



opening doors  
**MAECare**  
 for older people

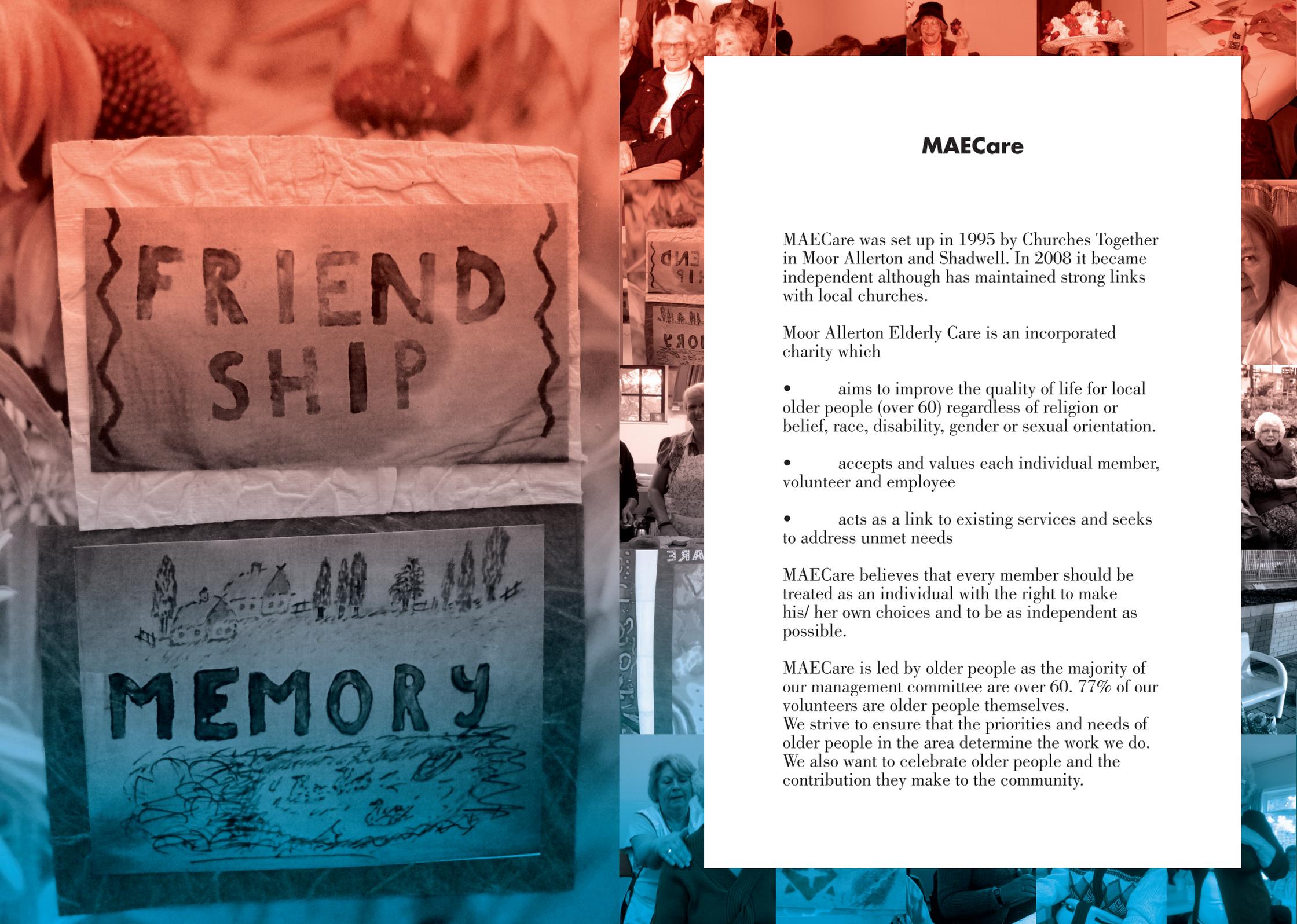


# Moor Allerton Elderly Care (MAECare)



# 17th ANNUAL REPORT 2011/12





FRIENDSHIP



MEMORY

## MAECare

MAECare was set up in 1995 by Churches Together in Moor Allerton and Shadwell. In 2008 it became independent although has maintained strong links with local churches.

