



Annual
Report
2016

abbeyfield
scotland



What is the Abbeyfield Experience?

- ♥ Supported independent living
- ♥ Homely, family atmosphere
- ♥ A great quality of life for older people
- ♥ Everything tailored to your lifestyle
- ♥ All-inclusive, stress-free living
- ♥ A unique service offering more support than sheltered housing and more independence than residential care

About Abbeyfield Scotland

Abbeyfield Scotland is a charity providing housing and support for older people. Our work is founded on values of care, openness, honesty and respect.

- ♥ Abbeyfield Scotland offers supported independent living for older people at 16 locations across Scotland.
- ♥ Abbeyfield provides a unique experience for people who want to live independently and don't require full time nursing care.
- ♥ We offer a distinct model of supported independent living for older people.
- ♥ Abbeyfield offers affordable accommodation for independent older people - typically, costs are half of care or nursing home and cover all basic needs.
- ♥ Most houses have a volunteer network providing companionship and social and community activities for residents.

"I couldn't ask for better"

Welcome to our Annual Report 2016



James G Craigie
Chairman

In November 2015, the Board reaffirmed its commitment to the transformation of the business: aimed at ensuring we continue to offer a distinctive, independent lifestyle option that differs from other retirement housing and care models.

This is a commitment to continued investment in our services and people to ensure that they remain an attractive, viable and life-enhancing choice for our customers. And very importantly, it means managing and developing our business to deliver:

- ♥ a sustainable new model of Abbeyfield living, that recognises changing aspirations and needs;
- ♥ new developments in key locations, beginning in Aberdeen, Aberdeenshire, East Lothian, Stirling and Clackmannanshire, and moving elsewhere as appropriate;
- ♥ the remodelling of existing services and properties; and
- ♥ constant improvements in our performance, by developing our people, improving service quality, developing our governance and reviewing our cost base.

Since 2008, we've acted firmly and sensitively to:

- ♥ reconfigure our property base;
- ♥ review the business model;
- ♥ put in place appropriate staffing structures;
- ♥ retain, recruit, organise, support and develop staff in direct, support, supervisory and management roles to improve our customer service; and
- ♥ enhance our financial control, risk management and governance.

Emerging from this necessary and unprecedented change is a strong, focussed and informed business that is appraising real options and market opportunities. We anticipate an expanded Abbeyfield Scotland portfolio offering new types of housing and services whilst preserving the timeless prestige, independence, choice and quality that is so much a part of the Abbeyfield heritage.

Abbeyfield Scotland is fortunate to have a very strong and dedicated Board and I thank everyone for their support throughout the year. In finishing, I commend all of our staff for their hard work and professionalism. My thanks also go to the volunteers and Friends Groups who work alongside staff and with our residents to enhance their lives and provide an exemplary service.

Achievements - What we did in 2015/2016

Investment in our houses

Abbeyfield House, Lenzie, was extensively modernised. This included a new extension which contains a platform lift for access to the upper floors, increased room sizes and brand new en-suites.

There was extensive investment and planned works across all of our properties to meet all elements of the Scottish Housing Quality Standards by May 2015 as required by the Scottish Government. Warmer, better insulated houses with savings realised on energy costs.

Investment in our staff

2015/16 saw the continuation of a three-year training plan covering a wide range of areas including health and safety, understanding dementia, and recruitment and diversity. Staff were also assisted to pursue the necessary SVQs in relation to care and support.

Improved service quality and performance

Another award was gained for our Lockerbie house, this time taking Gold at the National Housing for Older People Awards 2015 as the Best UK Retirement Housing Scheme under 24 units.

