

## Schedule 2

### Form of Annual Statement on Social Impact

#### Annual Impact Reporting

##### 1. Your Activities

*Give an account of the activities you have undertaken in the previous year as a result of the loan finance raised.*

We have invested significantly in the redevelopment and refurbishing of existing homes:

**Borovere in Alton, Hampshire** – works on replacing existing kitchen facilities, increasing communal space and adding seven new rooms were completed in March 2021.

**Henley House in Ipswich, Suffolk** – the freehold new build 66 bed care home was completed in October 2020 and the first residents moved in December 2020 to their brand-new home. The home is a replacement for our home Thornbank which has now closed and is being marketed for sale.

**Clarendon Lodge in Rickmansworth, Hertfordshire** – this brand-new luxury 40 bed care home was completed in November 2020 and first residents moved in January 2021. The home benefits from being set on one floor and from a courtyard garden which is accessible from all bedrooms.

**Mount Ephraim House in Tunbridge Wells, Kent** – demolition of 20<sup>th</sup> Century extensions to be replaced with purpose built modern facilities plus the complete refurbishment of the main 17<sup>th</sup> Century home increasing capacity by 20 residents to 57. These works are expected to be completed in late 2021/early 2022.

**Buckler's Lodge in Crowthorne, Berkshire** – the works are progressing well on the new 80 bed leasehold home and we expect to open the marketing suite to new visitors in October 2021. This luxury brand new home will provide high quality residential, nursing and dementia care.

Preliminary work on the new development in **Rye, East Sussex** has been completed and the main contract will be tendered later this year. Once completed, the home will provide high quality residential and dementia care to 60 residents.

##### 2. Your Impact

*Give examples of how the activities described above have had a positive effect on the lives of some of your beneficiaries.*

Charity Bond funds enabled us to extend our person-centred, high quality care by 66 residents in Ipswich, Suffolk, 40 new residents in Rickmansworth, Hertfordshire and 7 additional residents in Alton, Hampshire. This is what relatives/friends of the residents at Henley House care home say about the care their loved ones receive:

“Mum has been treated with compassion and care. Staff have been kind, professional and willing to take the time to make her comfortable and secure. Nursing levels are very professional and staff have kept me well informed and gone out of their way to support us as a family. Thank you.” – Daughter of Resident

“Very respectful of grandma and excellent care. Good communication and updates on changes to care plan etc.” – Granddaughter of Resident

“My father was cared for at [Thornbank and since December 2020 at] Henley House for 25-months. In that time, the staff became Dad's family, and ours. When lockdown came, I missed both Dad and Dad's other family! We were always treated like family members. I never saw anything on my many visits that made me question anything, with any of the residents, that I was uncomfortable with. Dad was always smart, clean and given autonomy on what he wanted to do. He was treated with the utmost respect, and since his passing, in February 2021, dealing with staff and management has been lovely, friendly and professional. We have been invited to visit for a cup of tea when restriction lift and very much look forward to catching up with everyone.” – Daughter of Resident

*What were the results against the outcome indicators you described in your application?*

<b>Outputs</b>	<b>Indicator</b>	<b>Results</b>
80 new residents will be supported with high-quality residential and dementia care at Buckler's Lodge in Crowthorne; 66 new residents supported with high-quality residential and dementia care at Henley House care home in Ipswich; 40 new residents supported with residential and dementia care at Clarendon Lodge, a high quality care home in Rickmansworth; 7 new residents are to be supported with residential and dementia care at Borovere, our home in Alton, Hampshire; 60 additional residents to be supported following completion of the new care home in Rye	Number of residents supported by Greensleaves Care	A larger number of people in the community supported by Greensleaves Care (residents, their relatives and friends)
126 new staff members at Henley House care home, more staff will be recruited at Clarendon	Number of staff supported by Greensleaves Care	A greater number of people enjoying employment at one of the best care home groups in England

Lodge as the home fills and a large number of staff will be employed in our new care home in Crowthorne.

*Describe any evidence of wider impact created to date as a result of your activities*

A number of positive reviews Greensleeves Care received in relation to our new care homes (The Orchards in Ely), which 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:

“My husband went to live at The Orchards on February 1st having previously spent a month there while I was ill during the autumn. He was welcomed back like an old friend, and there was even a box of chocolates and flowers in his room!

The whole admittance procedure was masterminded by the family liaison manager, who is wonderful at her job and could not have been more sensitive and helpful in what was a difficult transition for us both.

Since he has been at The Orchards, my husband has been cared for with great kindness, and attention to all his needs; he has settled in well to his new way of life. I feel that he has rapidly become a member of a large loving family.

The Orchards is a lovely place for him to be, and I have been met with nothing but kindness on all occasions.” – Wife of Resident

“Last August I had to find a care home for my mother-in-law, and after a lot of searching found, The Orchards. The home is very new and has the highest standard and facilities. The standard of cleanliness is exceptional. The in-house chef prepares a wide range of freshly prepared food to meet the resident's needs. During the last months as I have got to know the staff, they have impressed me. They treat the residents with respect and care. (As a person, not just a number). When I was able to visit my mother-in-law, she was always smartly dressed and looked well cared for. They keep the relatives fully informed of the weekly activities by way of an email and a newsletter keeping you up to date with what is happening in the home. During the lockdown, I have been able to phone and enquire how she is, and nothing has been too much trouble. If they were not available, they will always call back. The manager has an open-door policy and will always speak to you. To sum it up, well done, The Orchard!” – Son-in-law of Resident

“The experience my family has had since our very first interaction has been incredibly kind, caring and highly professional. All members of staff who I have spoken to above all clearly have the welfare and quality of life of the residents constantly at the forefront of their minds. This is demonstrably evident.

The staff's thirst for knowledge about my parents across all elements of their lives from careers to food preferences and even sleep requirement has been incredibly refreshing and makes me realise on each and every contact that we absolutely made the right decision to put both our parents in the totally safe and caring hands of all the staff at the Orchards.

I was amazed at the consistent cleanliness and quality of the entire building (even though visits were correctly limited due to covid).

I sincerely believe that we should have enrolled my parents at The Orchards much sooner than we did, as their quality of life is now exponentially increasing.

Thank you.” – Son of Resident

### **3. Your Response**

*How do your results compare with your targets and objectives? Are there any lessons you have learned and changes to you intend to make as a result? Do you see any other factors arising that may affect your future impact?*

Whilst we have seen some delays during the current developments due to COVID-19 pandemic, these were not unexpected given the scale of works and we do not anticipate their impact to be too disruptive.

The impact of the pandemic has caused occupancy and staffing challenges at some of our homes, but others have outperformed targets and objectives. At the affected homes, we are actively working to market the homes both in terms of attracting residents and staff. The impact is expected to be temporary with performance normalizing as the impact of the pandemic recedes.

We continue with our strategy of quality improvement and sustainable growth supported by funds raised through the Retail Charity Bond facility.

Going forward, the Coronavirus pandemic will potentially challenge day to day operations but plans are in place to mitigate its impact as much as is possible. The knock-on effect could of course also cause further delays to the development programme.