

ANNUAL REPORT 2018 - 19



Over Day Centre Association

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INTRODUCTION

Over Day Centre Association is an unincorporated charity registered with the Charity Commission of England under Registration No. 800829 at the following address: 1 Dring's Close, Over, CB24 5NZ.

The Day Centre aims to maintain and enhance the quality of life for older people living in Over, and other Cambridgeshire villages, by helping to combat loneliness and provide respite for their carers and, in doing so, extend the time that they can continue to live happily and safely in their own home. Opportunities are also provided for local people to volunteer to support the above objectives in order to enhance community support and spirit.

GOVERNANCE

The Board of Trustees is responsible for governance and strategic direction in order to provide clients with the best care service possible. There is a full set of policies and procedures that incorporate the legal requirements of organisations looking after vulnerable adults, as well as the aims/objectives of the Centre, which management, staff and volunteers are required to follow.

Trustees elected at the 2018 Annual General Meeting:

Ex-officio Members:

Peter Hudson	County Council Representative
Bill Handley	District Council Representative
Adrian Tranter	Parish Council Representative

Ordinary Members:

Steve Couper	Chairman
Shona Johnstone	Vice Chairman
Nigel Poulter	Treasurer
David Barker	
Sally Hunt	

Ex-officio Staff Members:

Hayley Smith	Centre Manager
Graham Waters	

OPERATIONAL MANAGEMENT

The charity has a Centre Manager, an Administrator, three care assistants, a minibus driver, a cook, and a team of dedicated volunteers.

AIMS AND SERVICES

BACKGROUND

On September 2nd 1989 Over Day Centre was opened as a care facility for older residents living in Over. Twenty-nine years on and the three temporary portakabins have become a purpose-built care facility with qualified staff providing a safe, friendly environment for Cambridgeshire residents; Willingham, Swavesey, Bar Hill, and Over accounting for the largest percentage of clients.

FACILITIES

Clients are provided with morning refreshments, a freshly cooked two-course midday meal, afternoon tea and entertainment. Menus are varied and planned to ensure the right nutritional balance, with special dietary requirements catered for on an individual basis.



Daytrip on the Day Centre minibus

The Day Centre has its own minibus on which many clients rely for transportation. This service is free. Floor tracking and a tail lift allow for wheelchairs to be accommodated and all seats can be repositioned in order to meet client needs on any given day. The minibus is currently used to pick up clients from Bar Hill, Longstanton, Over, Swavesey and Willingham. Other clients are brought to the Day Centre by taxi, voluntary Community Car Schemes, Social Services or their own relatives/carers. All drivers receive MiDAS ¹ and First Aid training. The drivers and escorts also complete a certified People Moving and Handling programme to ensure the safety and comfort of clients at all times.

¹ The Minibus Driver Awareness Scheme provides a nationally recognised standard for the assessment and training of minibus drivers and has been designed to enhance driving standards and promote the safer operation of minibuses.

Clients have access to a number of additional facilities by arrangement, including hairdressing, foot care, and a carer-assisted bathing service using a specially designed bath for those with mobility problems. Over Pharmacy offer a daily collection service for client medical prescriptions, and Over Surgery (when appropriate and feasible) allow their nurses to attend to clients at the Day Centre.

Twenty-eight clients can be safely accommodated at any one time. Most attend full days but morning or afternoon sessions are available with the inclusion of the two-course meal.

A public lunch is held on the second Saturday of every month. This session invites people from the wider community to visit the Day Centre and discover more about the care work that is available. The lunch has a regular following: some of whom have gone on to become weekday clients.

The service offered by the Centre not only supports the client but gives respite to their carer: most often the wife, husband, son, daughter or other family member. Caring for someone can be mentally and physically challenging. Over Day Centre allows carers to find the time to look after themselves.

RECREATIONAL ACTIVITIES

Activities are varied and are offered to clients both in the morning and afternoon. These include: quizzes, exercise classes, active games, singing, crafts, guest speakers, raffles, performances by local entertainers, bingo, table top games such as scrabble and dominoes, and short services held by Pastor, David Smith from the Baptist Chapel in Over.

