



Annual Report

2012-13



Health and Social Care

Supporting the needs of elderly people, primarily African Caribbean's in the city of Wolverhampton

Who We Are

Moreland Trust was formed in 2000 and has continued to provide a needs led service to the community's African Caribbean elderly people (though not exclusively), through the provision of:

- Information
- Advice
- Support
- Volunteering
- Befriending
- Advocacy

Mission Statement

“To identify and support the needs of African Caribbean elders in order to provide a good standard of health and social care as well as to give them an improved quality of life”

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Registered Charity No: 1099929

Company Registration No: 4507457



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Governance



Trustees

Mrs E Lewis MBE

Mrs Nidia Fogue

Mr Ron Scarlett

Members

Mrs Alicia Spence

Mr Neville Lyseight

Mr Earlston Warner

Mr Sau Man Li

Chairperson

Mrs Essie Lewis MBE

Company Secretary

Ms Naomi Hobbs

Vice Chairperson

Mrs Nidia Fogue

Treasurer

Neville Lyseight

Meetings

The board meet on a monthly basis to discuss the business of the organisation and to make plans for the future. Committee meetings will be held monthly and used as an opportunity for service users to contribute to the future plans and development of the organisation.

Premises

Moreland Trust are located in the Whitmore Reans area of Wolverhampton. The premises is rented from Heantun Housing Association. There is adequate car parking and disabled access for service users.





Chairpersons Report



Since the 2010-11 AGM our position severely changed during November 2012, due to the conclusion of funding provision. This led to a reduction in service delivery during 2013, however we managed to maintain the vast majority of our commitments thanks to our volunteers. The Trust was successful in getting funding for the third time, we were issued a further three years funding in August 2013, from the Big Lottery; although the lottery released funds earlier to support recruitment activity. At this time we required additional support for recruitment of new staff and the Lottery provided the resources to appoint an interim Operations Manager. We have since recruited an Operational Manager, who took up post on 22nd August 2013; two full time Outreach Workers, one of whom started the 30th September 2013 and the second at the beginning of November and also a full time Administrator who began in post 2nd September 2013.

It should be said however, it has taken us longer than expected to recruit staff for the positions stated above, and as a result the planned timescales have been delayed. Now that most of our staff is in place the real work is beginning; Moreland Trust can now recommence full service provision of health & social care to African Caribbean beneficiaries (though not exclusively).

I feel optimistic about the on-going development of Moreland Trust, its longevity and sustainable development in order to meet the aims and objectives of the organisation. We can deliver the Health & Social Care project as agreed with our Funder (The Big Lottery) and develop sustainable services through the means of domiciliary care provision.

There is no doubt that, the task ahead (i.e. developing sustainability for Moreland Trust after the three years funds ended in 2016) will be challenging. However, the Trust will continue to develop the enterprising arm to deliver domiciliary care and tendering for services in support of the African & Caribbean elderly community (though not exclusively) providing culturally appropriate services as required, to meet the needs of those in the community when required.

The funding provided by Lloyds Foundation for our Volunteer Co-ordinator position is due to come to an end in October 2013. This will have an impact on our volunteering programme however we will continue, to promote and recruit volunteers as this is a substantial area of development for the Trust and volunteers.

In the past year our coffee mornings has steadily grown, through working with volunteers this has been carried out without any additional funds.

We also host a dementia café facilitated by Alzheimer's UK each third Friday although this is still in its developmental stage.

It is the aim of the Trust to provide a quality service, as well as to develop the capacity to deliver additional services for beneficiaries. We look forward to the coming year, to be active in a recruitment drive for more elders on our committee, as well as new Board Members.

We continue to work with other organisations and partners to deliver and maintain our services

Moreland Trust is currently reviewing its business plan focusing on the long-term aims/ sustainability of the organisation.

There is no doubt that the times of austerity continue to affect our development and how we deliver services, but working together will allow us to move forward to achieve our aims.

Let me take this opportunity to thank staff; volunteers; our funders; the Big Lottery; Lloyds Foundation and Everson Trust for their on-going support in order that we can provide worthwhile services.

Mrs Essie Lewis MBE - Project Director



Operations Manager's Report



Joining the organisation August 2013 I have hit the ground running.

I have been meeting the challenges of re-establishing the work of the organisation and identifying new opportunities.

My initial activities have concentrated on networking , promotional events and developing a robust infrastructure.

Being awarded a further grant by the Big Lottery is a great achievement for the organisation and will give us the platform to enhance the services already provided and take full advantage of the unique opportunity to develop the organisation.