Moor Allerton Elderly Care is an incorporated charity which

- aims to improve the quality of life for local older people (over 60) regardless of religion or belief, race, disability, gender or sexual orientation.
- accepts and values each individual member, volunteer and employee
- acts as a link to existing services and seeks to address unmet needs

MAECare believes that every member should be treated as an individual with the right to make his/ her own choices and to be as independent as possible.

MAECare is led by older people as the majority of our management committee are over 60. 77% of our volunteers are older people themselves. We strive to ensure that the priorities and needs of older people in the area determine the work we do. We also want to celebrate older people and the contribution they make to the community.

## Chair's Introduction



Welcome to the 17th MAECare Annual Report, and the first to be introduced by the two Joint Chairs, Pauline Roylance and Margaret Aveyard.

Well it's been a year of good things, and a year when MAECare has experienced difficulties, not least of those financial concerns. We've had some fun too—and we remember the day when the Joint Chairs and another Trustee were all involved in trying to lock the office. We managed it eventually, but I'm reminded of the old joke “How many Trustees does it take to .....”.

MAECare consists of a lot of people all working hard to ensure that older people in the area receive the services they need, delivered in a way that gives them as much choice and control in how they live their lives and maintain their independence as possible.

One of the first things that happened after we became Chairs was that we had a development day based on a review of governance, trustee roles, and on a skills audit. The skills audit looked at finding out what skills current Trustees had, and which we didn't have but could do with. We were pleased that most Trustees are happy to use their skills to benefit MAECare, but we also needed to recruit people who could help us market and publicise the organisation or who could give us advice on any legal issues that might arise. We also felt that we needed to ensure that the make up of the Trustee group reflected the make up of the community, and we are actively seeking to ensure that happens.

Another gap was that we felt representation for the Shadwell area should be maintained because of the issues specific to rural outlying communities. A process of recruitment began in late 2011. We thank all the Trustees for their efforts for MAECare.

We instigated a new internal group called the Audit group. This group of existing Trustees is charged with looking at all the internal processes that MAECare has and checking that they are operating as they should be, in order that the organisation runs smoothly and efficiently. It is not just looking at financial procedures, but at Health and Safety too.

Lots of new activities have been established, some of them funded through small pots of money which nonetheless allow us to complete significant work. Some of you will have been involved in the Creative Writing group, and others the Skippko craft group. We have had our usual Stroke Club, a new arts class and the singing group in addition to our long running and successful exercise, yoga, coffee mornings and drop in and information groups. All of these activities have been held in a year which is the first in 8 years without funding from the Big Lottery.

Evaluations and reviews of activities have been carried out, with a satisfaction survey producing really positive and useful feedback for us. We have been in touch with all the people on our database within the 12 months covered by this report either in person or by telephone.

So, in numerical terms, in 2011- 12 1050 older people received our newsletter. MAECare delivered 1359 lifts via the VCS, 21 people received regular visits from a befriender, 17 new volunteers were approved, trained, and became operational, bringing the total to 94. 9 volunteers worked in schools as part of our partnerships, 142 different people took part in a health related activity.

Outside of MAECare, there are lots of changes in the way that Leeds City Council and the Health Authorities are working together to integrate what is offered to people who are using services. Things will become clearer as the new Clinical Commissioning groups take over from the PCTs and when our partnerships with these new initiatives can be developed further.

In financial terms, MAECare has used £9626 of its reserves to maintain services throughout the year. Careful management in the past allowed us to build these reserves, and we were able to continue to run most services through the year, despite a reduction in funds coming into the Project. This reduction in income, however, meant that we had to do a major review of how we could continue to deliver services using less staff resources.

The restructure meant that some staff took voluntary redundancy, and this enabled MAECare to move forward using less staff hours.

Our thanks go to our funders for allowing us to make a difference to older people's lives and for continuing to support both our new and existing projects. We couldn't do it without you.

No introduction such as this one would be complete without a huge thank you to the people who make MAECare services "tick". The staff team are well loved by all, but most of all they are effective and committed and totally loyal to the members they work with and support. You, and we, are lucky to have them. But they don't work on their own. MAECare is very fortunate to have a group of 90 volunteers, many of whom have supported MAECare for more than 10 years. I think we have reported in the past that the number of hours given by volunteers adds up to the equivalent of 2 extra staff. What a story to finish this review of our first year on. Yes, we've had a few difficult issues, but we've had the support of a committed staff and volunteer team that is still making things happen for older people in Moor Allerton and Shadwell.