Musical events are always popular, especially with dementia clients. Ian Nye holds regular music therapy sessions, encouraging clients to sing along to his piano playing and to join in with a variety of percussion instruments. Dr. Gordon Hewlett (a longtime supporter of the Day Centre and former GP at Over Willingham) is a popular visitor who plays old time favourites on his violin whilst clients sing from provided song sheets.



Stuart Green entertaining clients with carers Sarah and Tracey

The Day Centre regularly books professional musicians. The Rocking Ukuleles of St. Ives provide fun and laughter. Solo artists, such as Stuart Green, Holly Woods and Ryan Horner are popular visitors. Another well-loved band is The Crofters who treat the clients to a medley of folk tunes.

Exercises classes are given regularly by All Together Better of Willingham. Marion and Jane (both registered with the Royal College of Nursing) have developed a safe exercise programme for older people to keep them as mobile as possible. Classes are tailored to suit the clients based on individual medical histories. This ensures that the exercises are appropriately beneficial, as well as health and safety conscious.



Marion (below) uses equipment to add interest to her classes



In January 2019 the Day Centre received an anonymous donation that enabled the purchase of a new wall-mounted projector. This has benefitted the staging of activities greatly! Clients now have film afternoons (a lady from Swavesey displaying a previously unknown passion for John Wayne movies). Guest speakers have also made use of the projector to give presentations on topics as varied as: The Great Fen Flood of 1947 by local historian Mike Petty, The Lambing Season at Wimpole Hall Farm by National Trust volunteer Adrian Tranter, and How to Prevent Being Scammed by Bernadette Merry from NatWest, Cambridge.

The projector has also been used by care staff for pictorial quizzes and for karaoke-style singalongs, when a laptop has been used to access images, video and song lyrics on the internet. Staff and volunteers have also benefitted when the projector has been used for training purposes, and anyone wishing to hire the Day Centre for an event can likewise make use of this facility.

The Day Centre has always strived to be part of the wider community - never to be seen as an age-specific charity working in isolation. To this end, young people are welcomed on work experience placements. (See below the section on volunteers). They help to entertain the clients, serve them lunch and afternoon tea, and assist in the kitchen with the washing up and cleaning.

New Road Preschool of Over are regular visitors on a 'playdate' for all ages. They fill the Day Centre with the sound of nursery rhymes, story-telling, hand-clapping and the wonderful sound of giggles.



1st Swavesey Beavers and Cubs

New friends to the Day Centre, 1st Swavesey Beaver Scouts, not only came to talk about Scouting with the clients, but worked on their Disability Awareness Badge during their visit. The Scouts learnt about the aims of the Day Centre, had mobility equipment such as the Mo Lift, a wheelchair and the height-adjustable sit bath demonstrated to them. They also had a tour of the minibus and a demonstration of the tail lift. With the help of several boxes of Lego, the children also built a variety models - vehicles, landscapes, monsters and superheroes - to share with the clients.

Over the last year, staff have especially noted how beneficial art can be in care, especially for those with dementia. Craft activities, led by Jenni from Creative Mojo, now feature regularly on the Day Centre calendar and are enjoyed by both male and female clients alike.



Jenni from Creative Mojo helping client Betty to paint a rainbow for St. Patrick's Day

The Day Centre continues to plan external trips for the clients, the most recent being a visit to Carriages of Fen Drayton for Afternoon Tea. With a selection of beautiful cakes and tasty sandwiches, the clients were treated to their own refurbished railway carriage (whilst a soundtrack played to give the impression that the old train was in motion). The setting could have been from an Agatha Christie novel!



Afternoon Tea at Carriages of Fen Drayton

In as much as the Over Day Centre Association is about care work within the community, it is also about fun and social interaction. Care staff aim to provide interest and stimulus, and to vary activities in order to

cater to a broad range of interests. Postings on the Over Day Centre Facebook page give an idea of the wide-range of recreational activities on offer: [facebook.com/overdaycentre](https://www.facebook.com/overdaycentre).



Clients Rosina and Jean at Carriages of Fen Drayton

CLIENT DEMOGRAPHIC

The following table gives the current number of clients using the Day Centre. The first column shows how many people attend from each village, whilst the third illustrates the frequency of attendance (by the clients as a group) as a percentage of the weekly spaces available.

