



# ANNUAL REPORT 2023

**Fife Day Care Services Limited**

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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 wellbeing
- ❖ 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

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

# MEET OUR STAFF TEAM

## Service Manager



### **Mrs Carol Reddington**

32 Years' Service

Carol worked as an Enrolled Nurse with NHS Fife before joining Fife Day Care Services in 1991. Worked as a Group Coordinator and then Senior Coordinator, before being appointed as the Service Manager in the year 2000.

### **Qualifications:**

- SVQ Level 4 Health and Social Care (Adults)
- Registered Manager in Health and Social Care Level 4
- Best Practice in Dementia Care and Registered Group Facilitator of Best Practice in Dementia Care (trained by the Dementia Services Development Centre, Stirling University)

### **Most satisfying aspect of her job role:**

Meeting and getting to know so many amazing people, from service users and their families to volunteers, students and the many other professionals within the teams and organisations who refer to the service or support FDCS in other ways. And, having the privilege to manage such dedicated, kind and passionate individuals who all bring such unique personalities and skills towards making the excellent Fife Day Care Services team.

### **What Carol likes to do when not at work:**

Reading fiction novels, listening to music, live music concerts, she is a football fan and a season ticket holder at Parkhead, Glasgow.

## Assistant Service Manager



### Miss Sheree Sinclair

22 Years' Service

Sheree worked in Administration and Co-ordination with Stagecoach Fife Buses before joining Fife Day Care Services in 2001, initially as Office Administrator and Accounts Manager, before undertaking further training and being appointed as Assistant Service Manager in 2014.

#### Qualifications:

- SVQ level 3 Health and Social Care (Adults)
- Professional Development Award in Health and Social Care Supervision SCQF level 7
- Best Practice in Dementia Care

#### Most satisfying aspect of her job role:

The versatility of being able to do a variety of tasks. Having a chat and a banter with different people each day and seeing that the work we do makes a difference to others gives great satisfaction and motivation. Having such a supportive Manager and being part of such an amazing team makes coming to work every day a pleasure.

#### What Sheree likes to do when not at work:

Enjoys long walks, reading, shopping, live music and going on city breaks.

## Senior Day Care Co-Ordinator



### Anne Marie McManus

#### 26 Years' Service

Anne Marie's skills and experience comes from working in the Care Sector since leaving school. She worked as a Nursing Assistant with NHS Fife for many years, then at Raith Gates Nursing Home in Kirkcaldy directly before joining the team at Fife Day Care Services as a Day Care Co-ordinator in 1997, followed by promotion to Senior within the Day Care team in 2014.

#### Qualifications:

- SVQ level 2 Health and Social Care (Adults)
- SVQ Level 3 Health and Social Care (Adults)
- Professional Development Award in Health and Social Care
- Supervision SCQF level 7
- Best Practice in Dementia Care

#### Most satisfying aspect of her job role:

Anne Marie has found it exceptionally rewarding this past year witnessing the improvement in service users mobility, strength and mood being back in the Day Centre. She gets such satisfaction delivering the activities, knowing service users are happy to be back and benefitting physically and mentally. Anne Marie also enjoys the conversations and laughter with everyone. One service user recently told her that FDCS is their "happy place" and this she feels sums up the atmosphere within the Centre and makes her job so worthwhile and satisfying.

#### What Anne Marie likes to do when not at work:

Being outdoors walking, she loves all kinds of music and going to live concerts. Anne Marie likes shopping, particularly browsing in Antique Shops and she is an animal lover and has a cat called Toots who she says adopted her. Anne Marie also loves to spend lots of time with family and friends.



## Day Care Co-Ordinator



### **Ann Pheely**

5 Years' Service.

Ann worked for HSCP for many years as part of their Home Care Team, and joining the team at Fife Day Care Services in February of 2018, she brought a wealth of experience and skills in interacting and supporting older people with her.

### **Qualifications:**

- SVQ Level 2 Health and Social Care (Adults)
- Best Practice in Dementia Care

### **Most satisfying aspect of her job role:**

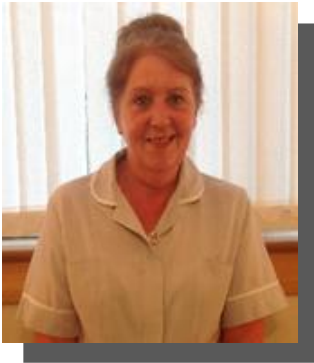
Being involved in delivering the support, activities, conversations and games that bring such enjoyment to service users. Ann loves witnessing them going home happy each day, knowing they have had such a good time.

### **What Ann likes to do when not at work:**

Going to music festivals and shows. Spending time with all her family and having long weekends and holidays away with both family and friends.



## Day Care Co-Ordinator



### **Janette Huxtable**

4 Years' Service.

Janette also worked as part of the Home Care Team for many years, and joined Fife Day Care Services in April 2019. Having long term experience in caring for and supporting people, in particular older adults, Janette also brought vital skills to the Day Care Centre, and like Ann, is a welcome addition to our small team.