## MAECare Reduces Social Isolation



There is good research evidence to show that social contact is not only good for us but can prolong life. Each year MAECare aims to provide a range of activities which will suit a variety of tastes and interests. Transport is vital to all that we do as this is a significant barrier to getting out. We provide transport to all our activities whether through the Volunteer Car Scheme or the use of minibus transport, especially with the support of our friends at PHAB, who share their volunteers and minibuses with us for the cost of the petrol.

Coral and Margaret are two people who have enjoyed coffee mornings and Treetops afternoon tea as well as outings, and they explain why the social contact is so important to them.



Coral says, *'Last year my husband had to go in to a home because he has dementia. I found it very lonely being on my own. I had a phone call from MAECare and it changed my life completely. Julie asked me if I would like to join in MAECare activities. They have coffee mornings, talks, trips out. There is never a dull moment and I have made so many friends.'*

Margaret tells us, *'MAECare has meant a lot to me, I am partially sighted and it has made my life a lot better. I get out more, I enjoy exercising and should do more.'*



Meeting other people and doing something you are interested in and even trying something new is all part of keeping active. A project funded by Awards for All in partnership with Skippko Arts Company has produced three brilliant banners for the MAECare office. Two groups met for 10 weeks on the theme of Never Too Old and produced the banners to reflect positive aspects of growing old.

Using volunteers MAECare is able to offer a friendly visitor who will visit people in their own homes, bringing a new face into people's lives. Last year there were 14 new matches bringing the total number of regular visiting arrangements to 21. In the course of the year 8 matches ended. This may be because the person has died or gone into residential care.



Betty is a friendly visitor for Stan and they have established a real rapport after Stan had a stroke. They enjoy chatting together and Betty has encouraged Stan to talk about his time in the Coldstream Guards and his interest in music. This has helped Stan build up confidence with his speech.

Stan is more than happy to receive Betty's visits and enjoys his chats about the old days and music.

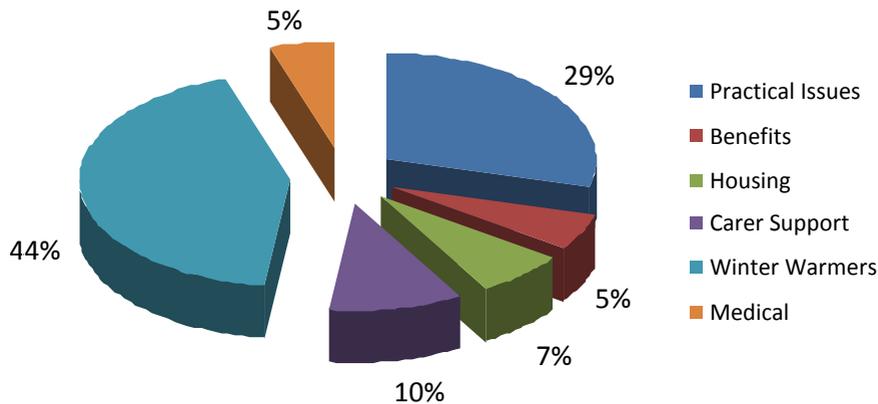
*"She is my friend"*

We offer telephone support to nine service users and there is always positive feedback

*'I look forward to my phone call every Tuesday and I miss it when Mary is on holiday' said one of our service users.*

## MAECare Increases Choice and Control

### Kinds of Information Requested



By providing good information about services MAECare can support older people to have more choice and control over their lives.

Older people use MAECare as an information point for practical issues such as getting a gardener or handyperson as well as about benefits and housing. Increasingly younger relatives of our service users who want to get the best support for them are getting in touch. Our website is becoming more important for this and we will be developing it in the future. Older people often drop in to the office needing help to make phone calls. Today's modern telephone switchboard systems can be daunting, especially for those with hearing loss.

Jack Lewis says

*'I would be lost without you. It's so helpful to have somewhere to come to sort problems out especially when your memory is not as good as it was'*



A newsletter has been sent out to 1050 households this year. This gives information about activities and services, but also other information such as about digital switchover or how to keep warm in the winter.

Many service users who can no longer access activities still like to receive the newsletter as this helps them to still feel involved in the community.

