

enriching
lives

Annual Review
2011/2012


Sheffcare
enriching lives

welcome

A warm welcome to our Sheffcare annual review. As you read through it I trust you will appreciate the success our organisation has achieved this year, and more importantly a true sense of the quality of care we provide.

The most significant outcome of the past 12 months is the recognition of our high standard of achievements through excellent CQC reports, an independent measure reflecting the hard work and dedication of our care worker teams in each of our eleven care homes. Running residential care homes and caring for people is easily one of the most rewarding occupations and it is a thrill to see the quality of care afforded each individual within our homes.

How do you measure quality of care? Sheffcare creates a compassionate environment where individuals are treated in a respectful and dignified manner. What lifts Sheffcare above and beyond other care providers is its dedication to provide its residents with a genuine home and a sense of family surrounding them. This for me is a true measure of the quality of care we offer, where team members afford the time to offer companionship, and take genuine interest in individuals, providing engaging activities, and through this, enrich their lives.

High occupancy levels and increased dementia care capacity clearly provide an improved return on our investment, but this is only part of the story. Our success also enables us to care for more people, and those who are in greater need. This is why we strive for growth, and why success means so much to us. It provides an opportunity to invest in our future.

It continues to be a delight for me to support, and observe the skills and abilities of our team of caring, dedicated staff, who share with me the reward of satisfaction which comes through offering both practical support and human compassion to those who need it most.

Steve Hustler took
over as Chair of
the Board in
May 2011


Steve Hustler
Chair of Board



Highlights

Expansion of dementia services

A key feature of this past year has been the successful introduction of four new dementia services which reflected the changing demands of our customers and commissioners. We have developed residential dementia services at the following care homes Deerlands, Housteads, Knowle Hill and Burnt Tree Croft. We have also expanded our dementia day care services at Cotleigh.

Day Care

Alongside this we have streamlined our day care provision in line with demand for this type of service. This has resulted in a reduced number of day care services. However we are confident that the level of day care provision is now linked to demand in a more sustainable manner.

New Ways of Working

We have reviewed our ways of working here at Sheffcare over the past year and taken steps to ensure that we are working in a way which best meets the needs of our residents. This has resulted in a change in shift patterns which ensures more continuity of care for our residents. In addition we have refreshed the image of Sheffcare to more accurately reflect the work we do.

Sustainability

Sheffcare has a long and proud heritage and for the past 19 years has served the people of Sheffield by providing compassionate care services which focus upon the needs of the individual. Managing Sheffcare to ensure financial sustainability will ensure that the charity has a bright future

Service User Results

We are delighted to announce that our service user results this year, as in other years, demonstrate that people who use our services are very happy with them

97% of residents were satisfied or very satisfied with the service they were receiving

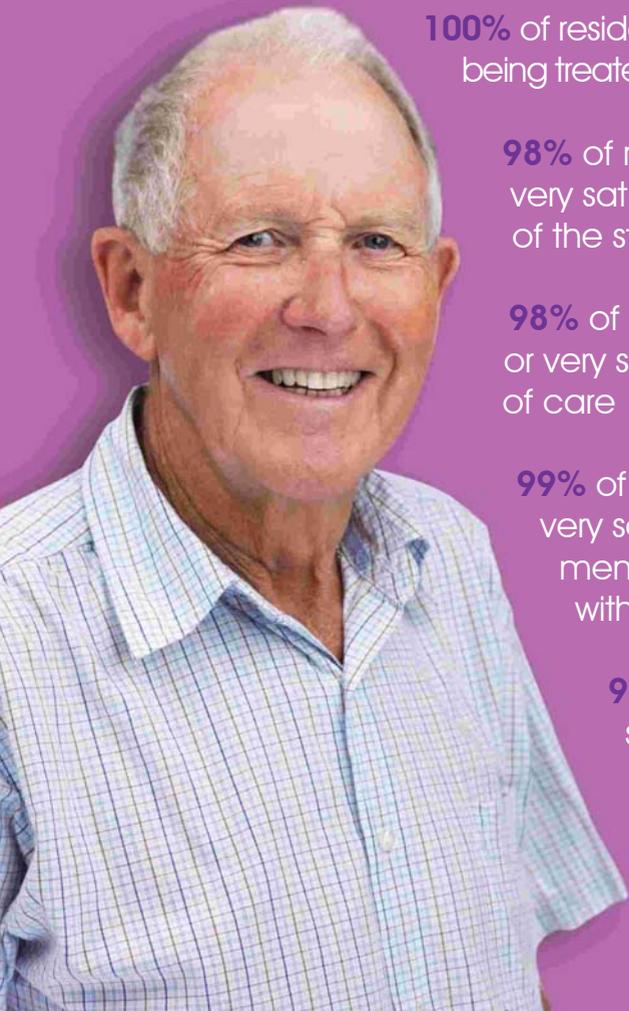
100% of residents stated that they were being treated with dignity and respect

98% of residents were satisfied or very satisfied with the friendliness of the staff

98% of residents were satisfied or very satisfied with the quality of care

99% of relatives were satisfied or very satisfied that their family member was being treated with dignity and respect

98% of relatives were satisfied or very satisfied that their family member's care needs were being met



What do people say who live with us?