VILLAGE	# OF CLIENTS PER VILLAGE	# OF SPACES PER WEEK	% OF SPACES PER WEEK
Bar Hill	3	9	8%
Caldecote	1	1	1%
Cambridge	1	1	1%
Cottenham	1	3	2.6%
Fen Drayton	2	2	1.8%
Girton	2	8	7%
Longstanton	2	3	2.6%
Littleport	1	1	1%
Oakington	2	2	1.8%
Over	17	51	45.5%
Swavesey	2	5	4.4%
Waterbeach	1	2	1.8%
Willingham	9	24	21.5%
	44	112	100%

CLIENTS AND THEIR FAMILIES

Colin and Linda Smith have both had parents attend the Day Centre. Linda's mother (Margaret) was a volunteer cook before becoming a client; her father (Oliver) was a volunteer minibus driver for many years. Here they have kindly shared the story of their association with the Day Centre in their own words.

MARGARET - THE VOLUNTEER WHO BECAME A CLIENT

"After retirement, Oliver Day took on a new role as a volunteer bus driver at the Day Centre, he found such pleasure in the role that soon his wife, Margaret became involved as well, as a volunteer cook. Alongside these roles, they took personal charge of planting and caring for hanging baskets and tubs of flowers at the front of the Centre and Margaret used her passion for baking to run cake stalls at the Centre's various fundraising events for several years.



Margaret enjoys the Centre craft activities

As time progressed, Margaret was diagnosed with Alzheimer's disease. Oliver was caring for her at home, but the rapid progression of the disease proved to be a real challenge and there became a desperate need for some respite care. The Day Centre offered a daily placement for Margaret, but she flatly refused to attend. The disease made her totally reliant on Oliver for everything, unwilling to be out of his presence for even a few minutes.

In order to encourage her to attend, Oliver brought her along for a day visit and stayed with her for the whole day. This was a success and so was repeated again another day. On the third visit, he stayed a while, then left. This approach failed as the next time they arrived she refused to go in due to her previous abandonment. So, back to the start again, joint day visits slowly led to Oliver withdrawing for an hour, then two, then eventually she stayed for the whole day alone.

After a few weeks of one visit per week, Margaret asked to go an extra day per week, and then the family got an amazing shock when she asked to go every day.

Now she absolutely loves attending and is ready and keen to go at 9am every day.

She is devastated when Saturday comes and can't understand why the Centre is closed, because she WANTS to go!

For Oliver, her attendance at the Day Centre has been life changing.

Caring for her 24 hours a day without any respite was becoming impossible to maintain, and had the Day Centre not been an option, Margaret would probably already be in residential care.

Instead, she enjoys her time at the Centre, Oliver gets the break he needs and their time together in the late afternoon and evening is much more bearable.



Enjoying looking at paintings

The family cannot thank the Day Centre enough for their support and patience at the time that we were trying to persuade Margaret to attend, and for the love and care that she now receives, which makes her so keen to come along every day.

Interestingly, Margaret is not the only member of the family to have used the Day Centre.

Margaret's daughter Linda is married to Colin, whose Mum Babs attended the Day Centre for four years up to 2017. After the death of her husband, Babs was despondent, not keen to cook herself a meal and

desperate for company. Colin persuaded her to attend the Centre one day a week, which soon became two days at her own request, then eventually four days.



Babs (left) shares a joke with long-time friend, Jean



Babs enjoyed visiting the Centre salon

She found such pleasure in attending, made new friends and thrived on the love and care she received from the staff. The carers nicknamed her '*Bab-elicious*', which always made her laugh.

Essential to her attendance of the Day Centre was the free minibus service, which picked up Babs in the morning and dropped her home in the late afternoon.

After her death, the family wrote to the Day Centre to say thank you for everything they had done, saying that '*it made her final four years among the happiest of her life*'.

What greater testimony can there be than that?

Well done Over Day Centre. You do amazing work and it is really appreciated."

Colin and Linda Smith

THE VOLUNTEERS

The contribution made by volunteers cannot be under-estimated.

Coming from a variety of backgrounds and covering a wide age group - from work experience students from local Village Colleges, to those who have had family attend as clients, to those who are retired - the volunteers demonstrate how Over Day Centre is part of the wider community.



Gordon and Jacqui lead a singalong with clients

Volunteers perform a number of valuable roles: escorting on and/or driving the minibus, fundraising, entertaining clients, gardening, washing up and preparing afternoon tea. The members of the Board of Trustees are also volunteers, who give of their time to support the Centre Manager and staff, as well as help with fundraising and seeking grants. Training is provided where necessary and all volunteers are DBS checked.

