

# **Barnsley Independent Alzheimer's and Dementia Support**

## **Annual Report**

**October 2017 to  
September 2018**



**Our 8<sup>th</sup> birthday party – 1<sup>st</sup> June 2018**

## **BIADS' AIMS AND OBJECTIVES**

### **Service aims**

#### **Aim 1**

We will provide general information on all types of dementia and on the services and resources available, from all sectors, for people with dementia and their carers by

- Producing a newsletter three times a year
- Keeping an up to date supply of leaflets and booklets and making them available to our members
- Producing information packs
- Seeking funding to expand our carer support and activities services

#### **Aim 2**

We will provide emotional support, practical help and social opportunities for people with dementia, their families and friends, enabling peer support to take place by

- Linking carers and people with dementia through meetings, social opportunities, outings and holidays
- Working towards the provision of a helpline
- Seeking funding to expand our carer support and activities services

### **Operating aims**

#### **Aim 3**

We will ensure the services we provide are of a high quality and meet the needs of people affected by dementia in Barnsley by

- Ensuring all staff and volunteers have the necessary skills to perform their duties
- Ensuring that reference material and information is up to date and from recognised and accepted sources, i.e. the Alzheimer's Society fact sheets, Journal of Dementia Care etc.
- Carrying out service user satisfaction surveys
- Setting clear outcomes for each service we provide in order to measure our success
- Developing, implementing, monitoring and reviewing the work of the organisation on an annual basis
- Keeping and maintaining effective records and statistical information
- Developing and implementing clear policies and guidelines to work within e.g. equal opportunities, complaints, confidentiality
- Recording and investigating complaints as specified in our policy
- Identifying and applying for a relevant quality assurance standard

#### **Aim 4**

We will maintain confidentiality of information relating to people with dementia, their families and friends by

- Ensuring that all staff and volunteers are made aware of the confidentiality policy of the organisation
- Ensuring that all staff and volunteers sign a statement that they will adhere to the policy
- Informing all service users of our confidentiality policy and providing them with a statement of what information we will keep about them, who has access to the records, that their permission will always be sought before passing on details to other agencies and how the records will be stored and ultimately disposed of

#### **Aim 5**

We will involve people with dementia, carers, volunteers, staff and other stakeholders in the management of the organisation by

- Recruiting representatives of all our stakeholders to become trustees
- Forming sub committees as appropriate to cover specific areas of work involving all stakeholders
- Holding focus groups periodically to enable people to put their views, opinions and ideas forward
- Talking to individuals informally
- Formal consultations – questionnaires, one to one interviews, support and supervision sessions

#### **Aim 6**

We will work with local statutory and voluntary organisations, with similar aims, to foster good relationships and to promote partnership working by

- Attending appropriate meetings, conferences and seminars
- Seeking opportunities to work on joint projects
- Sending information on our work to all relevant bodies

#### **Awareness and funding aims**

#### **Aim 7**

We will raise public awareness of the work of the organisation by

- Producing a newsletter
- Working with the local media as appropriate
- Disseminating posters and leaflets throughout the borough
- Holding outreach sessions throughout the borough
- Giving talks and presentations on our work

## **Aim 8**

We will generate funds, in a professional manner, in accordance with statutory regulations, to promote and carry out the aims and objectives of the organisation by

- Making appropriate applications for funding e.g. National Lottery Community Fund, charitable trusts and foundations and statutory agencies
- Organising appropriate fund raising events such as raffles, collection days, lotteries, sponsored events etc.
- Attending fundraising events organised externally
- Publicising our work in the community to attract financial support from individuals and organisations



**Staff all ready for the entertainment at our World Cup themed East Dene Party – June 2018**

## **BIADS' SERVICES**

BIADS is a local, independent charity set up to offer support to the estimated 3,000 people of Barnsley affected by dementia, their informal carers, families and friends. Supported by 12 staff members and a growing team of volunteers we offer:

- A carer support service that establishes an initial relationship with the person with dementia (PWD) and their carer; providing information, advice and signposting to our own services and the services of other organisations that will help the people of Barnsley live well with dementia. This relationship continues throughout the journey of this devastating illness.
- A therapeutic circle dance each week, for the PWD and their carer. Especially adapted dance for the PWD that encourages light exercise, cognitive stimulation, peer support and time to enjoy the sheer joy of dance.
- Jabadao social exercise classes for the PWD run in partnership with the physiotherapy department at Kendray Hospital.
- Two carer support groups that give opportunities for carers to give and receive support to and from their peers. Meeting twice a week these groups have become one of the very important services our carers tell us they rely on.
- Two activity groups per week for PWD that provide meaningful and appropriate activities to suit individuals whatever stage of the illness they are at.
- BIADS' singers: a singing group held twice a month, run by a volunteer and music teacher. This is a chance for PWD and their carers to get together to experience the joy of singing in an informal atmosphere with the friends they have made at BIADS.
- A dementia time for tea café, held monthly at our centre attended by an average of 40 people. The cafe is a vibrant, lively gathering with lots of chatter and laughter whose purpose is to bring together members for mutual support and friendship whilst allowing BIADS to disseminate important information on local and national levels.
- Two holidays a year that provide the opportunity for PWD and their carers to continue enjoying holidays together in a fun, friendly, non-judgemental environment, with professional support if needed.
- At least two social events and two day trips a year to destinations specially selected for our client group.

- On Wednesday afternoons and Friday mornings, we hold our weekly drop in cafes for carers and PWD alongside gym sessions for PWD provided by the physiotherapists from Kendray Hospital – two very busy, lively sessions. During the Friday drop in café, we have monthly visits from a podiatrist and a massage therapist along with themed events which support both PWD and their carers.
- We work with QDOS Creates to provide relax and revive sessions for PWD and their carers which cover various group activities for fun and laughter.
- We have a quarterly tea and toast morning – a weekend event for members to get together and support each other. Recently cinema themed, these mornings are a chance for people to get together at the start of their weekend.
- Completing life story work has proven valuable for PWD, giving an opportunity to reminisce and talk about things they can remember. We offer one to one sessions for as long as is needed to complete a comprehensive life story book, which can be used in the future by both PWD and their carer.
- We have a fully functioning multi-sensory room which can be used by PWD or carers on their own or as a couple. Adaptable to individual need, the room can be used to stimulate senses or as a relaxation room, whichever is appropriate during the session.
- The Keeping in Touch (KIT) Club was set up to support carers when their loved ones have entered long term care or passed away and they are often faced with a specific grieving process, maybe guilt and isolation after what may have been many years of caring.



Harvest Festival held at Dodworth Club September 2018

## **Barnsley Independent Alzheimer's and Dementia Support**

**Patron** Stephanie Peacock, MP

### **Trustees**

**Chairman** Peter Francis

**Vice Chairman** Lisa Phelan

**Treasurer** Anne Ackers

James Burgess

Dave Coupland

Sue Haughton

Cllr Joe Hayward

Peter Moody

Jake Rollin

Lynnette Webber

### **Staff members**

Chief Officer: Linda Pattison

Development Managers: Margaret Mason/Sue Hunter

Shop Manager: Karen Peckett

Services Manager: Claire Golby

Activity Coordinator: Michelle Clarke Stables

Activity Coordinator: Sally Mason

Carer Support Worker: Lesley Parkes

Carer Support Worker: Jacky Phelan

Finance and Facilities Officer: Sue Whitlam

Admin and Reception Officer: Louise Bligh



Our celebrations and revelations day – 21<sup>st</sup> September 2018

## Chairman's Report – Peter Francis

When you read the other reports written for this AGM you will read of the great work being done by the staff who deliver services to our members. For those of you who call into the centre or use our services you will have witnessed the thoughtful, professional, kind, dedicated and humorous way in which we at BIADS try to deliver our services to you. However, what you don't see is what happens once you have gone home or when the centre is closed. You don't see the work that goes on to make everything you experience at BIADS possible. Perhaps I can shed a little light on this.

