

Greensleeves Homes Trust Retail Charity Bond 4.25% due 2026

Social Impact Report 2018

Activities

Purchase of Glebelands care home in Wokingham, Berkshire - £7.7million

A residential/ nursing care home providing care for 41 residents plus other associated properties



Purchase of Rose Cottage care home in Broughton, Oxfordshire - £3.4million

A residential care home providing care for 38 residents



Impact

The Retail Charity Bond funds have enabled us to extend our person-centered, high quality care to 79 residents in two new counties where we didn't have care homes before (Berkshire and Oxfordshire). This is what relatives of the residents at these two care homes say about care their loved ones receive:

"Glebelands has a lovely friendly atmosphere. All staff, from the receptionist to the management, to all care staff are approachable, friendly and helpful. Our mum's very happy and her care there's excellent. Any small issues we have had have been dealt with promptly and with kindness." – Daughter of resident

"My friend was nursed through his last weeks with great care and sensitivity. Every effort was made to keep him as comfortable as possible. His room was light and homely, suitable for his needs." – Friend of resident

Results, Indicators and Results

Outputs	Indicator	Results
79 new residents supported with high-quality care	Number of residents supported by Greensleeves Care	A larger number of people in the community supported by Greensleeves Care (residents, their relatives and friends)
130 new staff members at Greensleeves Care homes	Number of staff supported by Greensleeves Care	A greater number of people enjoying employment at one of the best care home groups in England

Wider Impact

A number of positive reviews Greensleeves Care received in relation to the new care homes we acquired with the funds from the Charity Bond shows a great sense of appreciation for a high-quality provision of care. Here are a few examples:

"Dad received excellent care during his short stay at Glebelands. He came there from hospital following the death of his wife of 67 yrs. The care and compassion shown by the staff to Dad and our family was wonderful. Although unable to take part in the activities due to his poor health, Dad was visited by many of the staff (including the activity organiser who chatted to him about the previous day's event) the catering staff and he even had a haircut. He described the food and nursing care as 'first class'. Even the laundry service was excellent. Unfortunately, his health deteriorated and he was re-admitted to hospital where he died later the following day.

From our first visit and initial enquiry about Glebelands to the day we collected his belongings the staff have been professional, friendly and caring. I hope Glebelands is still there if I ever need care in the future." – Daughter of Resident

"From the moment we walked in we knew this was the care home which would facilitate all of our father's needs. He has become part of the Glebelands family; he's only been there 10 days. All staff must be highly commended on both their professional and

personal approach to my father and us as a family. We can't ask for more, if we do it's provided for instantly.” – Daughter of resident

“Friendly and helpful staff - always very accommodating when we visit with our six-year-old without prior notice. Welcomed for lunch with my grandmother and taken care of. Great family friendly new coffee shop with children's activity corner. Really encourages socialising for families and residents. Lovely well-kept grounds. My grandmother is well cared for and supported there.” – Granddaughter of resident

“My mother was very well cared for and very happy there.” – Son of resident

Future Targets and Objectives

The funds from the Retail Charity Bond helped Greensleeves Care in meeting the organisation's targets and objectives. Greensleeves Care purchased two care homes which extended the number of residents the charity can support with high-quality care provision. The Trust was also able to repay its existing loans.

Greensleeves Care is continuing with the strategy of sustainable growth and quality improvement supported by the funds raised through the Retail Charity Bond.

The factors that may affect our future impact include:

- Availability of suitable acquisitions/development opportunities
- Ability to recover increasing cost of providing care through fee increases (n.b. adjustment required to fees currently payable by local authorities to better reflect true cost of providing care)
- Availability of suitably qualified staff for our care homes (Brexit, competition from other employers etc.)
- Retention of key staff throughout the organisation