### **Qualifications:**

- SVQ Level 2 Health and Social Care (Adults)

### **Most satisfying aspect of her job role:**

Janette feels privileged to be part of an amazing team, being together with colleagues who provide such a beneficial and fun service. Janette said that witnessing service users thrive and improve whilst attending the Day Centre makes her very proud.

### **What Janette likes to do when not at work:**

Janette said that she values and enjoys family time, especially quality time with her daughters and granddaughters and going shopping with her sister. Janette has a passion for exercise and attends a local Gym for classes in body pump, dance, step and kettlebells, she also looks forward to finishing her working week and relaxing with a sauna and steam room.

## Day Care Co-Ordinator



### Alison Wilson

#### 1 Year Service

Alison is no stranger to FDCS, she previously served as a volunteer on our Board of Director's and in her previous employment with Fife Forum as a Local Area Co-ordinator with their Older People's Team, she referred people regularly and supported new service users with introductions and visits.

Alison joined the team here in April 2022.

#### Qualifications:

- Degree in Social Science from Napier College 2011
- HND in Social Science from Carnegie College 2009
- HNC Social Care from Carnegie College 2008

#### Most satisfying aspect of her job role:

Alison said that she is enjoying every aspect of her job, every day is different, whether chatting with service users, helping them to play games, join in activities and have fun. Alison also values the extra time spent with service users when she is scheduled to be passenger escort with the driver, helping them from their homes and into the Centre and then home again at the end of the day. Alison feels that the full team create such a warm and friendly Day Centre and she is so happy to be a part of it.

#### What Alison likes to do when not at work:

Alison loves being active, getting out and about on her bike, swimming and going on long walks with her dogs.

# BOARD OF DIRECTORS

- **Mrs April Adam, Chairperson**

April has been a member of the Board for 23 years and became our newly appointed Chairperson in October 2022, after Joe Paterson retired from the role which he had held for many years.

April has a wealth of experience in the Voluntary Sector and is Service Manager with Fife Intensive Rehabilitation and Substance Use Team (FIRST) in Kirkcaldy.

- **Mrs Margaret Morgan, Treasurer/Secretary**

Margaret has been a member of the Board for 20 years and before she retired worked for Lochgelly Co-operative in Accounts and also as Clerkess to a local G.P Practice.

Margaret is well known in the community, as she was once a part of the entertainment group “Us Girls”, taking their unique brand of singing, storytelling and poetry around many Nursing Homes, Day Groups and Clubs around Fife.

- **Mrs Jean Cant, Director**

Jean has been a member of the Board for 19 years.

Jean was a Community Nurse in the area for many years and was based at Rosewell Clinic in Lochore before retiring.

- **Mrs Caroline Friel, Director**

Caroline has been a member of the Board for 5 years.

Caroline has worked for NHS Fife for many years and currently works for the Post Diagnostic Dementia Team and is based at Queen Margaret Hospital.

- **Mrs Helen Hughes, Director**

Helen has been part of FDCS for 24 years. She worked as a Day Care Co-ordinator from 1999 until retiring in 2018.. Helen then joined the Board as a Director in 2019.

## MEET OUR VOLUNTEERS



**Mrs Joyce Finlayson**

32 Years' Service  
(Wednesday & Friday)



**Mr Gabriel Forte**

4 Years' Service  
(Friday)



**Miss Dorothy Lindsay**

29 Years' Service  
(Monday & Tuesday)



**Mrs Marina McNeil**

3 Years' Service  
(Monday)



## **Mrs Fay Mitchell**

16 Years' Service  
(Thursday)



## **Mrs Valerie McCann**

4 Years' Service  
(Wednesday)



## **Mrs Millie Penman**

13 Years' Service  
(Tuesday)



## **Miss Roberta Alexander**

9 Years' Service  
(Thursday)



## Miss Angela Whyte

Started 2023  
(Monday)



## Miss Jenna Ovenstone

Started 2023  
(Thursday)

## Volunteers Week 1<sup>st</sup> – 7<sup>th</sup> June 2023



The theme for this year was  
“Celebrate and Inspire”.

We held an afternoon “Thank You”  
tea for our amazing volunteers on  
Wednesday 7<sup>th</sup> June.

Our current team has a  
combination of 112 years of  
voluntary service between them!  
That is certainly inspirational and  
deserves to be celebrated.



# STUDENTS 2022/2023

## Paighton Adsley

Fife College

HNC Health & Social Care

From October 2022 - June 2023

## Brendan Vincent

University of St Andrews

Scottish General Entry Medicine (Scotgem)

From 2<sup>nd</sup> November - 30<sup>th</sup> November 2023

## VOLUNTEERS FROM SKY TIME TO CARE PROGRAMME

We have had the pleasure of welcoming employees from the Dunfermline branch of SKY in on a regular basis the past year. Some helping inside the Day Centre and some lending a hand to reshape the lovely outdoor area.





## OUR GROUPS

Our Active Ageing Groups take place from Monday through to Friday from 10:00 a.m. until 13:45 p.m.

