

HAFOD CARE | Annual Report 2005



working together

We involve tenants in decisions about our service provision so that they receive the support that is most appropriate and beneficial to them.



ROBERT WATHEN
Managing Director



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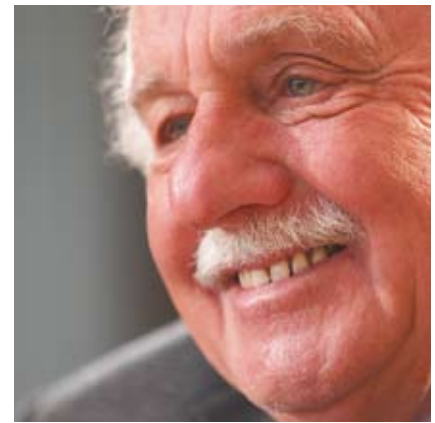
chairman's & managing director's statement

We are pleased to be able to report on a very successful and interesting year for Hafod Care. As providers of care and support services – from nursing, domiciliary and residential care to housing and support for people living with mental health issues – we recognise that the people we work with are some of the most vulnerable members of our society, who often require far more than a roof over their head.

As such, throughout 2005, we have continued to develop and improve our services and strengthen partnerships to ensure that the people who depend on us are receiving the very highest standard of care and support possible, helping empower them to live as independently as possible and enjoy life in their communities.



left:
ROBERT WATHEN
Managing Director



above:
PETER WILLIAMS
Chairman

We have always been committed to involving our tenants in decisions.

Partnership working has continued to form the basis of our approach. We always seek to develop high quality services that not only meet the needs of local people, but also reflect local strategic priorities. Over the past year, we have strengthened our relationships with a number of local authorities, health trusts and other voluntary organisations.

One such example of successful partnership working has been with Torfaen County Borough Council. In Torfaen, we completed the extension and renovation of Cwmbran House, one of the five care homes we took over from Torfaen County Borough Council in 2002. As well as providing care to the residents on-site, the facility also provides day care and outreach services for elderly people or those with dementia who are known to be 'at risk' living in the local communities. We see this as a significant achievement and an innovative step towards rethinking the model of care we provide.

Another important milestone in 2005 was the exchange of contracts on the Brocastle Estate in Bridgend. Over the next two years, we shall be working hard to

transform this Grade II listed mansion and its accompanying buildings into a centre of excellence, which will have state-of-the-art housing provision, catering for residents whose requirements range from a worry free retirement, to assisted living, respite and nursing care.

Throughout 2005 we also considered ways in which we could redefine some of the care and support services we offer in order to address the changing needs of the people we support. One such development was the designation of additional bed spaces in some of our care homes in Torfaen to cater specifically for people with dementia. Details of further developments can be found in the pages that follow.

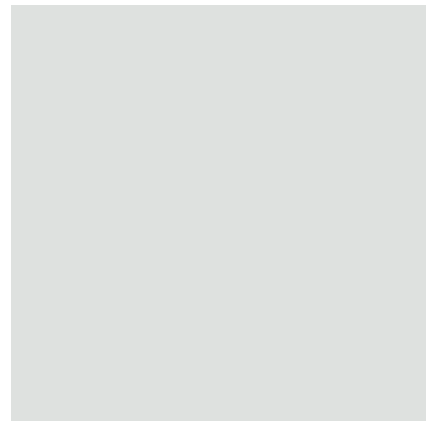
We have always been committed to involving our tenants in decisions about our service provision and much work has been carried out over the year to involve our tenants more in the running of the organisation. Plans are currently afoot to establish Service Charters which will allow us to benchmark the levels of service we provide and ensure it always meets the highest standards.

To ensure that Hafod Care, as an organisation, is performing well and maintaining high standards, in 2005 we took part in a voluntary inspection by the Wales Audit Office. The aim of this inspection was to assist the Welsh Assembly Government in assessing its approach in regulating housing associations in Wales. The feedback we received was very encouraging and a number of elements of positive practice were identified. The next step for us will be to produce an action plan to enable us to implement the recommendations suggested by the audit.

May we take this opportunity to thank and congratulate our staff, the rest of the Board and our management team, for all their efforts and support throughout the past year. With their commitment and dedication, 2005 has been a successful year, during which, working together we have made great strides towards maintaining and building our reputation as a progressive and leading provider of care and support services throughout South Wales.

review of activity





DOMICILIARY CARE

For Hafod Care, the past year has been about providing even more choice for people with support and care needs across South Wales. We believe that by working to give people more options, we can ensure that we provide informed services that are seeking to meet peoples' individual requirements and needs.