As Chairman of BIADS I am in the position of being able to peek behind the scenes to see what really goes on in the quieter times. As Chair I am invited to attend staff meetings; to have private weekly meetings with Linda and Margaret; to hear about how our partners view us; to have informal one to one chats with staff and to receive reports while sitting on the Trustee Board. So what horrors and tales of the unexpected do these scenes show me? How do the staff and managers approach their work when you are not around to witness it? I guess you already know the answer really. I am proud to say that the same level of dedication, care, enthusiasm and commitments to members' needs exists in abundance behind the scenes as much as it does when members are present. I can honestly say that every moment staff are at work the members are their number one priority. So well done team, a great effort. You should all be extremely proud of yourselves.

However, let's not forget that the staff don't do it all alone. There is one extremely important cog in the machine that deserves a special mention and that cog is our volunteers. They turn up day after day, week after week in the shop and at the centre to assist in numerous ways without which the staff couldn't do their jobs. Not only this, but they do it for free! To a local charity like BIADS this generosity is priceless and as Chair of the Trustees I would like to thank each and every one of them sincerely.

There is one other thing that makes everything we do at BIADS possible and that is money. It is inevitable that delivering services, running the centre, paying wages and generally doing everything we do costs money. Luckily we seem to have the most generous members and supporters in Yorkshire who never cease to amaze me with their contributions. The financial accounts will detail exactly how much has been raised from activities, donations and fundraising and I hope you are pleasantly surprised by the figure. So no matter if you are an individual who drops a few coppers into one of our tins; a person completing an event for sponsorship, a raffle ticket seller, an organisation who has picked us for charity of the year, a regular donor, a baker and anyone else I might have missed a very, very huge THANK YOU.

Money is the lifeblood of BIADS but this year we learned that generosity doesn't always come in the way of cash. Two significant donations were

made by corporate bodies this year that helped us improve the centre to make life a little easier for members. These were the construction of the toilet on the upper floor by Henry Boot and the installation of the ramp at Holly House by Strategic Team Group. These two donations will not be seen in the accounts but between them the value exceeds £30,000. Again, a very big thank you to all concerned.

Finally I want to acknowledge the progress BIADS has made this year under the guidance of the Chief Officer, Linda. It is her guidance and vision that has got BIADS to where it is today. Second only to the Hospice in terms of recognition and size as a local charity in Barnsley. Recent activity behind the scenes makes me think the next twelve months will be even busier with new and improved ventures on the drawing board. So, hold on to your hats, it's going to be a blast!

### **Chief Officer's report – Linda Pattison**

Looking back at previous reports I have written there are a couple of themes running through them all. The first being how times flies and the second my amazement at how BIADS has developed. This year's report is no different – the year has flown by and my amazement continues.

To be fair though, our development has been made possible by the hard work of volunteers and staff and the generosity of so many people and organisations. The financial year to the 30<sup>th</sup> September saw some incredible financial support and that support has to be down to the work we have done over the last eight years supporting Barnsley people affected by dementia.

Hundreds of people with dementia and their carers have benefitted from the support given by our carer support team and from attending the many and varied activities that our activity team arrange from holidays to circle dancing to our East Dene spectaculars. Who can forget our World Cup tribute last June?

Having said that we have had a good year financially – the income of £332,548 must be taken into account alongside expenditure of £264,069. Yes, we have more money in reserve but that will allow us to move forward into other areas of work but I'll talk about that later.

We are all very grateful for the support given to BIADS over the year and it wouldn't be fair to mention some people if we can't mention them all so I will have to just pass on our thanks and hope that they know they have helped us to help those in Barnsley affected by dementia.

Our biggest challenge has been to find longer term funding for carer support – several bids have been submitted but none have been successful so far. In an attempt to fund the service ourselves, we launched our 'Here Today, Gone Tomorrow' appeal which has brought in some funds but not as much as we need so our search for ongoing funding continues. The lottery

funding is also approaching the end of the three-year grant period so even more work will need to be done to keep those services going.

Another interesting challenge for us was the work we had to do around the General Data Protection Regulations – as you may know we had to get members to opt in to receive information/contact from us after 25<sup>th</sup> May 2018. Most of our members did get the required consent forms back to us but there may be some people out there who we have not been able to contact since then who are wondering why we haven't been in touch.

Stephanie Peacock, MP for Barnsley East, agreed to become our Patron and attended the centre for the launch of our 'Here Today, Gone, Tomorrow' appeal. We look forward to working with Stephanie in the future.