### MONDAY

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

### TUESDAY

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

### WEDNESDAY

Attended by people from the villages of Kelty & Cowdenbeath

### THURSDAY

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

### FRIDAY

Attended by people from the villages of Kelty & Cowdenbeath

Transport is provided door to door & our transport operator is Kingdom Transport Coaches. All vehicles have tail-lifts and can accommodate wheelchairs.

Current charges are £14.00 to attend each group and £6.00 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-Ordinator's & Community Mental Health Nurses.

## A Hot Nutritious Meal

On arrival at the groups tea, coffee & a snack is served, and service users enjoy a nice hot two course lunch followed by tea/coffee & biscuits.

## Recreation and Entertainment

Many activities including target board, chair exercises, music & movement, play your cards right, bowls & bingo.

# WHAT TYPE OF DAY CENTRE ACTIVITIES DO SERVICE USERS ENJOY AND WHAT ARE THE BENEFITS?

*“Individuals with strong social support groups will have fewer physical and mental health problems than those with weaker social support” (Cohen and Wills 1985)*

As well as support and enablement from our team of skilled staff and volunteers, service users can cultivate valuable friendships and connections with peers in safe and comfortable surroundings, whilst also having the chance to take part in the various activities below:

## Physical Activities

- Can increase the chemicals in our brain that makes us feel good.
- Give feelings of strength, positivity and confidence.
- Helps to improve or maintain strength, balance and keep us flexible and mobile.
- It clears the mind and helps with focus.



## Music, Dance and Singing

- Dancing to music is beneficial in improving overall health.
- Listening to music and singing enhances lung function, can help with pain relief, lets you express yourself and boosts confidence. It can also enhance memory in people with dementia and favourite songs can trigger life memories that may have been forgotten.
- Dancing and singing works the body and mind as one and releases so many endorphins.
- And endorphins make us HAPPY!



## Group Games and Activities

- Gives mental stimulation.
- Can be learning a new skill.
- Gives a sense of camaraderie and accomplishment.
- Group activities promote laughter and are FUN!



## Creative Activities

- Provide a sense of relaxation, calm and accomplishment.



## Gardening and being Outdoors

- Spending time outdoors in the fresh air increases serotonin levels and helps to boost your mood.
- Levels of anxiety and stress are reduced.
- You can see the fruits of your labours, witnessing the seeds you planted or flowers you potted blooming can then give a sense of pride and accomplishment.





## Reminiscence and Story Telling

- Recalling memories and events from the past is a familiar and enjoyable activity for everyone, but reminiscence can be highly beneficial for people living with dementia (62% of service users currently at FDCS). It can support self-esteem and help to maintain interpersonal skills. Especially if someone is struggling with short-term memory recall, to trigger events from long term memory, allows conversation, even if it is only brief, and enables individuals to feel valued and heard.



Thanks to funding from Age Scotland/SKY, summer bus trips around the Fife coast were enjoyed by all service users, including lunch at local restaurants at The Bay Hotel and The Sands Hotel.

Photos on the front and back covers show service users in Burntisland and here are a few others.



# FIFE HEALTH & SOCIAL CARE 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

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 wellbeing.

## 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.

# NATIONAL HEALTH & WELLBEING OUTCOMES

There are nine national health and wellbeing outcomes which apply to integrated health and social care. Fife Health and Social Care Partnership and partners work together to ensure that these outcomes are meaningful to people in their area

- People are able to look after and improve their own health and wellbeing and live in good health for longer
- People, including those with disabilities or long-term health conditions, or who are frail, are able to live, as far as reasonably practicable independently and at home or in a homely setting in their community
- People who use health and social care services have positive experiences of those services, and have their dignity respected
- Health and Social Care Services are centred on helping to maintain or improve the quality of life of people who use those services
- Health and social care services contribute to reducing health inequalities
- People who provide unpaid care are supported to look after their own health and wellbeing, including reduce any negative impact of their caring role on their own health and wellbeing
- People who use health and social care services are safe from harm
- People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide
- Resources are used effectively and efficiently in the provision of health and social care services

**How does FDACS link in with the above and help people to meet these outcomes?:**

Attending a Day Centre has multiple benefits for not only service users but also relatives/caregivers and volunteers.

## Service users

- Attending a Day Centre is an enjoyable and beneficial alternative to sitting at home alone, it gives the opportunity for socialization and activity within in a supported, comfortable and safe environment.
- Focus on wellbeing, prevent deterioration and act on any safeguarding or health concerns
- Promotes a feeling of independence and supports the building of new and meaningful friendships
- The chance to take part in group activities, games and exercise, all of which has been linked to an improvement in cognitive health, such as improved memory and slowed mental decline. Also linked to physical benefits such as improved sleep, improving muscle function and strength/balance which in turn reduces the risk of falls



**Relatives/Caregivers**

Whilst their relative is at the Day Centre, it allows time to relax and rejuvenate and also gives people some time out from their caring role. Gives them independence for a short time and reduces stress, helping to improve their own health and wellbeing

**Volunteers**

For younger and older volunteers, being active, busy and feeling useful also helps mental and physical health, in turn improving overall health and wellbeing

# TRUSTEES REPORT

## OBJECTIVES, ACTIVITIES AND ACHIEVEMENTS

### Objectives

All objectives met in providing a safe and supported environment for older people to socialize. This includes alleviating loneliness and isolation, thus improving mental health and wellbeing. Our support service also encourages healthy eating and physical activity, thus improving overall health, strength and balance.