Winter Warmers is a regular feature of the MAECare calendar. Each year information is offered about keeping warm in cold weather and ensuring everyone has access to information about reducing energy costs. As well as low cost thermal underwear we sell bedsocks and gloves.

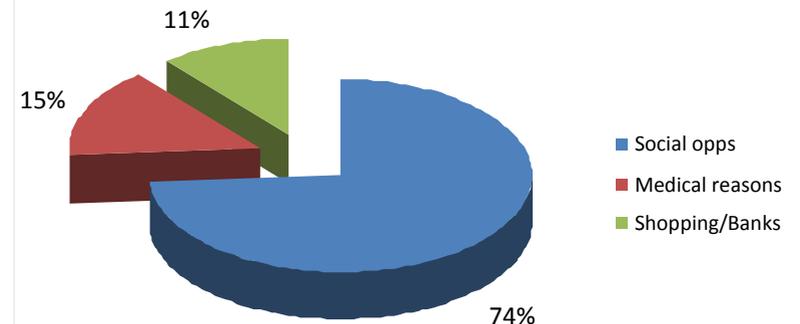
Ensuring that older people can access the digital age is vital as more and more services are available on line. With the support of two excellent volunteers, service users can have one to one tuition in the office or can be supported at home. Older people say that being able to use Skype and e mail to keep in touch with family members is very important to them.

The Volunteer Car Scheme supports older people to make choices about going shopping, and provides assisted transport to local medical appointments. It also supports older people to attend social activities of their choice. What we offer is much more than a taxi service and the support our volunteer drivers give is especially valued.



In 2011-12 we gave 1359 lifts mostly to social opportunities as shown in the pie chart below. As the number of activities has increased so has the number of lifts by minibus. Last year 276 people travelled by minibus, this is 4 times as many as in 2010-11.

### Volunteer Car Scheme Usage



## MAECare Improves Health and Well Being

MAECare offers a range of activities to support older people to keep as active as possible. For some people it's just a case of keeping their fitness at the same level but for others there is a medical reason

*'My doctor suggested that I walk as I have a rare lung disease and it was really getting me down. I am enjoying it'*

One of our service users has joined the Yoga group and has been amazed to discover that she can now knit again after many years of finding it too painful. This year the Yoga group has been particularly successful and 14 people have registered. EXTEND gentle exercise, swimming and the walk group continue to go from strength to strength and over 100 people are involved in exercise on a weekly basis.

The Wii sessions have continued once a month, and a mini tournament was held with the team from Age UK Leeds in December 2011.

A Healthy Living Day was organised in November 2011, linked to the theme of Winter Warmers. A Singing For Fun workshop was piloted leading to the establishment of a regular group which meets at Yew Tree Court. This includes some people with dementia, who enjoy being able to join in the singing. West Yorkshire Fire Service were also involved in the day and carried out a very spectacular demonstration of the impact of a chip pan fire.



## MAECare Supports Involvement in the Community

Working with schools is an important part of what we do. This is a two way relationship.



Young people at Allerton High School supported by staff organise a Christmas Party and a Strawberry Tea for our service users. Once again the students provided Christmas hampers which were distributed to those who had been ill recently or had a recent bereavement.

This year St John's Brownies prepared bulbs in pots which were also distributed to service users.

In addition this year we have run some joint cooking sessions with Year 7, 8 older people and 8 students worked together to produce pizza's.

As well as receiving support, older people are giving support to children and young people by volunteering to hear them read at Allerton Primary School. 9 older people are regularly involved and are enjoying the contact with children. The children enjoy the exclusive attention they get.

We continue to have good links with St Paul's who regularly come and entertain Stroke Club members. Their performance of excerpts from the Wizard of Oz musical which they sang at the 2011 annual meeting was much appreciated. Links with Alwoodley Primary School are being renewed and volunteers are also working at Highfields Primary School.

Drama students at LMU, who formed themselves into the Treasurehead Company, organised an excellent day which gave them an opportunity to try a number of different creative activities including dance and art.

We have been strengthening links with East North East Homes and one outcome of this was a joint celebration of International Older People's Day in October 2011.

Some service users have been working with the Leeds Medical School. Student doctors have been meeting people with medical conditions in their own homes to help them understand medical conditions from the individual's perspectives.

## Working with Other Agencies

Working with the health service and Adult Social Care is a crucial part of our role.

