

2020/21

# Impact Report



## From our Chief Executive

### **In many ways this year has been challenging.**

Older people continue to be at a greater risk of the impact of coronavirus, with the effect of the pandemic having had a lasting impression on many people's physical and mental health.



There has, however, also been much cause for positivity. Our early access to the vaccine rollout offered our residents, members and staff a greater level of protection from the virus, and the accompanying freedoms as life becomes more normal. Our many years of experience enabled us to adapt our services to offer greater support to people and we have been delighted to see our community clubs starting to reopen and our residents enjoying regular visits from loved ones, and days out again.

At the start of the pandemic we launched a telephone support service and a range of online clubs to support older people living in our communities through the lockdowns. We have since found a huge need for these services to continue beyond covid times with the loneliness and isolation we all felt during the lockdowns being an everyday reality for many older people. We have integrated these services into our core offering and launched an all-inclusive membership, which encompasses our full range of community services - enabling us to meet our member's ever-changing needs.

Over the next few years we are not only going to continue to focus on providing the highest quality care and wellbeing for our residents while tackling the loneliness older people in the community face, but also expand our offering to support those hardest to reach in our communities and ensure we can support people through every moment of later life.

Thank you for joining us on our journey thus far, I am delighted to present our work over the last 12 months.

Marianne Wanstall

**Marianne Wanstall,  
Chief Executive**

## From Phil Dowson our Chair of Trustees



**Having served as a trustee for a year and fully acquainted myself with Brendoncare, it is my pleasure to introduce myself as Chairman.**

I have been so inspired by everyone at Brendoncare: our members, who were so resilient throughout what was such an isolating and unnerving time, our residents and their relatives, who were so understanding and supportive as we did all we could to protect our homes from the virus, and our staff and volunteers, who worked tirelessly to keep everyone safe and alleviate the loneliness so many people faced.

On behalf of the board of trustees, I would like to express my enormous gratitude to all our staff members and volunteers, along with all our wonderful supporters for their commitment and dedication to supporting older people in our care homes and communities during this time.

As we continue to recover from the impacts of the pandemic, we look towards a new future, one where Brendoncare provides a complete range of connected services for care and support in later life, combating loneliness and ensuring that older people receive the highest quality care.



**Phil Dowson,  
Chairman**



# Our annual impact in statistics

(from September 2020 until August 2021)



# What our residents and families thought:



It's been lovely to catch up with people from the club, even though it's online, and to see familiar faces, exchange our stories of how we're coping, and also just lovely to sing again, because it's so uplifting. It lifts my mood – thank you!

My father was a resident. Sadly when my mother was on her death bed, Dad thought he wouldn't get to the hospital to say goodbye. The deputy manager went above and beyond her duty at 6am dressed him and put him in her car and drove as quickly as she could to get him there, My Mum passed away shortly after she saw him. In my eyes, that lady is an angel. Not only that but another carer gave my Dad an incredibly respectful passing, placing a rose on his chest. I am beyond grateful to all of them. Angels forever.



I do enjoy the Italian Zoom group, it is lovely to have a native Italian lady to teach us, who is friendly and approachable also!



When I was first contacted about singing on the online club, I panicked, because I thought, "I can't do that! I can't do that! I don't know how to do it!" But fortunately my friend Sara at Brendoncare showed me how to do a Zoom call and even though I was slow, I did get there, and I attended the first meeting, and I believe that was a great learning curve for me. I was pleased that I'd done it, and I challenged myself to do different things because you've got to when you live on your own.

Given the exceptionally difficult circumstances due to Covid, Brendoncare Alton went out of their way to retain communication. Zoom was up and running within days and booked slots worked with professionalism. We had continued updates from nursing staff, any hospital admissions were immediately arranged and we were kept informed. The management is supportive of any visiting arrangements and staff are very kind, doing everything possible to ensure mum remained safe.



Mum was extremely well looked after both before and during the pandemic. Above all, she appreciated how caring all the staff were, and the way they were always so welcoming to Dad, who visited daily and then phoned after this was no longer possible. They particularly enjoyed being able to have lunch together each day, both within Selbourne House and in the lovely dining room. This was made possible by the help and support of the very caring staff, who made sure that they organised this for them. They were also very helpful in allowing us to have regular family Zoom calls with Mum during lockdown, which meant she was able to see and chat to us all, including her grandchildren virtually throughout, and then allowing Dad to start visiting again once restrictions were lifted. Thank you to everyone who always made sure they knew both Mum and Dad, which made such a difference to them, in the final part of Mum's life.



I couldn't have done without it. It has kept me in contact with people. I can't explain how wonderful it was to join the online club, I couldn't wait for Wednesday mornings for the quiz and exercises. It has given me confidence.



I'd never done Zoom before, I'm hopeless at that sort of thing. But if it hadn't been for the tablet Brendoncare gave me, I wouldn't have been able to take part. I'm really, really grateful.

# Thank you

The continued quality of our services across all of Brendoncare is made possible because of the dedication and commitment of our staff and volunteers. They have diligently continued to serve our residents within the care homes and community clubs in another year of change.

We are only able to offer these vital services thanks to our generous supporters. Funds are raised by grants from charitable trusts and foundations, corporate and community generosity, contributions from individuals including through regular donations and gifts in wills.



Overall Brendoncare Sildon gives the feeling of belonging to a large family. I really do sincerely appreciate the calm I feel with my husband being truly cared for. Thank you.

## The Brendoncare Foundation

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**Registered charity no:** 326508

  
**BrendonCare**

