionnaires and ask service users and some relatives to give their opinions on every aspect of our service delivery. This allows us to constantly evaluate and make changes where we can, ensuring a support service that is not only enjoyable, but beneficial.



This year due to Covid-19 restrictions and the closure of our Day Centre, we have provided alternative support from 23rd March to date, so our questions reflect this.

The questions and answers were:

- 1. Do you wish to start back at the day centre, when plans are finalised and it is safe to do so?**

96% yes I will start back as soon as plans are finalised

4% No, not whilst Covid-19 is still a threat

- 2. Do you have your own means of transport, or would you still rely on FDCS transport?**

61% Have no means of transport

39% Can arrange alternative transport

- 3. Do you feel that you were given enough support during the initial period of lockdown i.e. were the telephone calls from the team helpful? (please give reason for your answer)**

100% felt that they were given enough support during the initial period of lockdown

Reasons stated:

“We felt that we were given so much support and a wee chat on the phone was nice”

“It was so nice to hear from staff and hear a kind/friendly voice and have conversations with people I knew so well”

“My dad received a fab support package from FDCS and you have no idea how much he appreciated it – thank you. I do appreciate everything is money orientated but personally, the older generation with mental health issues can never have enough support. I feel that lockdown has enhanced my Dad’s dementia in a big way, this is not a criticism of your service”

“My dad did not benefit from telephone calls because his hearing is so bad, but the staff team phoned me instead and I was able to pass on news and messages for him, this was appreciated”

“Helped keep me updated on news from the Day Centre”

“Liked the regular phone calls, glad to hear someone’s voice”

“Very helpful, as a family we always felt support was there if we needed it”

4. **After the period of telephone support only finished and doorstep deliveries of activity packs commenced, did you appreciate and benefit from the packs and contact with the staff team?**

96% appreciated and benefitted from the activity packs

4% appreciated the doorstep chats with the staff more than the actual activity packs. This was due to various reasons including sight impairment meaning not all items in the packs were suitable or concentration levels poor due to cognitive impairment

Some comments on the doorstep deliveries and activity packs:

“The wee pressies were a great idea, my husband did not benefit fully from them because of his condition, but just to know that you were remembering him was good”

“Really appreciated the support from the team, my husband misses the day care and the staff”

“Doorstep deliveries and packs were great and I really looked forward to the staff bringing them every week. The items were so good and gave my brain stimulation and they were fun”

“The support all through this pandemic has been very good, phone calls, doorstep visits & packs. Your service couldn’t have done any more that we as a family can think of. Thanks for everything, please pass this on to all your staff team and stay safe and well”

“Contact from the staff was more beneficial for my Dad, the activity packs, I’m not so sure as his mental health does not keep him focussed enough and his concentration is poor”

“I really enjoy the rubber exercise ball, it is very useful and I also enjoy the audio books c.d’s”

“Preferred the chatting to staff more than I enjoyed the packs, but appreciated the thought”

“I really enjoyed the packs and the hours I could spend on the activities”

“I appreciate everything given to me, it was very kind”

“Yes, the door visits were good and I really enjoyed the adult colouring books”

“Made very good use of the stress ball and really enjoyed the word-search books”



"Enjoyed seeing the staff, and I liked all the activity packs, but especially the stress ball"

"Enjoyed all packs, and loved getting to see the staff and have a chat at the door"

"The regular doorstep deliveries were good, but the interest in the well being of my Mum was excellent"

"Mum loved you arriving with the packs, and I can say that you were all fabulous and my Mum could not have asked for a better service"

"Mum really liked the exercise pack and the exercise ball and also the books on actresses and actors from the 40's and 50's, she also particularly liked The Boy, The Mole, The Fox and The Horse book, it was lovely wee little life lessons"

5. Do you feel that this service has continued to support you in the best way possible during the Pandemic? Yes/No and tell us why

100% yes, feel supported in the best possible way and some of the reasons why are listed:

"You did your very best and all the girls were so pleasant and willing to help, thank you to you all, my husband has missed the day centre so much"

"I do not think that the support could have been any better considering the circumstances, just you keeping in touch all the way through this has made him (my husband) so happy"

"FDCS has supported me so well during this full time and I appreciate everything done for me"

"Absolutely yes - Being stuck in the house and looking at the same four walls every day would drive anyone stir crazy. I attended Dad most days, but just that phone call or visit from your team made my Dad aware that he wasn't alone and someone else was thinking of him"

"Yes, definitely, it was so good to see all the girls, catch up with what was happening with the situation at the day centre. It also made my Dad feels that he was still very much a part of FDCS and that he was not abandoned"

"I feel that you were always thinking of us and that we were not forgotten"

"I am happy with everything done for me during this virus"