A number of people fundraise for the Day Centre annually. The October Quiz Night is organised by members of the Over Baptist Church. Bizi Lizi Fabric Gifts from Swavesey hold craft fayres where the entry fee is donated to the Day Centre. The largest annual event is still the Five Pub Challenge. Organised by a team of friends from Over, the three walks (of varying distances) draw people from as far afield as Yorkshire and Kent.



Winnie helping with the lunchtime washing-up

Some of the volunteers have agreed to talk about their support for the Day Centre (see below) and why they have decided to volunteer.

MAGGIE - MINIBUS ESCORT

“I have had an affinity with the Day Centre since my late mum attended. She was very happy here and I was very grateful that mum had the opportunity to come somewhere that she really enjoyed. After she died, I still felt a warmth and appreciation towards the Centre whenever I saw the minibus out and about.



Maggie (right) escorting client Val with minibus driver Roger

Since my retirement I decided to become involved with a number of charities. So, when I saw an advert on the Bar Hill Community Facebook page, asking for people to become escorts on the minibus, I thought this would be a great opportunity for me to give something back. I escort weekly on a Wednesday and also cover when other escorts are unavailable.

I know a few of the clients and their families socially, and know that the families really value the care that the Centre gives to their loved ones.”

OLIVER - WORK EXPERIENCE STUDENT

“The Over Day Centre is an amazing place if you have an older person with Dementia, Alzheimer’s, Parkinson’s or are just looking for a way to occupy your free time. The other volunteers are friendly and cheerful. The clients have a lot of stories to tell and they come from all walks of life, from the RAF to Nursing, from Engineer to Shop Assistant.



Oliver with long-term client Margaret

The meals are delicious and homemade.

In the morning we have a quiz to get our brains in gear and in the afternoon we have entertainment.

Overall the Day Centre is a place of joy and happiness. I would definitely want to send my Parents and Grandparents here when they are older.”

CHAIRMAN'S REPORT

STEVE COUPER

The possibility of dementia is frightening for us all, especially as we get older.

The reality of dementia is an overwhelming, life-changing, responsibility for family carers.

Loneliness is a slippery slope that it is difficult to escape from.

We are here to make life better for older people, the frail and their carers.

Our Annual Report contains personal feedback from some of our clients and their carers. Their heartfelt words show we are getting it right and they make all our efforts so worthwhile.

What sort of a year has it been?

MONEY

Managing the budget continues to be critical.

Previous reports have explained that the County Council has significantly reduced their grant over the last few years and so we have had to:

- Obtain more grants and do more fundraising.
- Cut costs where we can.
- Raise client fees as gradually as possible to keep them affordable.

Although client numbers were down a bit, we managed to keep within our budget with the following results:

Total cost per client day: £32.04

Funded by:

Client fee	£19.00
Fundraising, Grants and Donations	£ 9.28
Other Income	£ 2.43
Use of Reserves	£ 1.33

There is more detail in the Treasurer's report.

CLIENTS

Whilst we lose some clients each year as they inevitably move into residential care, we have still got a number over 95 years old and one lady had her 100th birthday this year.

In total we had 66 clients during the year and provided around 4,500 client days.

We have successfully increased the activities that we provide and we have a notice board with details of all the dates when visitors are coming. We are advertising a range of these sessions so others can come along and get a taste of what we do.

STAFF

We have seen some changes during the year. Andrew, our Senior Carer and Zoe, our cook, both left and Karen, one of our carers, moved across to be cook. We welcomed two new carers, Sarah and Tracey.



Carer Liza with client Peggy

We have had, and continue to have, very committed staff and, on your behalf, I thank them all for their support and commitment to what we are trying to achieve.

VOLUNTEERS

We currently have 48 volunteers.

Thanks to every one of you - we couldn't manage without you.

Volunteers help us keep the client fees affordable either by saving us having to have more paid staff in support roles or actually helping us to raise funds.

Encouraging community involvement is one of our aims to ensure the whole community "owns" the work we are doing.

Many people are reluctant to volunteer because they fear the commitment growing and it being difficult to 'escape'. We recognise this and we want you to feel able to give as little help as you want and we will not attempt to change your mind or embarrass you in any way if you decide you have had enough.