As part of our commitment to providing choice, Hafod Care became the first housing association in Wales to offer a fully integrated service combining both domiciliary care and tenant support services for people with mental health problems. This move is in line with the Department of Health's National Service Frameworks for Mental Health and Older People.

Already active in Rhondda Cynon Taf, this innovative new way of working allows us to provide a more comprehensive and efficient service. It has been very successful and we are now looking to expand it across all regions.

There have been other major developments in our provision of Domiciliary Care this year. Hafod Care has been working with Torfaen County Borough Council, Tunstall Communications and the Local Health Board on a new pilot scheme – the REACT project. Since October 2005, this service has been working to evaluate the benefits of using SMART technologies, such as fall detectors and wander service detectors in peoples' homes. These are linked to a central control system providing 24 hour assistance. We believe that extending the

use of these technologies will give people another level of choice and help them to stay at home for as long as possible. Our work in this area reflects the Welsh Assembly Government's Strategy for Older People as well as Torfaen's Health, Social Care and Wellbeing Strategy.

We were also pleased to win two new contracts this year for domiciliary care, extending our work in the field to include dementia and substance misuse in Rhondda Cynon Taf. We further strengthened our presence in the Rhondda Cynon Taf area with the opening of a new domiciliary care office.

As part of our commitment to providing choice, Hafod Care became the first housing association in Wales to offer a fully integrated service.

review of activity cont.



DAY SERVICES

This year we have been able to develop day services in Torfaen in particular and three new services have been introduced for older people in the area. A new day service for people with some level of memory problems has been launched five days a week offering day activities, which include trips or arts and crafts. We have extended the luncheon club to two days a week, as well as a new one day a week day service for people who have more intensive needs and requirements.

We are working to ensure that these exciting new developing services offer people a chance to take part in activities they enjoy, meet new friends and help them achieve new skills. We see day

services like these as an important step in the re-abling process, allowing people a smoother transition from care back into the home or simply giving carers the chance to concentrate on their own needs for a day.

RE-ABLEMENT

In line with Torfaen's Health, Social Care and Wellbeing Strategy, Hafod Care made it a priority to assist in the re-abling process in this area. In order to give people more care choices, it is important to help refresh skills that will allow people greater independence once their immediate medical needs have been met.

The re-ablement unit at Cwmbran House is a great success story. The six-bed unit offers assisted support to help people return home after hospital stays. It is a 'transition' period when the unit aims to help users restore lost confidence and skills while benefiting from community-based professionals, such as physiotherapists. As part of the service, our staff also visit and help assess the individual's home environment, working to understand what adaptations are needed and to assess what peripheral support will be needed to ensure independence is maximised and safety ensured.

We have continued to do all we can to make life in our care homes enjoyable as well as comfortable

Hafod Care is always looking for new ways to support our tenants and achieve greater real involvement.



TENANT SUPPORT

Hafod Care is always looking for new ways to support our tenants and achieve greater real involvement. In September, we held the second annual Tenants' Conference in the Jane Hodge Resort Hotel in Cowbridge and were delighted that over 80 people attended.

The conference this year included a talk from Bridgend College on the educational opportunities for people with mental health problems, an IT demonstration from Hendre Housing Association and a session on alternative therapy, including massage. Tenants also had full use of the pool and gym on the day and we'd like to extend our thanks to Jane Hodge Resort Hotel for their support.

This year the Cardiff Tenants' Group renamed themselves First Thoughts. The group is going from strength-to-strength and is looking to open membership to other groups in the near future. The progress they have made has been terrific and they hope to be an autonomous group by 2007.

We also continued to support the activities of Bridgend Tenants' Group and the many new activities and services they have provided their community this year.

New strides were also made with our tenants' newsletter. We are pleased that this year our tenants' contribution to the newsletter was greater than ever before. And with more and more tenants willing to get involved, we hope to see over half of the content of future newsletters being penned by tenants themselves.

NEW DEVELOPMENTS

In Torfaen this year we completed the extension to Cwmbran House which has provided 37 new bedrooms, a lounge and dining room. This extension to our current provision has allowed us to begin developing the George Lansbury site to ultimately provide Torfaen's first extra care unit. The accommodation on this development will benefit from housing-related support along with domiciliary care services aimed toward ever improving the services offered to older people from the Eastern Valley area.

In line with Rhondda Cynon Taf's Mental Health Strategy, a new supported housing project began in Llantrisant this year with assistance from Hafod Care, providing 24 hour support to people with mental health problems.