"Yes, very much so and I appreciate the home visits"

"Yes, but I wish that the visits could have started earlier than they did"

"Yes, great support and company"

"You have always been a good support and thanks for your help"

"Yes, I feel that it kept Mum in touch and gave us an opportunity to talk about what she used to do at the centre"



and what she will be able to do again should things ever get back to normal”

“You definitely have. Mother in Law loves and needs contact, and a simple blether for her is priceless”

“Yes, in fact, in some ways I’ve never felt so well supported. Just knowing that there would be a regular phone call and doorstep chats from such kind and caring people”

6. What, if anything could we have done better to support you?

99% felt that there was nothing else that we could have done

1% felt that we could have done a bit more

Answers were:

“When it wasn’t possible for Mum to receive the in house visits, it would have been helpful to have continued with phone calls instead”

After receiving this comment, the service manager phoned and an arrangement was then made for the service user to start receiving a weekly garden visit. A member of the team now visits every week and speaks to the service user at the window. Apologies were made by the service manager for not arranging this sooner

“Did the very best and all the girls were so pleasant, kind and willing to help. Thank you to you all, my husband has missed the day centre so much”

“The support is good and the staff team are so caring and couldn’t be better”

“Service and care excellent, couldn’t have asked for more”

“I don’t think the service can do anymore. As stated previously finance is the major issues in all of this. Thanks for all the care, support, calls, texts, visits, gifts - it meant as much to me as it did to my Dad”

“Nothing that could be done to make it better”

“Not a thing, we are given good support and feel that you are doing the best you can”

“We think that you have done very well, and are both grateful for the help that was provided”

“Support has been excellent”

“Everything was run well and I appreciate the phone calls and the activity gifts”

“You did all you could in very difficult circumstances and my Dad would like to thank you for remembering his 90th birthday and sending him a card”



“Nothing at all I can think of given the circumstances – thank you to everyone at FDCS”

“There is nothing I can think of, you are all so good with my Mum and you always manage to keep me up to date with everything – thanks a million”

“No, I think that everyone is aware of the unprecedented issues the pandemic has raised. Thank you for all your assistance and contact”

“We (all the family) cannot think of anything realistic. A visit every day would be utopia, but we know that’s not a possibility..... thank you for everything!”



Service Managers Report



As I sat down to begin my report this year, it felt so strange not to be wishing for some peace and quiet to do so.

Normally I am sitting at the computer in my office, trying to concentrate, and struggling to amidst the sounds of music and singing coming from the day care lounge, constant chatter and laughter, or a staff member, volunteer or service user knocking at my door with questions, and thinking to myself, "I either need to get some earplugs or take this home and work from there."

Well, as the saying goes, be careful what you wish for.....

I rarely ever worked from home (no decent technology) and the thought of even contemplating earplugs as a solution would quickly disappear as it was time to say cheerio for the day to all the service users, who would be telling me what a great day it had been and how they looked forward again to their next session. Then I would feel guilty for wishing for quiet and would also feel pride at the amazing team of day care staff and volunteers who enable that enjoyment (and noise!)

Now I am sitting in my office, with no sounds coming from the day care lounge, in fact there are no sounds at all, with all the team being elsewhere working to support our service users who are stuck at home. And I am at the point of thinking about finishing the remainder of my report at home as I now have a new Laptop (thank you to Age Scotland/SKY). What a difference this has made in allowing efficient home working.

I am sure that everyone on the planet is going through fluctuations in their emotions, with a mixture of positivity and then negativity and despair. However the main priority since "Lockdown" began back in March has been to remain outwardly upbeat

and positive and give reassurance and support to our service users as best as we possibly could whilst the day centre remains closed.

This was facilitated initially by telephone support only during the period of lockdown, where service users and/or their family members received a regular telephone call from a member of our team, to not only converse, but to be able to signpost and give advice if required. During the telephone calls and as the weeks went on, it became apparent that so many were feeling extreme boredom and in some cases high anxiety or low mood worrying about the virus and its impact. That is when as a team, we discussed the possibility of being able to deliver to each doorstep a weekly “activity pack” containing items of interest that would keep people occupied and also give them fun and divert their thoughts from the pandemic for a period. We were aware that it would also be beneficial to have some face to face contact and direct observation, albeit from a distance.

The very first doorstep deliveries were made in April, after receiving a donation of 70 Easter Eggs from the thoughtful staff at Cowdenbeath Co-op, the team here were able to say a Happy Easter in person to all service users and leave a tasty treat on each doorstep. And then from May, successful funding applications to The Coalfield’s Regeneration Trust and the Wellbeing Fund facilitated by The Corra Foundation meant that items could be purchased and packs made up containing various activities including adult colouring therapy, puzzle books, reading and picture books, hand held games and exercise stress balls. These were delivered fortnightly and then weekly right up until August.