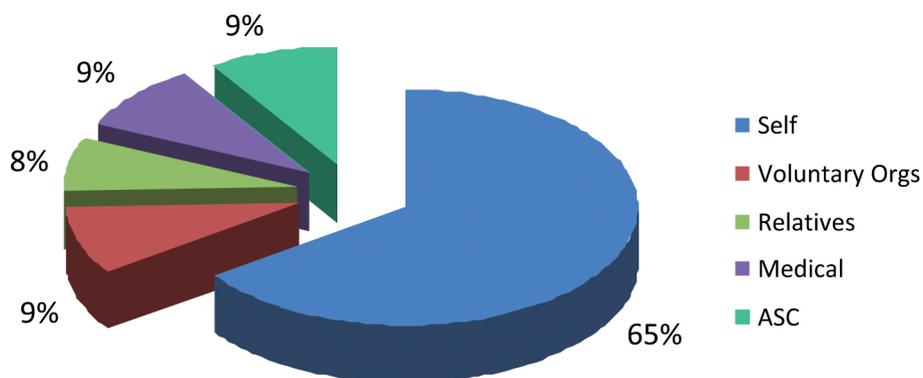
Statutory Services like GPs, district nurses, occupational therapists, physiotherapists and social workers are often in touch with older people when they have had a fall, been ill or had a new diagnosis and this can be a great opportunity to let people know about MAECare.

The pie chart below shows the source of our referrals in the last year. There are some direct referrals from ASC and health services and as long as the older person is aware and has agreed to the referral we will contact them. The majority of referrals are made by people themselves. They may have heard of us from a friend or neighbour. They may also have heard about us from their doctor or the physiotherapist, but made the first enquiry themselves.

There is still much to do in making sure that agencies are aware of us.

In the future, with the advent of a more Integrated Approach to Health and Social Care, it will become even more important that agencies work together to ensure that older people can have a personal approach to their care and as much choice as possible.

Source of Referrals



## Volunteers

Volunteers are the lynch pin of the work that MAECare does and enable us to carry out a range of activities.

Volunteers are involved in leading groups such as Creative Writing. They do Friendly Visiting, are Volunteer Car Drivers, push wheelchairs on outings, make tea and coffee at social occasions, organise activities such as the Shadwell events as well as helping to raise money through cake and tombola stalls and serving as members of the management committee.

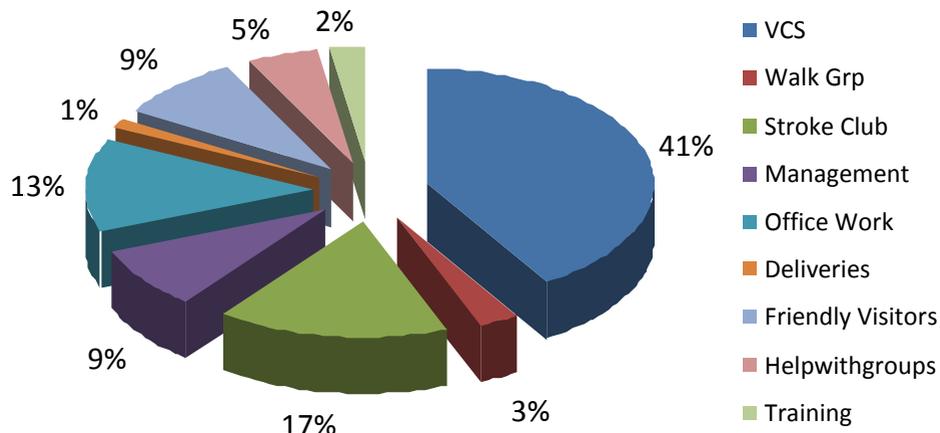
Regular training and support sessions are organised and this year there have been training sessions on: Assisting elderly people safely into cars, First Aid, Dementia, Safeguarding. Volunteers have also accessed training on Reminiscence and How to Handle Wheelchairs Safely.

17 new volunteers were recruited. 12 have retired from active volunteering. This is because of a variety of reasons including gaining employment. Sadly two long standing volunteers Roy Arnold and Steve Hall died last year.

Volunteers gave 2877 hours last year which is the equivalent of another two full time workers.

94 volunteers have offered their services this year and of those 77% are over 60 years old.

