

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.

During the year, we have invested in a new leasehold home, and the redevelopment and extension of an existing home:

The Meadowcroft, Tooting, London – Construction of this 64-bed leasehold home, a reprovisioning project for a home run by another operator, completed in January 2023, and residents transferred to Greensleeves in February 2023. The home provides residential, dementia and nursing care.

Mount Ephraim House in Tunbridge Wells, Kent – Demolition of 20th Century extensions, replacement with purpose built modern facilities, plus the complete refurbishment of the main 17th Century home, increasing capacity by 20 residents to 57. These works are a continuation from earlier years and completed in Spring 2023, with the home reopening in June 2023.

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 high-quality personalised care to 64 residents in Tooting, and an additional 20 residents in Tunbridge Wells. Opening these homes has also required employment of additional staff, further increasing our community.

Photos and videos of Mount Ephraim House and The Meadowcroft can be viewed on the pages below:

<https://www.greensleeves.org.uk/n/care-homes/mount-ephraim-house-tunbridge-wells/>
<https://www.greensleeves.org.uk/n/care-homes/the-meadowcroft-care-home-tooting/>

The impact of these developments on our growing communities can be seen in public reviews published online:

“Sadly my Mum passed away in June but it was a great comfort that she was back home at The Meadowcroft surrounded by those that knew and loved her. We will be forever grateful to the team for their love and care of our mum. They became an extension of our family. An added bonus is that the new build is a beautiful environment with lots of facilities but for us the most important thing has been the love, care and heart of the home.” – Daughter of Resident at The Meadowcroft.

“We visited Mount Ephraim House for the first time this week, it's a lovely place, bright and cheerful and the staff were very attentive. Our friend of almost fifty years is very happy there and loves her new surroundings. The home has a happy atmosphere from the moment you enter it.” – Friend of a resident at Mount Ephraim House.

“I am thrilled to share my heartfelt appreciation for the incredible care provided to my nan at Greensleeves Care. Since she became a resident, the level of attention and compassion shown by the staff has been nothing short of amazing. The level of personalised care my nan receives is remarkable. The staff takes the time to understand her specific needs and preferences, tailoring their approach to provide the best possible care. Their attention to detail is commendable, ensuring my nan feels valued and supported in every aspect of her daily life. The facilities are well-maintained, clean and thoughtfully designed to meet the needs of the residents. Greensleeves offers various activities and amenities, catering to different interests, promoting engagement and a sense of community. Choosing Greensleeves for my nan's care has been one of the best decisions we've made as a family. I am confident that the staff can provide outstanding care and support.” – Grandson of a resident at Mount Ephraim House.

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

Outputs	Indicator	Results
64 residents supported with nursing, dementia and residential care at The Meadowcroft in Tooting. 57 residents (20 additional) supported with dementia and residential care at Mount Ephraim House in Tunbridge Wells.	Number of residents supported by Greensleeves Care.	A larger number of people in the community supported by Greensleeves Care (residents, their relatives and friends).
New staff members at The Meadowcroft, Mount Ephraim House, and additional staff at Buckler's Lodge as the home fills.	Number of staff supported by Greensleeves Care.	A greater number of people enjoying employment at Greensleeves Care.

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

Published reviews on our homes acquired with the funds from the Charity Bond, show the positive impact our homes are having on our residents and wider community of friends, family and staff:

“My nanny has been living at Bucklers Lodge since 2022. She was very apprehensive about moving into a care home, but she has been very happy at Bucklers Lodge and now thinks of it as home. The home has lovely facilities, great outdoor space and fantastic views. The staff are friendly, caring and welcoming. We would definitely recommend Bucklers Lodge to other families.” – Granddaughter of Resident at Bucklers Lodge.

“My father-in-law has been in the home for seven months and he has settled in well due to the staff who are kind, considerate and helpful. Nothing is too much trouble. The environment is beautiful. The home is like a hotel with comfortable lounge areas, a welcoming bistro and the bedrooms with en-suites are very well-appointed. We've been very impressed overall, with the care provided”. – Daughter-in-law of Resident at Bucklers Lodge.

“My mother stayed at Clarendon Lodge for 8 weeks respite. The immediate improvement in her physical and mental state was obvious. The facilities are excellent, beyond comparison, and the staff are all so helpful, caring and attentive. The food has been a treat, hotel quality from the meals I have seen. The outlook onto the garden from the rooms is uplifting. I couldn't recommend this facility enough, and wouldn't hesitate to use it again.” – Daughter of Resident at Clarendon Lodge.

“I am very happy living here with my wife. I wish I had moved here ten years ago. I feel like I'm on a permanent holiday. The food is very good, all the staff are so nice, helpful and respectful. I would recommend to anybody to live here.” – Resident at Henley House.

“My mum moved into the Manor Care home a year ago. She has a lovely room. She can go for a walk in the extensive beautiful grounds. She compliments the food regularly and has settled in well. She takes an active part in the many activities. The staff are friendly and helpful. Thank you, Manor Care home.” – Daughter of Resident at The Manor.

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?

We have seen some delays to completion of works due to factors beyond our control, including a major flood at Mount Ephraim House, and snagging issues at The Meadowcroft. However, these are now resolved, and the homes opened and thriving.

Following the pandemic, the sector has experienced staffing challenges, and some of our homes have seen slower than expected occupancy recovery. Others, however, have outperformed targets and objectives. We are successfully working to market affected homes to attract both residents and staff. At the time of writing, occupancy has recovered to near pre-pandemic levels and continues to improve, and agency usage has been curtailed in line with successful recruitment initiatives.

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