You will note from the service users feedback that these activity packs and visits from the staff team were extremely beneficial, and the hand held stress balls in particular have been a favourite and most service users are enjoying using them regularly and we are grateful to Ann Kerr and her team at Active Fife for donating these to add in to the delivery packs.

By the time the funding for the activity packs finished, shielding had paused, and were then able to commence home visits (ensuring social distancing and wearing adequate PPE) to those service users who wished to receive the company of our day care staff team for an hour each week, for conversation and activities such as seated exercises etc. These visits do not replace attending the day centre, but do give a little support and mental stimulation and the comfort and reassurance of having trusted staff calling in each week.

Current guidelines inform that we can only plan at this stage for re-opening the day centre, but with adequate Covid-19 procedures and risk assessments in place, these will then be checked and cleared as safe before we are able to open the doors once more.

The new normal here at Fife Day Care Services will be a reduction in numbers and shorter sessions.

So rather than 20 service users at each session for 4 hours, it will be 12 per day. Split into 6 service users over 2 sessions, morning and afternoon.

96% of service users wish to return, but only 39% can do so without relying on the transport we provide door to door, so this will be another challenge, providing a safe means of getting people here and home again safely, and with a reduction in income.

I have applied for funding to help with transport and travel costs, and will rely on external funding to be able to sustain our service throughout this pandemic and the new normal.

In the meantime we will strive to continue giving ongoing alternative support to our older service users, but the feedback gives clarity on their preference of social interaction, and whilst the home visits are appreciated, they clearly do not replace the day centre experience and the many benefits of meeting up in a group. The day centre not only benefits the attendees, but equally as important it gives some valued respite time to relatives and carers who so rely on their loved ones being out of the house for a period of time. Our team are witnessing not only a mental and physical decline in service users, but also those who care for and support them to live happy and independent lives at home. So, our main aim must be to open the day centre doors again as soon as it is safe to do so.

I have so many people and organisations to thank for helping us through this situation, and hope I have mentioned them all in this report and our Acknowledgements page, if I have missed anyone it is certainly not intentional.

I finish by thanking our Link Officer Lesley Elias for being on hand to help as usual in any way she can, the members of our Board for ongoing advice and support, our team of volunteers who normally help at our groups, we miss them all so much. And, lastly a simple thank you to our small but strong and resilient staff team does not seem adequate, and I would like to state that each and every one of you have shown

so much compassionate, dedication, flexibility and a willingness and determination throughout this year about giving ongoing and meaningful support to service users, whilst working in a way that is so different and alienating.

You are all such a pleasure to work with, and have shown the true meaning of teamwork, even whilst working apart. We are so fortunate to have these lovely premises in Lumphinnans and I sincerely hope that we are literally back working as a team in the not too distant future.

Carol Reddington
SERVICE MANAGER
October 2020



Acknowledgements and Thanks 2019/2020

- Fife Council: Core Funding
- Lesley Elias: Link Officer
- Age Scotland
- Ann, Fiona & Vivienne: Active Fife Physical Activity Team
- April Adam & Team: FIRST
- Care Inspectorate
- Chris, Janet & John Rae: Kingdom Transport
- Corra Foundation: Scottish Government Well-being Fund
- Cowdenbeath Co-op
- Cowdenbeath Rotary Club
- Cowdenbeath Taxi Services
- C.P.N Team: Queen Margaret Hospital
- Eleanor & Kenny Philp & family
- Fife Voluntary Action
- Gail Ligman & Roslyn Henderson: Fife College
- Heather McCallum
- John Lynch & Co: Chartered Accountants
- John Simpson
- Leslie & Marion Barr
- Local Area Co-ordinator's: Fife Forum
- Louise Moffat & family
- Management & Staff Lindsay House
- Margaret Morgan
- Margaret & Matthew Lees
- Meg Wright: SCOTgem Stirling University
- Mick Steven
- Mrs Lizzie Cross & family
- Nan Courts
- Post Diagnostic Dementia Support Team: Queen Margaret Hospital
- SKY Broadcasting Community Volunteer Team
- Scottish Government Business Grants Scheme
- So Connect Team
- The Coalfields Regeneration Trust
- The team at Bankhead Central Glenrothes: PPE Supplies

And finally: thank you to all the volunteers that contribute toward the full service delivery, from members of the Board to the team who assist the day care staff. Your input to Fife Day Care Services is invaluable.



Fife Day Care Services Limited

64 Cedar Avenue
Lumphinnans
Cowdenbeath
KY4 9FE

01592 782889

fifedaycare@gmail.com

www.fifedaycareservices.org.uk