We were also delighted that Councillor Steve Green adopted us as one of his charities during his mayoral year which started in May 2018. This has led to many visits from Steve to our centre and our East Dene events plus a number of fund raisers arranged by the Mayor's office which we have tried to support.

I feel that BIADS is going from strength to strength with a team of volunteers and staff who are wonderful and our Board members who are dedicated to steering BIADS to the next successes. A couple of staff members have moved on to pastures new - I must mention Kathleen Broadhead who retired – Kathleen has been with BIADS from the very first day and I must admit panic set in when the retirement word was mentioned. However, we recruited Louise and Kathleen stayed on until she was fully trained. Thank you Kathleen for all your hard work over the years. We were delighted when Sue Whitlam was able to come back to work in February - she took on the finance work from Kathleen. So all in all a seamless transition.

I know this report should end on 30<sup>th</sup> September 2018 but I cannot resist mentioning the plans we have for day care which were first discussed last year but we hope will come to fruition in 2019. A very big departure for us made possible by the generosity of Liddy's solicitors. Day care should help us to generate more income which we can use for services like carer support in the future taking the pressure off making funding bids. Lots to do and look forward to – who knows what we will be reporting on in a year's time?

### **Development Manager- Margaret Mason**

I know I say this every year, but just like Linda, I cannot believe it is that time of year again. How quickly time goes by when you are having fun! I have spent half of the year as Operations Manager and half of the year as Development Manager, so quite a difference for me. I have loved my time as Operations Manager, being involved in the services and working with the services team, but I know that since joining BIADS and taking over the role,

Claire has made her mark and is doing a first class job. I do miss the involvement with the services, but I am lucky that my new role still provides me with time to say hello to members and to keep up with all the service developments and changes.

My new role of Development Manager has given me an insight into the hard work needed to complete and submit funding bids, the disappointment when we are not successful and the joy when we are. Looking for funding is an ongoing task and making sure we invest the right amount of time into the right bid is a work of art that Linda has got down to a T.

I still thoroughly enjoy my role and am immensely proud of BIADS and its achievements over the past year. I am, as always, grateful for the support we receive from our very generous members and the people of Barnsley who support us in a variety of different ways. The generosity of people never ceases to amaze me.

Last but not least, I would like to say a massive thank you to our fantastic team of staff and wonderful volunteers who all contribute greatly to the success of BIADS. We would not be where we are today without their dedication and commitment.

Here's looking forward to another successful year, with new exciting developments and continued success, with lots of fun and laughter along the way.

### **Development Manager- Sue Hunter**

After a brief period of retirement, I returned to BIADS in August 2017 to work part time on special projects as directed by Linda. Due to some new data protection regulations which came in force with effect from May 2018 (GDPR) much of my time was spent on researching what we needed to do to become compliant with these new regulations. As a result, we had to issue consent forms for all members and third parties to sign to say that they have given consent for BIADS to contact them in one form or another; without this consent it would become an offence to make any contact. I am pleased to say that we managed to work our way through all the red tape and get our compliances in place before the deadline date.

New policies for IT use, social media and telephone use, privacy and lone working all had to be devised- so as you can imagine for a few months I was pretty much tied to the desk!

Due to some changes in the staff complement I have now become more involved with fundraising and have been liaising with individuals and organisations out in the community who want to raise funds for us; providing support and promoting the events on their behalf. Over the past few months I have been in contact with many wonderful people who have completed the Great North Run, undertaken an Iron Man challenge, put on

shows at the Lamproom, performed concerts at the Fairways, undertaken a sky dive, organised a rock concert, cycled from Lands' End to John O' Groats, organised a Soul Concert, held a Golf Day..... to name but a few. We also have many wonderful members who support us week in and week out to raise funds by running raffles, holding garden parties and social events - we thank each and every one of you. This new role has truly opened my eyes as to how very kind and generous the inhabitants of Barnsley can be!

My next task is to canvass local businesses to try and enlist their support in being chosen as either a Charity of the Year or one of their nominated charities so that we can secure more long term defined, specific fundraising pledges.

On a lighter note now I am "back in the fold" so to speak, my previous job as choreographer for the East Dene routines has been reinstated – so watch this space for more disastrous dancing!!