Also, very importantly as a result of service users attending, it allows several hours' respite each week for relatives and carers.

And, with restrictions which were placed on society during the pandemic relaxed further during the period from 1<sup>st</sup> April 2022 to end of March 2023, it has also allowed us to meet another objective fully which is providing volunteer opportunities for more people and student placements re-commencing with mentoring, guidance, training and support.

### Activities

- (a) Social interaction, stimulation and friendship. Recreation and entertainment: From the time that they are picked up from home, service users enjoy conversations and interaction with fellow group members and staff.
- (b) Information and advice: Our staff team and volunteers are on hand to listen to any concerns and if the team cannot solve the problem or answer directly, another professional will be contacted who can. Newsletters and leaflets are distributed on various topics and visits from local area coordinators, benefits advisors and community nurses are also arranged to give relevant and up to date support and advice.
- (c) Recreation and Entertainment: Many activities take place within the Day Centre, including target games, chair exercises, music and movement, bowls, bingo and musical entertainers.

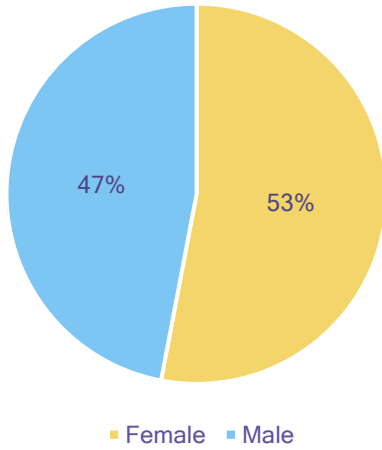
### Achievements

Maintaining a professional and cooperative relationship with our funders at the HSCP, which has ensured the continuation of the vital funding of the service.

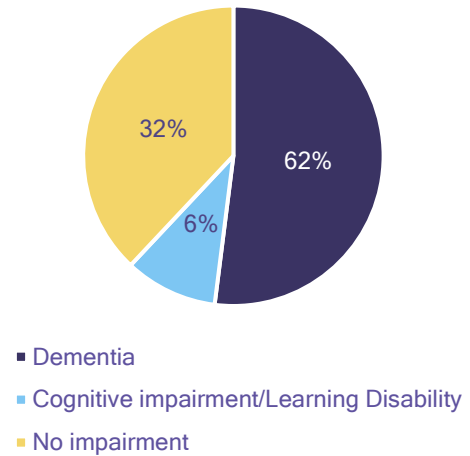
Nurturing new partnerships and relationships with the corporate sector which resulted in an extremely beneficial connection with SKY Broadcasting Time to Care Project. This partnership has flourished the past year, with the introduction of regular volunteers from the SKY community employee program and donations and gifts for service users and the Day Centre, which has enhanced the quality of activities and the support we provide.

# SERVICE USER STATISTICS

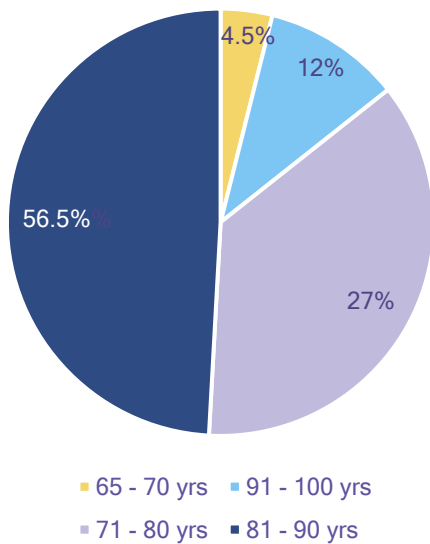
## Attendance



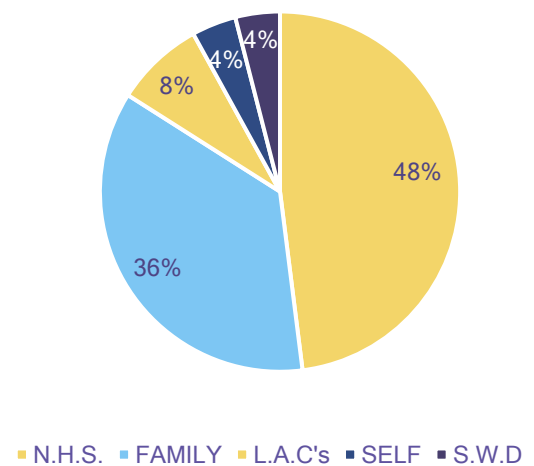
## Of those who attend



## Age Range



## Referrals from April 2022 to August 2023



# FEEDBACK FROM SERVICE USER'S QUESTIONNAIRE 2023

For us to evaluate the level of satisfaction you have when attending our service, we ask that you answer the following questions. Please be open and honest, whether your feedback is positive or negative, it is important for the organisation to hear the views and opinions on every aspect of attending the Day Centre and will help us to reflect and make any relevant changes where appropriate. No names will be used, so your answers will remain anonymous. The only record we will take is which day of the week you attend; this is so that any changes or responses required will be appropriate to each day of the week the Centre is open.