**Volunteer Hours**



## These registered volunteers have served in 2011-12.

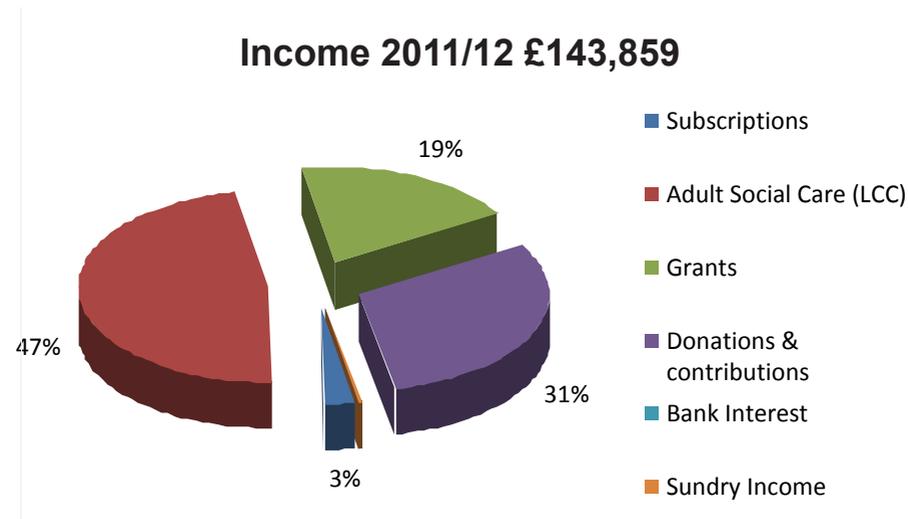
**Ros Arnold**  
**Roy Arnold**  
**Jean Austin**  
**Douglas Aveyard**  
**Margaret Aveyard**  
**Justine Barry**  
**Jean Booth**  
**Margaret Booth**  
**Mike Bowers**  
**Lucy Brewin**  
**Hedda Brown**  
**Vicky Brown**  
**Margaret Buchan**  
**Margaret Butts**  
**Chieu Charsley**  
**Denise Choi**  
**Joe Cole**  
**Lindsay Cradock**  
**Maureen Darnbrough**  
**Dolly Das**  
**Robert Dyson**  
**Sabrina Eusuf**  
**Chris Feetenby**  
**Jill Fisher**  
**June Gaines**  
**Cyril Garbutt**  
**Maryjo Gardner**  
**Maureen Gardner**  
**Eleanor Gibson**  
**Pamela Godward**  
**Dena Golf**  
**Carole Gosden**  
**Rachel Guthrie**  
**Cathy Haigh**  
**Colin Handyside**  
**Betty Harding -Cox**  
**Samantha Harrison**  
**Shirley Harrison**  
**Philip Harriman**  
**Allan Horswill**  
**Pauline Horswill**  
**Joan Hurst**  
**Betty Jackson**  
**Barbara Jewitt**  
**Rod Jewitt**  
**Jean Joy**  
**Jo Kane-Doyle**  
**Helen Kasher**

**Rachel Kasher**  
**Karina Kinsella**  
**Eileen Ludlow**  
**Kevin Ludlow**  
**Susan Lowe**  
**Milly Lund**  
**Liz Malia**  
**Celia Martin**  
**Rebecca Marshall**  
**Christel Mavor**  
**Peter McIntyre**  
**Rachel Mendel**  
**Brenda Millward**  
**Margaret Morrish**  
**Chris Norwood**  
**Hugh Norwood**  
**Priye Okeye**  
**Pauline Parker**  
**Ann Pearce**  
**Lewis Peek**  
**Eve Phelan**  
**Jean Rajfeld**  
**Margaret Ramsay**  
**Muriel Ramsey**  
**Lila Roots**  
**Pauline Royslance**  
**Tom Ryder**  
**Zoe-Ann Scruton**  
**Margaret Scruton**  
**Leslie Sewter**  
**Maureen Smith**  
**Rosemary Smith**  
**Shelagh Stubbs**  
**Alan Swift**  
**Dorothy Taylor**  
**Emily Tebbs-Dube**  
**Pauline Trousdale**  
**Catherine Turner**  
**Geoffrey Walker**  
**Margaret Walmsley**  
**Penny Watterson**  
**Mary Wilson**  
**Jean Wilson-Goddard**  
**Rosie Wright.**  
**Irene Wyatt**  
**Jessie Wyatt**  
**Wilfred Wyatt**

## Treasurer's report 2011-12

These two pages are a summary of our accounts in the last 12 months. The full accounts are available from the office.