I would like to see the organisation undertake new and innovative ways of working in its service delivery and be able to attract new funding streams.

One of our priorities will be to engage in collaborative working and develop existing and new partnerships with stakeholder input. The sharing of resources and expertise is the way forward particularly in terms of improving outcomes for our service users and for long term sustainability.

I would like to thank the Board for their warm welcome, the staff team, volunteers, and the service users for their continued loyalty.

Andrea Brewster - Operations Manager



Treasurer's Report



For year ended 31st March, 2013 and for interim period to 30th September 2013



The 3-year Project funding by the Big Lottery Fund Reaching Communities Programme concluded at the end of October 2012, just past half way through the financial year ending 31st March 2013. The loss of funding and manpower was critical and outreach activity was at a standstill while a new application for renewed grant to the Big Lottery was in progress.

Care was exercised in marshalling the use of the limited unrestricted funds available to maintain office functioning. Thankfully, Moreland Trust was given valued support in the interim by an award of funds by Everson Trust.

Moreland Trust was privileged to be awarded a third year of Project support by the Big Lottery. However, despite this positive decision, funds were not released during the financial year, apart from an amount specifically for the purposes of recruitment only.

The Volunteer support programme continued in its second year with the grant from Lloyds TSB Foundation until the end of October 2013.

Upon the recruitment of staff the Big Lottery released funds in August 2013 and outreach resumed. Funding applications have been made to help towards the accommodation cost not covered by the period of project delay.

The long-term aim of Moreland Trust is to be self-funding and the opportunity to do this must come from its embrace of activity which potentially attracts commissioning or that is otherwise viable.

Neville Lyseight - Hon. Treasurer



Outreach Report



Since outreach work recommenced in October 2013 priority has been given to re-engage with the service users who had previously accessed the service. We have been able to provide 15 service users with the following services.

-  Advocacy
-  Welfare Benefit
-  Advice and Support
-  Letter Reading/Form Filling
-  Referral to Social Services
-  Referral to Black Country Housing
-  Referral to Homes in the City
-  Referral to Fire Services
-  Referral to the Independent Living Centre

We have also been actively promoting the work of the charity, establishing new referrals and continuing to deliver services that meet the needs of African Caribbean Elders.

Service User

"I found the outreach worker very helpful and polite. She kept in contact with my parents and myself after referring us to other agencies, to see how things were progressing."

November 2013

Service User

"An excellent Service. Mrs Lewis has been my rock since my husbands illness. I really appreciate what all of the staff have done for me. I always speak highly of the service Moreland Trust provide."

October 2013



Volunteering



21 Volunteers have been recruited to the organisation during 2012/13.

The recruitment of volunteers has allowed the Trust to offer befriending services to older people aged 50 plus. 75 service users have benefited from the service. The befriending service offers service users companionship, conversation, a chance to reminisce about the past, help with reading, letter writing, form filling, accompany to appointments etc.

During this time volunteers have had access to training and the opportunity to acquire formal qualifications. 11 have acquired their Level 2 in Dementia Awareness, 1 the Level 2 in Safe Handling of Medication, 12 the Level 3 Award in Principle of End of Life. 3 are currently studying English and Maths. Volunteers have also attended courses in Mentoring, Emergency First Aid, Sporting Equals, Health and Safety in Social Care, Make Every Contact Count, Ageism, Health Champion, and Lone Working.

16 volunteers have found paid employment either part time or full time as a result of the support, training and reassurance offered by the Trust.

In addition since December 2012 our volunteers have facilitated 10 coffee mornings with 78 beneficiaries. Coffee morning are an opportunity for service users to come together to engage in activities, socialise, access advice and information etc. Paul Walters participated in a sponsored walk and the funds raised were greatly appreciated.

7 volunteers were awarded certificates of Recognition from Wolverhampton Voluntary Sector Council for 21 months of volunteering with Moreland Trust, The impact of our intervention has helped service users to minimise feelings of isolation and social exclusion. Older people who would normally present as withdrawn and isolated are now engaging and are interacting with other service users and volunteers. Service users continue to grow in confidence, are able to maintain and establish new relationships, and continue experience an improved quality of life.

Volunteer

"I thank everyone at Moreland Trust for the support & encouragement they have given me. I have gained confidence and experience, which has reinforced my desire to be a confident member of the care sector. Thank you for your support through NCF/NVQ certified courses and your help in finding me paid employment.