Just talk to Hayley, the Centre Manager, or any of the other volunteers for more information.



Rosina and Brian completing the daily quizzes, word searches and crosswords provided for clients

TREASURER'S REPORT

NIGEL POULTER

In the year to March 2019 there was a loss of £5,628.08 made up of the following:

Gain on investment (Unrealised)	£ 4,938.41
Change of accounting policy	(£ 7,074.00)
Loss for the year	(£ 3,492.49) 163.33

The change of accounting policy is in relation to the minibus which was previously being depreciated and written off against the money raised. Now an equivalent amount is being added back so that in theory there will be money to buy a new minibus. A prior year adjustment has now been made for the earlier years.

This projected loss was originally £8,971.98 but with the change in accounting policy the projected loss was increased by £16,041.96. Therefore a loss of £5,608.28 compared to a loss of £16,041.96 is a great result.

On the credit side we received £13,208.04 from Cambridgeshire County Council as a grant.

The income included:

Over Parish Council	£3,500.00
Willingham Parish Council	£3,000.00
Galon's Charity (Swavesey)	£2,000.00
Over Town Land Trust	£1,100.00
Swavesey Parish Council	£ 500.00
Cottenham Parish Council	£ 100.00
Willingham Craft Beer Festival	£1,800.00
Over Carnival	£ 635.61 (Net)
Xmas Fair	£1,653.00
Donations	£13,073.38 (Including Sponsored Walk, etc.)
Interest on Investment (Epworth)	£ 802.36
Interest on Cambridge Building Society	£ 447.05
Interest on Barclays Accounts	£ 70.38
Interest on Redwood Bank	£ 300.84 (4 months)

The legacy has been invested in unit trusts as this brings in more interest than the bank, but it carries a risk

as it can go up or down.

Fees received have decreased slightly to £85,628 in the year.

Currently the Centre costs about £2,800 per week.

This is made up of:

Wages	£94,861 (65%)
Food cost	£12,728 (9%)
Gas and electricity	£ 5,130 (4%)
Diesel, repair and insurance for minibus	£ 5,034 (4%)
Depreciation (excluding Minibus)	£ 6,007 (4%)
Depreciation of Minibus	£ 7,074 (5%)
General Insurance	£ 2,234 (2%)
Office Costs and Household Expenses	£ 4,950 (3%)
Activities	£ 1,944 (1%)
Miscellaneous	£ 4,954 (3%)

There was £10,839.38 which was raised but was not required. The amount left will go towards a minibus when the existing transport needs replacing.

Finally, I would like to thank all staff and volunteers who do such a wonderful job with the clients and fundraising. We always seem to outperform the budget.



The Rocking Ukuleles entertain clients for Valentine's Day

CENTRE MANAGER'S REPORT

HAYLEY SMITH

The Day Centre aims to support the health and well-being of all our clients on an individual basis, giving them the opportunity to stay as mobile and independent as possible. Many of our clients, over the years, have lived alone and value (above everything) the opportunity to socialise with others.

This year the Centre has seen a rise in the number of clients with dementia, and it has been clear to the Care Staff that, whilst we are here to support our clients, we are very much appreciated as a service that provides respite to family members who care for their loved one at home 24/7.

We strive to make the Centre a comfortable, friendly, safe and fun environment. Providing a variety of entertainment has become one of our goals. From musical entertainers to art therapy classes and keep fit trainers; from a visit by farm animals to an afternoon of fun and games provided by 1st Swavesey Scouts: our programme this year has been especially varied! Outings have also been organised with Afternoon Tea at Carriages of Fen Drayton proving to be our most popular trip.



Client Betty with Thistle the Shetland lamb from Monach Farm

Over the years our charity has been incredibly lucky to be supported by many volunteers who perform a variety of tasks. It would be impossible to name everyone, but I would like to take this opportunity to thank them all for their dedication.

I would also like to extend my thanks to all the staff who continue to work hard and show such commitment to our clients.

MORE INFORMATION

For further information visit the Over Day Centre website, www.overdaycentre.co.uk and Facebook page, [facebook/overdaycentre](https://facebook.com/overdaycentre) or ring Centre Manager Hayley Smith on 01954 231807.



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