Month and Date: August 2023

How many service users in attendance and taking part 45

**Question 1. Venue:** What is your opinion on the Day Centre facilities, is it comfortable, is it spacious, is it easy accessible?

100% think the venue is very good. Stating the Centre is comfortable, spacious, bright and everyone loves having direct access to the garden.

**Question 2. Transport:** Are you satisfied with the timings and comfort of the transport used to bring you to and home from the Centre? Do you find the drivers helpful, respectful and considerate? And importantly - would you have any other means of getting to and from the Centre if we were no longer able to provide transport for you?

98% satisfied with all aspects of transport.

2% are of the opinion that on occasion, the driver "drives a little too fast".

93% Would have no other means of transport if F.D.C.S didn't provide.

**Question 3. Meals:** Do you consider having a meal important whilst at the Centre? Please state why and, do you enjoy the meals, or do you have any comments to add for improvement?

78% happy with the meals on offer.

20% enjoy the meals, but would appreciate more variety.

2% enjoy meals, but say that portions can sometimes be small.

**Question 4. Cost:** Do you feel that the amount you are asked to pay is too expensive or do you consider it value for money?

96% state that it is affordable and good value.

4% state it is expensive.

**Question 5. Activities, games, entertainment:** What is your opinion of the activities currently being offered, do you find them enjoyable, interesting, stimulating? Do you have any suggestions for activities or entertainment currently not on the agenda?

100% enjoy all activities, games & entertainment. But, 22% would like to have music and reminiscence more often and 20% suggest shorter period of time on morning activities, to allow for an earlier lunch and so a longer activity after lunchtime.

**Question 6. Other social outlets:** If our service was not available to you, would you have any other means of social interaction?

96% have no other means of social interaction.

**Question 7. Personal Outcomes:** Do you feel that attending the Day Centre has helped you achieve and maintain the outcome you were looking for/expecting? E.g. has this helped to alleviate social isolation for you, provide company, improve your mobility or mental health or anything else? Please tell us which outcomes have been achieved.

100% feel that attending the Day Centre has helped achieve personal outcomes.

49% say it has reduced their social isolation, provided company and enjoyment.

31% say it has helped to improve their mobility.

20% say it has improved their mood, so helped with their mental health and self-esteem.

**Question 8. The support and response you receive from the staff team:** Do you feel that your dignity is respected, and do you feel listened to and supported? Do you have ample opportunity to ask questions, give your opinion? And do you feel included and in control of your choices whilst at the Day Centre?

100% Yes, feel that they are supported with dignity and are listened to.

“The staff and volunteers are great. There is no doubt about the respect from the team and they always listen. The staff work so well together as a team and that is reflected in the welcome that all the service users receive”.

**Question 9. Additional comments:** Finally, please use this space to comment on any other aspect of our service and staff and volunteer team and do you have any suggestions on ways we could improve your Day Centre experience?

“Have a lovely time very week, cannot think of any suggestions for improvements”

“Enjoy coming to the centre, all the staff and volunteers are so kind and helpful”

“Love being outside in the garden, but haven’t had the same opportunities this year because of poor weather”

“The volunteers are so nice and work so hard to support the staff”

“Excellent service from start to finish. We all enjoy a laugh coming in on the bus and appreciate everything once we are at the centre”

“Cannot suggest any improvements, very happy with everything. It’s like the song Welcome to My World.

#### Meet David, Fay and Irene, service users who attend the Centre on a Tuesday.

They are happy to have their photo in the report and also wanted to give their feedback on what the service means to them.

**DAVID:** My mobility is poor and I do not venture out of the house on my own at all now. I have a real fear of falling, so before I started coming along to the Centre I felt isolated, lonely and bored. This is my one day of the week where I enjoy meeting others in such a great environment. The transport to and from the Centre and the support from the staff are excellent and makes me feel safe and secure. It is also such good value for money, with transport, lunch and everything else that I get. I so enjoy my day out.

**FAY:** Initially I only agreed to come along as it was something that my husband and son thought would benefit me, so I thought I would give it a try. I did not realize how much I would enjoy different conversations and making new friends.

I also love the attention and support from the staff and volunteers, they can never do enough to help and are so kind. The other benefit is the activities and exercise, when I am at home, I really do not move a lot, but coming here has helped to get me moving again.

My opinion of FDCS is that it is excellent and it feels so homely with a lovely welcoming atmosphere. And, I have to say that my husband enjoys the few hours to himself while I am here.

**IRENE:** I had no idea at all what to expect before I started, but I can only say that I am enjoying it. It is some time apart for me and my husband, and everyone is so friendly. I love speaking to others, it is good getting to know new people.