Behind the basic income and expenditure figures is a more complicated story.



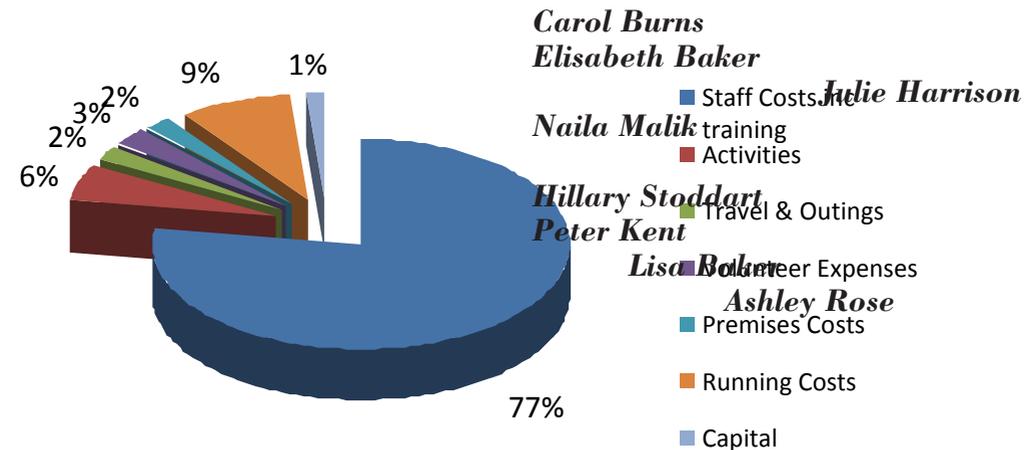
We are fortunate to have the security of the contract with Leeds City Council which was 47% of our income last year.

Our income was £9626 less than our expenditure. This was mainly because a Big Lottery grant had come to an end. The committee agreed to maintain staff levels for one year. Therefore some of our reserves will be used to offset this deficit.

We also received a grant from Awards for All for an arts project, the funds of which were all spent in the year in question.

We were fortunate to receive a generous anonymous donation at the end of February 2012 of £20,000 and the committee has agreed to use this to support staffing costs for the next three years.

## Expenditure 2011-12 £153,485



Our expenditure was distributed much as in previous years with the main proportion of our costs being salaries. Volunteer expenses and activities form 10% of our expenditure reflecting the importance to the organisation.

In order to ensure that the organisation is sustainable and can deliver the outcomes of the contract with Leeds City Council a restructuring of staffing took place. Three staff took voluntary redundancy and their redundancy payments are included in staffing costs.

We are very grateful to all our funders large and small, and for the contributions of our service users through their member subscriptions and the extra fundraising they do.

We still need to work hard to fundraise in the current competitive environment and we are waiting to hear the outcome of a Big Lottery Application for work on health and well being.