It is good to be back, and I look forward to continuing to work towards helping develop BIADS for the future.

### **Finance and Facilities Officer – Sue Whitlam**

There have been big changes for me over the past year. Kathleen retired in April and I took over responsibility for the banking and finance reporting, in addition to negotiating contracts to get the best value possible for BIADS. So in some ways it is different to my previous job but I'm enjoying it just as much.

We had a record amount of income in the year to the end of September, but we also spent almost as much in providing services and support for our members – which is as it should be!

Sadly, though, we didn't get the funding needed for our carer support service, so we launched our 'Here Today, Gone Tomorrow' appeal in the Spring. We would like to thank everyone who has either signed up to contribute monthly to the appeal or given a one-off donation, but we still need more people to help us to make sure that this much needed service carries on into the future. If you would like to know how you can help please pick up an appeal leaflet or ask myself or one of my colleagues how to get involved.

### **Admin and Receptionist – Louise Bligh**

I started working for BIADS in January 2018 and Kathleen, the previous admin/receptionist, took me under her wing and spent three months training me up and showing me the ropes. There was a lot to learn and in the beginning thought I was never going to get it all. Ten months on I'm loving it and I'm growing in confidence daily.

My role is varied which I love because I'm never bored or stuck for things to do and no two days are the same. I am responsible for a range of jobs from answering the telephone, ordering the shopping to designing tickets for our next event.

Since July I have been helping Sue Whitlam and taking more responsibility when it comes to the finances. I now input all payments made to BIADS onto our income and expenditure database and at the end of the week I count all the money together and balance it against the accounts.

I've really enjoyed my first year at BIADS but the highlight has to be the East Dene summer party - it was such a laugh especially when we got to kick footballs at Linda and Jacky came running on as a stalker.

### **Carer Support Team – Jacky and Lesley**

For those of you who do not know us, we are the Carer Support Team; we have worked together now for three and a half years..... and it 'don't seem a day too long'! We support carers, their loved ones and their extended families by giving advice, information, coping mechanisms, referrals to other agencies, benefit assistance and the all-important emotional support. We also introduce them to what BIADS has on offer with referrals to our activities and fantastic social life. Once a carer has agreed to have carer support we ensure we continue this throughout their journey of caring and beyond and then where suitable they are referred to our Keeping In Touch (KIT) club for friendship and other social opportunities.

Twice a week we also continue to hold our regular support groups for carers to come along to and gain peer support – existing or new carers there's always something new to learn to help make their lives that little bit easier. We both enjoy our job and meet many special people along the way, we like to think we lighten their load and help them live a less isolated and more informed life which helps them to cope better.

We know from the lovely comments that we get how having carer support can make a difference to the carers in their 24/7, 52 weeks of the year caring role. In which they are unpaid, definitely overworked and can be unappreciated and are caring unconditionally for their loved ones. We sometimes have the opportunity to accompany the carers and loved ones on the holidays and day trips which helps us further support them in times of need or just to have a good time!

Our roles as Carer Support Workers this past year has continued in very much the same way as always with us both updating, where possible, the relevant changes to information we can supply. It has been a little precarious at times due to lack of funding but we are ever hopeful that substantial long term funding will be secured and we can both carry on doing the job we love.

## **Activity Team's Report – Sally Mason and Michelle Clarke Stables**

The Activities Team has achieved a lot this year and managed to go from strength to strength. The team have worked hard throughout the year to deliver the services which are much appreciated by our members. Claire joined BIADS in June as Services Manager and has given the team the confidence to change sessions and introduce new ideas.

This year's overview on activity sessions and services:

**Singers** has grown in popularity over the last six months after numbers had dropped significantly after Christmas 2017 and now this session has up to 40 members attending fortnightly. We have a new pianist, Lynne, who has certainly contributed to the increase in attendance, with ongoing help from our volunteer, Sue, who leads the session. We may even need to consider the seating arrangements after the session to accommodate the growing numbers attending!

**Circle Dancing** has continued to be a popular session for our members. Sally introduced chair yoga and seated dances to ensure people who were less mobile could still feel part of the sessions. Future plans may be to merge the two sessions into one, following feedback from members, so watch this space!