# FIFE DAY CARE SERVICES: QUESTIONNAIRES FOR RELATIVES OR CARE GIVERS/ 2023

In order to give us feedback on how you feel as a relative or caregiver of the person who attends our Day Centre, it would be highly beneficial if you were able to complete this questionnaire.

It allows us to reflect and evaluate our service provision, make changes wherever possible if asked and vitally, can be used as evidence to those who fund FDCS the benefits of day services.

If this is sent to you via email, please respond by reply and if you have received it by post, there is a stamped addressed envelope. We would appreciate a reply at your earliest convenience, so that we can collate and include answers in our Annual Report. If you have any questions, or you would prefer to give your answers over the telephone, please do not hesitate to contact the office on 01592 782889.

PLEASE PRINT YOUR NAME HERE (unless you wish to remain anonymous)

.....

*Please note that if you are looking for a direct response, your name and contact details should be given.*

**Question 1: RESPITE** Do you consider your relative or the person you support/care for attending our Day Centre as a form of respite for you? Or is it a respite for both of you?

**78% respite for both**

**22% do not consider it respite**

**Question 2: RESPITE** Without our service, would you have any other means of respite?

**71% no**

**29% Yes**

**Question 3: TRANSPORT** If we did not provide transport as part of our service, would your relative or the person you support be able to travel to and from with alternative means?

**64% no**

**36% yes**

**Question 4: BENEFITS TO YOUR RELATIVE/PERSON YOU SUPPORT** In your opinion what are the main benefits for your relative or person you support attending our Day Centre?

**100% see benefits in their relatives.**

There are several but the main benefits comes from the fact that their relatives are socializing with peers and taking part in group activities, which is providing physical exercise and mental stimulation and so helping to strengthen mobility and improve mood and self-esteem. So, improvements in mobility and mood /mental health were the main benefits witnessed.

**Question 5: BENEFITS FOR YOU** And what are the benefits for you?

**71% respite, allowing time to rest or take part in their own hobbies or pastimes**

**29% peace of mind that relatives are in a safe and supported environment and enjoying themselves**

**Question 6: SATISFACTION** Do you find the service we provide poor/good/very good/or excellent?

Please write reason (s) why you have given this answer:

**86% excellent**

**14% very good**

**Reasons given include:**

“Every staff member I have met has been so cheery, but kind and so patient with my husband. Also seeing the transformation in his personality and how he holds your service in such high opinion, to me that says it all”

“ I really need this wee break to spend time doing things on my own or with my sisters”

“Peace of mind and satisfaction that mum is enjoying herself in a supported situation and in warmth and comfort. I do not work that day, so it is a luxury to have time to myself”

“The benefits for me are seeing my mother happy, chatty, telling me about the people at the Centre and what she has done that day. Knowing that she is being cared for in such a friendly and stimulating environment. She always comes back tired, but in a good way”

Question 7: **SATISFACTION** What, in your opinion, could we do better?

**72% satisfied with no suggestions for improvement**

**28% would benefit from their relatives attending our service more days in the week**

**ADDITIONAL COMMENTS:** please use this space to give further comments on our service and staff.

“The day service you provide is essential to have in the community for older people. I don’t know what we would have done hadn’t my mother got a place. The friendly, caring and dedicated staff make all the difference”

“Wish mum could attend 7 days a week”

“Thank you for being who you are and for the support, patience and kindness you show to my mum. She is a very anxious lady but I see how relaxed she is on a Monday when waiting to be picked up to come to you and how happy she is when she arrives home. So, I know that you do everything in your abilities to make it such a fun day for everyone. Mum loves talking about her Centre friends and telling me what they’ve talked about and activities they have done”

“Thank you for your service. In my opinion your staff team do an excellent job, and I am so grateful for the fact that they all go above and beyond. The fact that everyone is so helpful, patient and kind and take the time to collect mum from the back door, ensure her house is locked and secure and the same on the return. This saves me travelling a long distance every Tuesday to see mum out to the Centre and then

home again. Excellent service from the start of the day, to the end of the day. Also, very good communication between the team and our family”

“My dad has been attending for 8 years and he has always only had good things to say about it. He not only enjoys and benefits for the company and activities, but he loves the staff and volunteers, he enjoys talking to them and says he loves their banter. I also have high regards for the team, you communicate so well with me and I appreciate all you do for dad”

This is a photo of Pete who has been a service user since January 2022 and his wife (and carer) Janice. They were both happy to feature in our Annual Report and this is what Janice had to say in the Questionnaire this year:

Question: Do you consider our service as respite?

Answer: YES, IT IS RESPITE FOR BOTH OF US

Question: What are the benefits of our service?

FOR PETE IT IS THE OPPORTUNITY TO SOCIALISE WITH OTHERS AND TAKE PART IN ACTIVITIES AND GAMES. THIS REGULAR INTERACTION HELPS TO KEEP HIM MENTALLY STIMULATED AND ALSO MOVING AROUND WHILST HAVING FUN, THIS IS DEFINITELY HELPING WITH HIS MOBILITY, WHICH IS NOW STARTING TO DECLINE. SO, I HOPE THAT THE LONGER HE CAN GET OUT OF THE HOUSE WITH HELP, THE LONGER HE CAN KEEP HIS MOBILITY.