Other extensions of our mental health service also commenced in Cardiff. There we began an extension to Gwynfa Home funded through the social housing grant system (SHG). With four new flats being developed, we hope this will go a long way to helping people move to new independent living. Two other projects in Canton and Splott have also been agreed using SHG and will add a further 10 units to our service for people with complex mental health problems in Cardiff.

Our contract with Newport Housing Trust is now in its third year and we are continuing to support older people who are tenants of Newport Housing Trust to help them sustain their tenancy and develop greater involvement in that growing community.



board members & senior staff

BOARD MEMBERS	Years Served	SENIOR STAFF	Years Served
Mr Peter Williams MBE <i>Chairman</i> <i>Retired Director of Mental Health Services, Bridgend</i>	4	Ian Williams FCIH, MRICS <i>Group Chief Executive</i>	28
Mrs Janine Davies <i>Part-time Supply Teacher</i>	2	Robert Wathen FCIH <i>Managing Director</i>	20
Mr Brynmor Edwards <i>Retired Civil Servant</i>	1	Chad Patel FCCA MinstD <i>Group Director of Finance</i>	14
Mrs Vicky Ibbertson <i>Tenant, Secretary of Barry Hafod Tenants Association</i>	3	David Lewis BA MSc CQSW <i>Head of Support Services</i>	16
Mr Lynn James <i>Retired Principal Admin Officer (Schools)</i>	10	Pat Tremlett <i>Business Manager</i> <i>Picton Court Nursing and Residential Home</i>	15
Mr Ifor Jenkins DMS <i>Retired Company Director</i>	27	Nicola Bull RGN BSc Hons RNLD <i>Care Home Co-ordinator (Cardiff)</i>	2
Dr Peter Jones <i>Retired General Practitioner</i>	4	Andrew Derrick BA Hons PG CMS <i>Care Home Co-ordinator (Torfaen)</i>	4
Mr Philip Jones BSc FCA CTA <i>Tax Consultant</i>	2	Huw Lane HND NEBOSH <i>Technical Services Co-ordinator</i>	15
Mr Llywelyn Lloyd Jones MSc <i>Retired from the Home Office Prison Service</i>	3	Andrea Penny AAT Exec Dip in Management <i>Senior Administrative Officer</i>	12
Mrs Judy Keenor CQSW <i>Retired Assistant Director of Mental Health</i>	23	Allen Williams RMN RGN CQSW <i>Senior Policy and Performance Officer</i>	7
Dr Anthea Napier <i>Retired General Practitioner</i>	2		
Ms Sue Sheppard <i>Tenant, Credit Controller</i>	3	Hafod Care is a member of the Hendre Group. Hafod Care is Registered as a Charitable Housing Association under the Industrial and Provident Societies Acts No. 28830R and registered with the Welsh Assembly Government No J126.	
Mr Jaswant Singh MBE JP <i>Retired Social Worker</i>	1		
Mr Carl Thomas <i>Retired Management Accountant</i>	2		
Mrs Shirley Tiburzio <i>Retired Social Worker</i>	3		

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HAFOD CARE ASSOCIATION Head Office
St Hilary Court, Copthorne Way, Cardiff, CF5 6ES Tel: 029 2067 2300 Fax: 029 2067 5898 Email: enquiries@hafodcare.org.uk

summary financial statement

Income and Expenditure Account Year ended 31st December 2005

	2005 £'000s	2004 £'000s
Turnover	11,376	10,795
Less: operating costs	(10,785)	(10,129)
Operating surplus – continuing activities	591	666
Surplus on sale of fixed assets	–	285
Interest receivable and other income	375	364
Interest payable and similar charges	(10)	–
Other finance income	43	29
Surplus on ordinary activities before taxation	999	1,344
Taxation	–	–
Surplus for the year, before transfers	999	1,344

Balance Sheet As at 31st December 2005

	2005 £'000s	2004 £'000s
Tangible fixed assets		
Properties for letting at net book value	12,165	8,506
Social housing grant	(4,543)	(3,528)
Other grants & subsidies	187	219
	7,809	5,197
Current assets		
Debtors due after one year	5,000	5,000
Debtors due within one year	484	433
Investments	1,818	2,000
Cash at bank and in hand	435	1,540
	7,737	8,973
Creditors: amounts falling due within one year	(2,464)	(2,203)
Net current assets	5,273	6,770
Total assets less current liabilities	13,082	11,967
Creditors: amounts falling due after one year	(97)	–
Pension liability	(448)	(314)
Net assets	12,537	11,653
Represented by:		
Capital & Reserves		
Non-equity share capital	–	–
Designated reserves	659	983
Revenue reserves	11,878	10,670
Association's Funds	12,537	11,653

A full set of audited accounts is available upon a written request.