

WOODLANDS QUAKER HOME 73rd ANNUAL REPORT 2018/2019



Woodlands Quaker Home Trustee Directors

Chairperson

Dot Hull
Retired Social Worker



Stourbridge Quaker Meeting

Co-Chairperson

Julia Furminger
Retired Pharmacy Technician



Stourbridge Quaker Meeting

Dr Richard Taylor
Retired General Practitioner



Bournville Quaker Meeting

Nicholas Paton-Philip
Retired Social Worker



Stourbridge Quaker Meeting

Peter Collard
Outreach Teacher



Bob Jeays
Retired Commercial Manager





CHAIRPERSON'S 2018/2019 REPORT

The Care Quality Commission carried out an inspection of the home on 21st and 22nd August 2018 and the home received an overall rating of 'good', having achieved a rating of good for all 5 standards. We thank our staff for their hard work and commitment to the organisation which enabled us to achieve this rating.

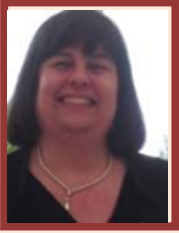
Recruitment and retention of staff improved. The staff turnover rate for 2018/2019 was 18% compared to 21% for 2017/2018. Figures compiled by Skills for Care for 2017/2018 show a staff turnover rate for the adult social care sector of 22.8% for the Wolverhampton area and a regional average of 29.5%.

We continue to invest heavily in staff training and development and we are committed to ensuring our staff are remunerated at above sector average rates for the locality. We hope that this approach will assist us in retaining and attracting staff that are committed to providing person centred care and are able to implement our vision. This strategy is especially important as vacancy rates for the sector have escalated and are predicted to rise further if the outcome of Brexit results in greater immigration and employment restrictions for EU Nationals.

We experienced longer delays for assessments through the local authority for both residents wanting to come to the home or existing residents whose funds had fallen below the upper capital limit of £23,250. During the year a new resident was in the home for eight months before funding for their long-term care at the Woodlands was finally approved by Wolverhampton City Council.

The social care green paper promised by the government was again delayed and any hope of social care reform was overshadowed by Brexit. As we look forward to 2019/2020 we hope that the government will begin to implement strategy to address the growing crisis in adult social care.

Dot Hull



MANAGER'S 2018/2019 REPORT

The Care Quality Commission visited the premises in August 2018 and completed a full unannounced inspection. The commission were happy with the levels of care and support given to residents.

Woodlands recruitment, training and induction process is comprehensive, the internal auditing and quality framework is good. The home was able to provide evidence to support these statements. The overall rating for Woodlands services was good for all five domains.

The challenges that lie ahead for Woodlands are budget pressures placed upon the local authority which result in delays in referral assessments for Woodlands residents and tenants. The home continues to work with other local providers through West Midlands Care Association.

In October 2018, senior management and one trustee met with local councillors; concerns highlighted were the delays in obtaining social work assessments which cause logistical issues in relation to vacant rooms whilst awaiting an assessment.

The local MP visited the premises on the 5th January 2019, where concerns were expressed that assessments were carried out on a cost basis and people were not offered quality of care. The senior management team and one trustee have been invited to parliament to debate these matters further. Currently we are awaiting confirmation when this meeting will take place.

The overall occupancy for the home is high, with regular viewings, with an ongoing trend towards residents with more complex needs.

Bev Price



Meeting with Eleanor Smith MP 5th January 2019



FINANCE MANAGER'S 2018/2019 REPORT

An occupancy rate of 98.9% was achieved for the home, this was a very good outcome given the work that has to be undertaken for a new admission. Vacant rooms were filled quickly and our reputation remains excellent.

Significant progress was made with repair works identified in the organisations 2017 5-year planned, preventative maintenance report. Wooden windows in the original Victorian section of the care home were refurbished and re-painted and a section of the roof was repaired.

Pot holes on the main driveway deteriorated significantly following prolonged periods of extremely cold temperatures in February and March 2018. Sections of the driveway were resurfaced in the autumn along with other areas around the grounds.

At the beginning of September the bathroom on the second floor of the home was converted into a wet room. The work took one week to complete and is now a bright modern space.

There were 5 tenancy changes during the year for the paddock and redecoration work was undertaken in- house when flats became void. There are now 12 flats out of 25 that have wet rooms installed and 11 of our 13 first floor flats have a stair lift.

Following the end of the defects liability period, final payments were released for the kitchen refurbishment and laundry extension and meeting room projects undertaken in 2017. There were a small number of items on the final snagging list for both projects and these were quickly rectified.

Despite drawn out Brexit negotiations and the uncertainty this caused for UK markets, investments held by the organisation fared well and provided an income yield of 3.6%. The total valuation of investments at year end saw an increase of 4.7% compared to the value at the end of March 2018.

Andrea Mason

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31st MARCH 2019**

	2019	2018
	£	£
TURNOVER	1,647,364	1,601,728
Operating costs	(1,645,783)	(1,582,978)
OPERATING SURPLUS	1,581	18,750
Finance income	8,347	8,268
Interest payable and financing costs	(9,697)	(10,340)
Changes in fair value of investments	8,172	(13,008)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	<u>8,403</u>	<u>3,670</u>

Accounts Audited by Mazars LLP

**STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31st MARCH 2019**

	2019	2018
	£	£
FIXED ASSETS		
Housing properties – cost less depreciation	1,341,603	1,367,985
Other property, plant & equipment	108,986	122,817
Investment property	125,000	125,000
Investments	300,415	276,190
	<u>1,876,004</u>	<u>1,891,992</u>
CURRENT ASSETS		
Inventories	5,549	3,950
Debtors	50,160	45,359
Cash and cash equivalents	112,154	108,800
	<u>167,863</u>	<u>158,109</u>
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	(93,028)	(90,430)
NET CURRENT ASSETS	<u>74,835</u>	<u>67,679</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	1,950,839	1,959,671
CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR	(495,094)	(512,329)
	<u>1,455,745</u>	<u>1,447,342</u>
RESERVES		
Restricted reserves	575,728	559,209
Revenue reserves	880,017	888,133
	<u>1,455,745</u>	<u>1,447,342</u>

Accounts Audited by Mazars LLP



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Registered H.A. No: H1395

Registered Company No: 7577779