FOR ME, THE BENEFITS ARE MANY. THE FACT THAT YOU PROVIDE TRANSPORT IS INVALUABLE. IT SAVES ME STRESSING ABOUT GETTING PETE TO AND FROM WHEREVER HE NEEDS TO BE. I DO NOT HAVE TO GET MYSELF READY ON A MONDAY, ONLY PETE. I THEN HAVE THE DAY TO MYSELF. I LOVE A MONDAY. NOT ONLY FOR THE TIME TO MYSELF, BUT I KNOW THAT PETE IS SAFE AND HAPPY. ANOTHER BENEFIT IS THAT HE HAS A TWO COURSE MEAL AT THE CENTRE, WHICH SAVES ME COOKING A BIG MEAL IN THE EVENING. MONDAY'S ARE MY STRESS-FREE DAYS!

Question: How would you rate our service and why?

Answer: EXCELLENT AND THE REASON:

PETE ENJOYS HIS JOURNEY TO AND FROM THE CENTRE AND I FIND THE STAFF NICE AND THEY ARE SO GOOD WITH PETE. I APPRECIATE THAT THE STAFF TAKE TIME TO FILL IN A COMMUNICATION NOTEBOOK EVERY WEEK. PETE'S MEMORY IS BAD, SO THESE NOTES LET ME KNOW WHAT HE HAD HAD TO EAT AND DRINK, WHAT ACTIVITIES HE HAS TAKEN PART IN, WHO HE SITS WITH AND ANY OTHER THINGS THAT I SHOULD BE AWARE OF FROM THAT DAY.

Question: Do you have any suggestions of how we can improve the service we provide?  
THERE IS NOTHING I CAN SUGGEST, EXCEPT FOR TO STATE THAT I WOULD BE HAPPY IF PETE COULD ATTEND MORE THAN ONCE A WEEK.

Do you have any additional comments:

PETE ALWAYS COMES HOME WITH A BIG SMILE ON HIS FACE AND WAVES BYE TO ALL HIS FRIENDS ON THE BUS. IT IS JUST SO LOVELY TO SEE HIM LIKE THAT. I WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK EVERYONE AT FIFE DAY CARE SERVICES AND SAY THAT YOU ALL GO THAT EXTRA MILE TO MAKE SURE ALL YOUR CLIENTS ARE WELL LOOKED AFTER AND PUT SO MUCH INTO MAKING IT ENJOYABLE.

Janice Muir August 2023.



# IT'S THE MOST WONDERFUL TIME OF THE YEAR CHRISTMAS AT FIFE DAY CARE SERVICES

Celebrating Christmas is always a special time at the Day Centre and we do our utmost to create a special atmosphere for everyone.

The service users are involved in decorating the Christmas tree. And, parties with entertainment, raffles, gifts and a lovely lunch courtesy of the catering team at Lindsay House kitchen are arranged for each day of the week before the holiday break.

Below are some photos of Christmas 2022.



# SERVICE MANAGERS REPORT

It has been another satisfying and rewarding year at Fife Day Care Services. To see how much the service users enjoy attending, and to witness the benefits to health. Each day is different, with such a unique mix of service users, but it is plain to see what everyone gains, whether it be improving in physical strength, mental health or both. This makes it such a fulfilling part of our jobs and roles within the team, even in the busiest and stressful times, just the knowledge that this service makes a positive difference, it couldn't be anything else.

The Day Care staff team led by our Senior Coordinator, put their hearts and souls into planning and facilitating an activities programme for each day, and enjoy witnessing service user satisfaction and visible enjoyment. I know that all the team are compassionate and have high regard for their work, this does not go unnoticed and was commented on specifically by service users in the Questionnaires, how it is apparent that the staff and volunteers work together effortlessly so well each and every day and - as a team.

For people who may have not had the chance to visit the Day Centre, please look at all the feedback from the annual Questionnaires on pages 26 - 34 and read the comments from service users and relatives. Or, please feel free to pop in and visit, you will be made very welcome.

Our service users enjoy the continuity of a regular team of staff and volunteers but they also love visitors, and depending which day it is, any visitor must be prepared to have time to chat, because that is what they will get, like it or not. On most days, there are chatterboxes and social butterflies aplenty, which is great! And we are fortunate to have a fruitful partnership with SKY Time to Care. We currently have one or two employees from SKY in to help each day, complimenting the assistance we receive from our amazing, regular team of volunteers. Most let us know how much they have loved helping and one employee recently joined our volunteer team officially, helping on a regular basis. So, it is safe to say we could not be more grateful for this partnership. After all, without volunteers we would not be the organisation we are. So, thank you to Grant Scobie, Claire Du Preez and all the employees at SKY, you are now part of our Day Centre "family".