*Wilfred Wyatt*  
Treasurer

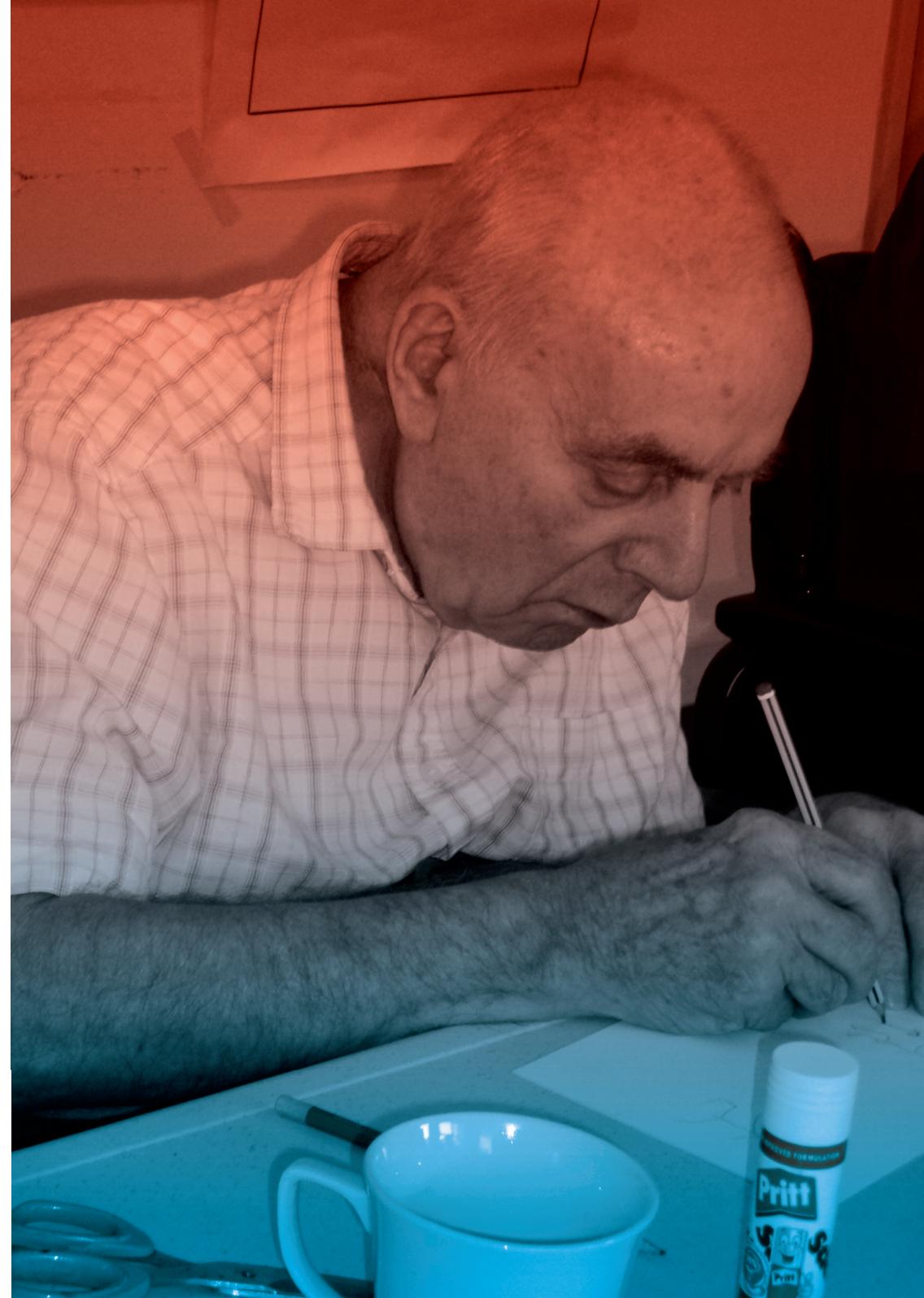
## STAFF

Project Manager  
Out and About Scheme Coordinator  
Project Worker  
Community Health Development  
Worker (Maternity Leave)  
Partnership Worker  
Volunteer Coordinator  
Adminstrator  
Finance Worker

### Management Committee

**Margaret Aveyard** Joint Chair  
**Pauline Roylance** Joint Chair  
**Wilfred Wyatt** Treasurer  
**Maureen Darnbrough**  
**Jill Fisher**  
**Joan Hurst**  
**Eileen Ludlow**  
**Liz Malia**  
**Celia Martin**  
**Sandra Parker**  
(resigned June 2011)  
**Muriel Ramsey**  
**Dorothy Taylor**  
**Pauline Trousdale**  
**Patsy Toher**  
**Irene Wyatt**

**Councillor Rebecca Charwood**  
*In attendance*



## Acknowledgements

MAECare is indebted to all those who support us in any way either with money or in kind. The list has now become too long to name everyone individually. Our main funders are named below.

*Adult Social Care*

*East North East Homes*

*Outer North East Area Committee*

*Awards for All*

*Westward Care*

*Sovereign Health Care*

*Benfield Motors Trust*

*Shadwell and Alwoodley Parish Councils*

*Churches in the CTMAS group for donations and use of premises*

*Lloyds TSB foundation*

*Triangle 49 Trust*

*Proceeds of Crime Act Neighbourhood Fund*

*Councillors Castle, Charwood, Harrand for MICE money.*

*David Lloyd Leisure Company.*

*PHAB*

*Wade's Trust*

*Donations from our service users*

*Donations from service users and volunteers for Tombola*

*And Cake stalls*





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