We are also pleased that the Care Inspectorate has come to appreciate and endorse the distinctive service so valued by Abbeyfield Scotland residents. They have recognised the improved management arrangements and the well-established local management and support in place for residents and staff. This is reflected in their improved grading of our housing support services following inspection in 2016:

Grading of our housing support services 2016

Abbeyfield Scotland North	
Quality of Care and Support	★★★★★ Very Good
Quality of Staffing	★★★★ Good
Quality of Management and Leadership	★★★★ Good
Abbeyfield Scotland Forth Valley and Central	
Quality of Care and Support	★★★★ Good
Quality of Staffing	★★★★ Good
Quality of Management and Leadership	★★★★ Good

During the year we undertook 595 reactive repairs of which 45 were emergency repairs. Emergency repairs were completed within an average of 10 hours of reporting, as last year, but up from the 2013-14 average of 8.7 hours.

Gross rental income receivable decreased from £3.38m (2014-15) to £2.86m with the closure of 7 houses. Rent lost from voids decreased from £1.08m (31%) to £0.72m (25%).

Staff costs relative to turnover remained at 76%, up from 70% in 2013/14 (75% in 2012/13) but included one-off severance costs.

Efficiencies in staffing costs and administration did not keep pace with stock reductions, largely due to central overhead and so there was only a slight reduction in the operating loss on trading activities, from £0.43m (2014-15, restated to £0.42m) to £0.40m in 2015-16.

Receipts from selective house closures, and legacies and donations, boosted the cash reserve available for improvements to services and stock, and new development.

“staff are very courteous and willing to help”



Our Board

Abbeyfield Scotland's Board manages the affairs of the business and is responsible for its overall strategic direction.

Staffing

At 31 March 2016, Abbeyfield Scotland Ltd employed 113 staff based in our 16 houses, the Area Team and in the main Edinburgh office.

The Chief Executive is Niall Patterson.

Resident Satisfaction Survey 2016

As with the previous year, 95% of responders indicated overall satisfaction with their service.

We have improved our performance with 86% of responders satisfied that they are kept informed about our services and decisions, and 72% satisfied that they are given opportunities to participate in our decision making processes.

What are we good at?

Residents tell us they are satisfied as follows:

- ♥ “staff are very courteous and willing to help”
- ♥ “I receive a quality service”
- ♥ “why isn’t there a queue of people waiting to come here?”

Areas for improvement

Good value for money is of increasing concern to our residents - and to regulators.

Whilst 80% of responders this year were generally satisfied with the charges for their accommodation and services and 83% generally satisfied with the last repair they had carried out, we recognise that the quality of

our accommodation and our actions on maintenance require continued focus. We have acted to quicken the flow of information on reactive repairs, ensure budgetary control is devolved and accountability strengthened in this regard.

We set great store on involving our residents and enabling greater participation in the decisions that affect them. Taking into account comments that: “there is no opportunity to voice opinions” and “I’m not always sure when events take place”, we will also seek to improve the ways we listen to and provide information to our residents.



Indicated overall satisfaction with their service (as with previous year)



Satisfied that they are kept informed about our services and decisions



Satisfied that they can participate in our decision making processes

Further research

During the year we asked housing consultants Arneil Johnston to record the needs, desires and preferences of current and future customers. We also wanted to understand how needs had changed and were likely to change over the coming years. They listened to those customers, using face-to-face survey and focus groups. They proposed actions and recommendations for how our current houses and services might be adapted, improved and developed.

Two distinct options emerged for Abbeyfield Scotland over the short-medium term:

- ♥ **Extension** – aesthetic enhancements and refinements including decoration and reconfiguration, walk-in showers, stair lifts, widening doors, wheelchair access.

As a result we intend to discuss the options with our resident’s, such as 24 hour staffing, enhancement of activities and other potential improvements.

- ♥ **Expansion** – focussing on the introduction of new services to support our growth such as engagement with local health and social care partnerships and developing services around that engagement to meet demand.

These will be followed up over the coming year.



Get in touch!

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Abbeyfield Scotland Ltd is a Registered Social Landlord (The Scottish Housing Regulator No. 20) and is a registered non-profit making organisation under the Co-operative and Community Benefits Act No.1883 R(S).

Abbeyfield Scotland Ltd is constituted under its Rule Book and is a registered Scottish Charity with the charity number SCO12549.

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