The Strategic Plan for Fife 2023 to 2026 informs that Scotland's ageing population is growing faster than anywhere else in the UK. Older people (aged 65 and over) have seen the largest increase of all the age groups, with numbers rising by nearly 24% in the last 10 years and whilst the population is set to reduce overall, older people will continue to see the largest increases of all the age groups over the next 10 years.

The Strategic Plan for Fife is supported by nine other strategies, including Dementia, Carers, Mental Health and Prevention and Early Intervention. I mention these four in particular, as they will play such an important role in how organisations such as ours are funded and supported to continue the provision of valued social care, not only to service users, but to the wider community, including relatives/carers and volunteers.

Because we are a service operating from a base, meaning that service users are supported out-with their own homes, we witness how beneficial that is to relatives and their own health and wellbeing. I think we all appreciate the days when you may just feel like having some time in your own house, with the chance to relax in peace and quiet. However, for people who are unpaid carers, that chance does not come along often or easily. On page 33 you will be able to read some feedback from one such relative and carer to her husband.

I would like to thank Janice and Pete for being willing to let us feature them in the annual report and for welcoming me into their home. It is so apparent the love they have for each other and Janice is so committed to helping Pete live his best life, so for me to hear directly from her how much she gains from Pete coming along to our Centre one day a week, was a pleasure.

Moving forward for the people of Fife, as well as The Strategic Plan, it is encouraging for older people to know that there is a consultation/ draft proposal for a Bill to establish an Independent Commissioner i.e. Proposed Commissioner for Older People (Scotland) Bill. A Commissioner for Older People will raise awareness of their specific needs, rights and interests and ensure that this age group are fully included and considered in decisions all across Government. So, we wait with interest on the consultation period finishing at the end of October.

As always, there are so many people, organisations and businesses that we are truly grateful and thankful for, please see the Acknowledgements page for details.

I would like to give a special mention to a former volunteer Mrs. Marie McGurk, a truly kind, and compassionate lady with a wicked sense of humour. It was with great sadness we learned that Marie had passed away after a brief illness in June.



Marie was 69 when she came to volunteer with us and this hard working lady gave us 14 years before deciding to retire at 83.

The NCVO definition of volunteering is “When someone spends unpaid time doing something to benefit others”. This organisation has always been and still is extremely fortunate to have such kind and dedicated people continually do just that.

So... Heartfelt thanks to one and all.

Carol Reddington

October 2023

# THANK YOU TO THE MUIRHEAD FAMILY



**THE family of a late Cowdenbeath man have donated £1,000 to a local charity for their "incredible" care.**

John Muirhead, a "Lumphinnans boy", was a service user at Fife Day Care Services for three years before he passed away at the start of 2021, in his early 70's.

After taking unwell, he would attend the centre in Lumphinnans once a week and his family said "it made such a difference to him".

'Johnny's' loved ones recently held a fundraising night for the charity at the Junction Bar in Cowdenbeath.

The night was one "Johnny would have loved", his daughter-in-law Nicola Hynd told the Times.

A total of £1,036 was raised on the night for Fife Day Care Services.

Nicola said: "He was a very active man but when he took unwell, he loved going to the centre once a week.

"It made such a difference to him. He loved going. He would be up early and dressed and raring to go that morning.

# ACKNOWLEDGEMENTS & THANKS

- Age Scotland
- April Adam & team: FIRST
- Baynes Lochore: Raffle donations
- Bob & Marlyn McGhee: Easter gifts for service users
- Bob Ritchie: donation
- Care Inspectorate
- Chic Meldrum: donations
- Chris, Janet & John Rae: Kingdom Transport
- Christine Smith: donations
- Community Mental Health Nursing Team (over 65's)
- Cooperative Store Lochgelly: Raffle donations
- Fife College: Gail Ligman
- Fife Council HSCP: Core Funding
- Fife Voluntary Action
- Howard Coates: Coates Consulting I.T
- Janice & Pete Muir: donations
- Jemima Morris: donations
- John Lynch & Co: Chartered Accountants
- John Winning: donations
- Joyce & Bill Finlayson: donations/gifts
- Lesley Elias: Link Officer
- Leslie Barr: donations
- Local Area Coordinators: Fife Forum
- Management and staff: Lindsay House
- Margaret Morgan: Reminiscence groups and donations
- Morrison's Stores Cowdenbeath & Kirkcaldy: Raffle donations
- Nicola Hynd, the Muirhead boys and Family: Fundraising, handmade gifts and donations
- Post Diagnostic Dementia Support Team
- ScotGEM Student Placement Team: School of Medicine, St Andrews University
- SKY Time to Care Community Programme: Grant Scobie, Claire Du Preez and all the fantastic employees who have volunteered the past year. And many thanks for the donations in gifts for service users and for equipment/items for the Centre and the Garden
- The FDCS Staff and Volunteer team: Raffle donations
- The Scottish Government Staff Wellbeing Fund

And, finally a huge thank you to the many volunteers that contribute to the full service delivery. From the individual members of our Board, to the team who assist the day care staff each day.

Without volunteers, Fife Day Care Services would not be able to function, and they are all truly appreciated.



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