“Its the next best thing to home ”

“We couldn't be any safer ”

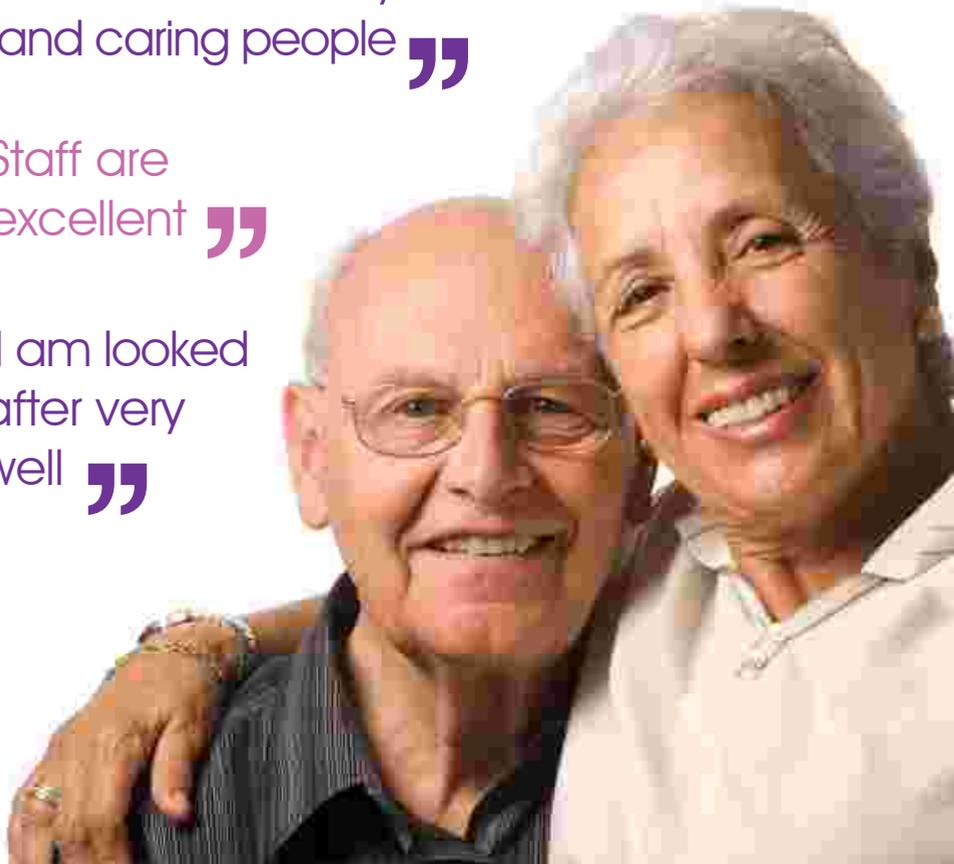
“I have choices all the time ”

“The staff give me the help I need ”

“The staff are lovely and caring people ”

“Staff are excellent ”

“I am looked after very well ”



What do our relatives say?

“ I think (my parent) is very well looked after by people who know them well ”

“ Without exception the staff are caring. We have no worries at all ”

“ It is marvellous here. My relative is happy and that makes me happy ”

“ I have no worries or concerns about the care given ”



Care Quality Commission



The Care Quality Commission have inspected the majority of our homes and we are proud to say that we are fully compliant

- ✓ Standards of treating people with respect and involving them in their care
- ✓ Standards of providing care, treatment & support which meets people's needs
- ✓ Standards of caring for people safely & protecting them from harm
- ✓ Standards of management
- ✓ Standards of staffing



Sheffcare Funds

How we spent each £10



£8.70 care and comfort



£0.74 Premises - Building and maintenance costs



£0.40 Managing the business - office costs



£0.16 Interest



Looking To The Future

Developing Dementia Services

This will continue to be a key focus for Sheffcare over the coming months and years to meet the changing needs of older people within Sheffield.

Home Care

Here at Sheffcare we recognise that some people would rather have their care delivered within their own home and would like to remain within their own homes for as long as possible.

In response to this we will be developing a home care service to enhance our range of care services

Building New Services

We also propose to develop our sites at Cotleigh, Grange Crescent and Midhurst to increase our number of residential care beds.



Our Residential Home and Day Care Centres

- 1 **Burnt Tree Croft**
190 St Phillips Rd
S3 7JY
0114 275 7873
- 2 **Castelayn**
2 Leighton Drive
S14 1ST
0114 239 8429
- 3 **Cotleigh**
31 Four Wells Drive
S12 4JB
0114 263 3800
- 4 **Deerlands**
48 Margetson Road
S5 9LS
0114 221 3258
- 5 **Grange Crescent**
47 Grange Crescent
S11 8AY
0114 255 5539

- 6 **Hawkhills**
11 Stanwood Road
S6 5JE
0114 234 5469
- 7 **Housteads**
1 Richmond Park Grove
S13 8HX
0114 269 2469
- 8 **Knowle Hill**
Streetfields
S20 4TB
0114 248 3594
- 9 **Midhurst Road**
21 Midhurst Road
S6 1EY
0114 285 5345



-  Residential Home
-  Residential Home and Day Care Provider



10 Paddock Hill
625 Gleadless Road
S2 2BT
0114 239 1449

11 Springwood
611 Herries Road
S5 8TN
0114 232 5472

Sheffcare values

Person Centred

recognising the needs of our customers, delivering the highest possible service and enriching lives

Professional and Responsible

working with openness, honesty and integrity, bringing credit to Sheffcare

Equality of Opportunity

recognising and respecting the diversity of our staff and our customers

Continuous Improvement

always seeking to do things better

Positive State of Mind

seeing problems as opportunities, taking the initiative and stretching performance levels

SheffCare Ltd

Knowle House
4 Norfolk Park Road
Sheffield S2 3QE

Tel: (0114) 2808888

Fax: (0114) 2808889

 SheffCare Ltd  @sheffcare

www.sheffcare.co.uk

A leading Sheffield
Based Charity


Sheffcare
enriching lives