Paul Walters—Volunteer (Over two years)

"I have found my time serving with Moreland Trust very useful; it has given me an invaluable chance to gain experience in Health and Social Care on various levels. I have enjoyed being able to enable service users to have a more rounded life and to being able to prevent their isolation. I have increased my personal skills and it has given me self improvement. Helping others to regain their self confidence has really helped me. The best part of volunteering is knowing I am helping support the community and I am happy to be able to give something back. I think the volunteers fill a gap which is often overlooked by conventional social care providers. The access to experience I would not have gained without this employment has greatly helped my ability to find the paid employment I have. It has been a very enlightening experience, being able to provide service users with social interaction and warm company."



Activities and Events



During 2012/13 Moreland Trust has continued to provide services to reduce isolation and provide social activity for the elderly in the community. Monthly coffee morning have continued with several beneficiaries.



Service User

"Moreland Trust coffee morning helps to get me out of the house. I enjoy the exercise."

Service User

"It helps me socialise with others. I find the staff very friendly and helpful. I enjoy doing my exercise."



Service User

I have found the coffee mornings very good.



Service User

I enjoy doing exercise at the coffee morning, otherwise I would not be doing any exercise.



Domiciliary Care Agency



Let us take this opportunity to update you with the activities that have been carried out by the Domiciliary Care Agency.

It was acknowledged by the Board of Moreland Trust that we needed to identify away of maintaining the sustainability and survival of the organisation. Funds are becoming difficult to access and it was decided we needed to look at means of becoming self-sufficient.

In January 2012 we carried out a study into the needs of the local African Caribbean community for a domiciliary care service. The findings of the study were encouraging and led us to set up Moreland Trust Domiciliary Care Agency. The support the care agency offers enables older people, within the Wolverhampton area, to maintain their dignity and independence. We registered with the Quality Care Commission in November 2012.

We have been successful in our endeavours to provide a quality domiciliary care service. During March 2013 an inspection was carried out by the Quality Care Commission and the passed inspection can be viewed on their website.

We are looking forward to developing this provision further with the support of our new staff and we will continue to offer a quality service that aims to exceed the needs of our beneficiaries in the years ahead.

We would like to thank all the staff, support workers and partners for their valued support.

Client

“They provided the care and support I needed for my partner, during the time I needed a break to attend a wedding abroad. I could not have asked for better support. Thank you.”

Client

“Moreland Domiciliary Care Agency have helped me in my home by providing carers to assist with my housework and shopping, due to illness. A great friendly service.”



Staff



Andrea Brewster Operations Manager

Andrea is the full time Operations Manager and Registered Care Manager, she began her employment with Moreland Trust in August 2013.



Nicky Harris Administrator

Nicky is the full time Administrator for Moreland Trust, she began her employment in early September 2013.



Pauline Solomon Outreach Development Worker

Pauline was the first of our two full time Outreach Development Workers to be employed by Moreland Trust. She commenced in her post late September 2013.



Jackie Samuels Outreach Development Worker

Jackie began her employment with Moreland Trust in early November 2013. Until this point Jackie had been Volunteering with us for two and a half years.



Monica Samuels Volunteer Co-ordinator

Monica has been in part time employment with the trust for two years, as the volunteer co-ordinator. Unfortunately funding for her role has recently ceased but she has very kindly offered to volunteer in this role, while other funding options are explored.

21 Volunteers have been recruited to the organisation during 2012/13.



Future Plans



Short Term & On going

-  Continue to recruit and develop volunteering workforce.
-  Fundraising initiatives to support the aims and objectives of the organisation.
-  Continued development of the Domiciliary Care Agency, increase service take up.
-  Redevelopment of organisation's website.
-  Increase the generation of new memberships and committee members.
-  Collaborative Working with organisations who provide support to African Caribbean Elders.
-  Become full members of People in Partnership (PIP) consortium.
-  Review organisational Business Plan(s) to reflect a strategic approach that supports long term sustainability.

Long term

-  The provision of respite care and resource centre continues to be an aspiration of the trust.



Acknowledgements



Moreland Trust is appreciative of support received from the following organisations:

- Big Lottery Fund
- Lloyds Foundation England & Wales
- Everson Trust
- Age UK

Moreland Trust is honoured to have worked with the following organisations:

- The African Caribbean Community Initiative (ACCI)
- African Caribbean Parents and Friends Association
- ACSHAN
- Age UK
- Board & Ordinary Members
- Fall Prevention Team
- Heath Town Senior Citizens Project
- Independent Living Services
- Maud Laird Day Care
- Neighbourhood Support Services
- Primary Care Trust (PCT)
- Penderel Trust
- Sickle Cell Care

We would also like to give thanks to our regular members:

- Mrs B Beecher
- Mrs R Stewart
- Mr L Stewart
- Mr Brown
- Mr Smith