**Tuesday relax and revive** - Due to reduced numbers in the second half of the year, we decided to merge this group and the Tuesday activities group while the carers were still able to attend the support group. It appeared that PWD who would not normally attend relax and revive were doing so and were really enjoying the session.

**Time for Tea** is now very busy, we've worked hard to improve the service asking members directly via questionnaires what would make the café/session better for them. They said more bingo and singing at the end. We introduced singalongs on a memory stick to play on the TV if people want to sing or dance at the end of the café.

**Jabadao** seems to be enjoyed by our members, the group is led by Sally from BIADS and June from the Physio Department. We include activities to music, either dancing/chair exercise, ball games, singing along to the songs. These sessions are based around a group activity, but are adapted around individual needs and abilities.

**Thursday activities** is well attended, Michelle has focused on her strength over the past year which is craft based and art activities. She has also put a specific plan in place for each block of sessions. Michelle has also looked at ways to store equipment in weekly sections so less time is needed to prepare and check stock. We have also started making things that can either be displayed in our centre or taken home by the PWD.

**Walking group** has been a great success following the recruitment of new volunteers. The walks are led by Sue Haughton and supported by volunteers. Following the pilot and members' feedback it was decided that the walks would all be held at Locke Park, where there are different routes to take and easier parking facilities and a discount on drinks kindly offered by the café.

**Caravan project** - we were successful in receiving £2,000 funding from Tesco 'Bags of Help' for this project to be started, we just need to look at when it can start and who will manage it. We hope to start the work on the project in the Spring 2019. Michelle and Sally would both like to see the caravan in situ in the garden and used as part of activities. We would also like to access outdoor furniture that was included in the original bid.

**MSU** - Couples have been able to access the room on their own and benefited from this time in the room. We have, however, needed to restrict use of the room while the ramp was being built to make access easier in the long term. Recently new volunteers have been recruited and trained and we are hoping that in the next few months we will be able to offer use of the MSU room to more people with the help of those volunteers.

**Holidays** - are now booked through Yorkshire Rose, Sally liaises with the tour company requesting and suggesting what kind of holiday is suitable for our members' needs. We have had two successful lovely five-day holidays this year. One to St Annes, the other to Morecambe Bay. We have around 45 members joining us on the holidays and they tell us what a lovely time they have had with friends and people in the same situation as them and, of course, the staff support makes a massive difference. Sally has already got plans in place for the next two holidays!

**Day Trips** have been popular and gone very well in general this year, we do feel that we may have to look more closely at the locations as some of our members' mobility has deteriorated over time and some locations are sadly no longer suitable.

**Tea and toast** has continued this year but we are hoping to increase the numbers over the next twelve months. We will be looking at what we can change to encourage more people to come along.

**East Dene** parties are always popular and a huge success both the Christmas party and the summer party. Our members look forward to both events and we sell at least 100 tickets to each party.

**Wednesday and Friday drop ins have** always been popular dementia cafés and this year has been no different. The cafés are now both upstairs and downstairs with usually around 50 attending and, as more new members are coming, this will soon increase. There is always a raffle, plenty of tea, coffee and biscuits and good company.

**Social afternoons** continue to be popular, although the number attending is not always very high. We always have a theme and try to make the event fun with fancy dress, music and extra catering. This is something we will be looking at in the next year to consider if we need to change the format and/or the frequency.

**A message from Claire, Services Manager**

who joined us in June 2018

All activities and carer support staff have worked extra hours, worked days off and changed their working days at short notice, everyone has gone above and beyond the call of duty to make sure all members enjoy their time here at BIADS. We have all pulled out the stops, worked as a team and got the job done, the fun and laughter has never stopped, all you hear is praise for the staff from our members and it is well deserved. I know there is more to come over the next twelve months but we're ready for it!!!



BIADS  
BARNSELEY DEMENTIA SUPPORT

Barnsley Independent Alzheimer's and Dementia Support

Dementia Support Centre

Joseph Exley House

Dean Street

Barnsley

S70 6EX

Telephone 280057

Email: [biads@btconnect.com](mailto:biads@btconnect.com)

[www.biads.org.uk](http://www.biads.org.uk)