

ABERDEEN CITY COUNCIL

ALEO – ANNUAL REPORT

ORGANISATION:	Bon Accord Care
REPORT COMPLETED BY:	Gail Woodcock, Interim Managing Director
DATE:	April 2019 – March 2020

SECTION 1 - Outcomes and outputs

Please provide a qualitative summary of outcomes, outputs, activities undertaken, and progress made to date:

Overall, performance against our new contract, implemented in April 2019, has contributed to a successful year: Care Inspectorate grades continue to increase; excellent performance regarding hospital discharges; positive shift in Integrated Care At Home tenant support profile; developed new pathways together with our partners and the people we support; received telecare accreditation and implemented the joint community equipment store.

The new contract signals a significant shift in the delivery of our services to outcomes focused and person-led, where the emphasis is on prevention, early intervention and keeping our services users as independent as possible, giving them more choice and control over their support. We met our financial obligations, exceeded our savings target, and achieved positive results against our key performance indicators.

At Bon Accord Care (BAC), we strive to ensure a positive work environment for everyone, with an open, solution focused and inclusive culture that is underpinned by our core values. We aim to collectively recognise and celebrate success, share good practice, promote wellbeing, and provide the right development opportunities for all members of our team. This creates the right culture for delivering excellent quality care.

Our greatest asset is our valued team of people, and we have received recognition throughout the year by maintaining or achieving the below:

- Carer Positive Award
- Mindful Employer Award
- Armed Forces Covenant
- Eat Safe Award
- Maintained Healthy Working Lives Gold Award
- Maintained ISO9001 accreditation
- Maintained Quality Standards Framework accreditation for our Telecare Service

In the last year, we developed a new pathway for care delivery that ensures we can flex care up and down depending on individual needs, as and when they need it. This new way of working was designed by Bon Accord Care in collaboration with Aberdeen City Health and Social Care Partnership (ACHSCP), and with the people we support being the central focus in the planning, design and delivery of this model. The people we support were active participants in the training created for staff and they have assisted in the shape and design of four unique pathways; aimed at removing layers of duplication and touchpoints for them when they are assessed for support. BAC, Care Management, ACC Housing, and the Hospital Discharge Team all use the same pathways to ensure consistency.

Regular engagement sessions took place with the people we support and key partners during pathway development to ensure that views from a range of stakeholders were considered and that any processes created would work across sectors. We are now able to provide a step-up and step-down service to meet individual outcomes as their circumstances change, which can be lifesaving in some cases. This means front line staff can, in conjunction with the individual, increase or decrease the support they require without going through care management services for a period of up to 8 weeks. This has resulted in people waiting less time to get support, reduced hospital admissions and prevented delayed discharges.

The people we support have expressed their satisfaction of this new way of working in feeling the services they receive are more purposeful, enabling and grasps the ‘small things that matter’ to ensure they are in control of their world and have a choice within their service delivery.

Our Learning and Development team launched our Foundation Apprenticeship in Social Services and Healthcare, in Partnership with Aberdeen City and Aberdeenshire schools. There also a Graduate Apprenticeship for our former Modern Apprentice underway, in partnership with RGU (Business Admin degree).

In summary, Bon Accord Care has had a successful year and one that is a credit to our team. We have delivered on our contract, pioneered new ways of working to enable those we support to lead independent lives, exceeded our financial savings target, received recognition through various awards and exceptional feedback for our services, and latterly provided a critical response to Covid-19 to ensure the continued support of the most vulnerable people in Aberdeen City.

Performance indicators:

This is the quantitative progress you have made in meeting targets over the year. These were agreed in your business plan / development plan and should be confirmed in your first quarterly meeting with your Lead Officer
PLEASE DO NOT CHANGE THE BASELINE OR TARGET FIGURES.

Please complete all boxes

INDICATOR		TARGET 19-20	ACHIEVED 19-20
Financial Savings		£430,000	£468,000
Compliments versus complaints			82% compliments versus 18% complaints
Given the number of service users and hours of care provided across each quarter the number of complaints remain low, with 39 being the total for the year. Complaints received directly to BAC: 3 not upheld, 10 partially upheld and 15 upheld. Complaints received through the Care Inspectorate 5 not upheld, 4 partially upheld and 2 upheld. Each complaint is handled as per the appropriate policy and procedure and action taken, as necessary.	N/A		
Mandatory Training for all staff		85%	97%

Delayed discharge – tenants will be home within 24 hours of being classed as fit for discharge		100%	100%
Care Inspectorate Grades – residential services. Kingswells Care Home and Fergus House achieved grade 5.		3/3 met	
Care Inspectorate Grades – Alternative care and short breaks. Clashieknowe achieved a grade 5.	Maintain grades and aspire to Grade 5	2/2 met	
Care Inspectorate Grades - Responder services achieved a grade 5.			
Care Inspectorate Grades – Non-residential services. North, central, south, west, Craigton Court Day Centre, Denmore Court, Kingswood Court achieved a grade 5.		1/1 met 9/9 met	
Telecare and community Alarm – response to high priority referrals within two working days		90%	100%
Telecare and community Alarm – response to medium priority referrals within five working days		90%	99%
Joint Community Equipment Store Deliveries have been made within 1 day of order, ensuring people are receiving their equipment more quickly.	N/A	26% increase in deliveries made	
If you have not met the targets set, please give any reasons or explanation for this:			
All set targets as set out above have been met.			

Please provide a summary of successes or case studies:
Successful implementation of Joint Community Equipment Store In late 2019, Bon Accord Care (BAC) and NHS Grampian (NHSG) agreed to work together to provide a joint community equipment service for Aberdeen City to ensure that people of all ages can be supported to lead more independent lives and achieve the outcomes that are important to them. The main objectives of these partnerships are to maximise efficiencies, prevent duplication, widen access for other disciplines to order equipment in the service pathway, promote safe hospital discharges and prevent admissions, whilst providing one point of contact for all enquiries. Since implementation, the joint equipment store has seen an increase in the number of deliveries and an increased response rate with more people receiving their equipment within 1 working day of order. Feedback has been positive: "Just wanted to say a big thank you guys for all your help to me and my team in getting people out of hospital. It's been a crazy 2-3 weeks, but delayed discharges are lower than ever – so thank you." The service has carried out developmental work in collaboration with the Aberdeen City Health and Social Care partnership including transporting children's equipment to their homes as they are no longer in school through the coronavirus outbreak and installing equipment for step down beds in VSA facilities, which is now the PPE hub for Aberdeen.
Digital Transformation As the demand for services rises, the pace of change increases and it is a time of many challenges within the sector. Throughout 2019/20, and now more than ever, during the COVID-19 pandemic, we have been forced to think, work, and respond differently. This activity has had to be done at an increased pace and under extreme challenges, while we continue to focus on meeting outcomes for some of the most vulnerable people in the city. We have

worked more effectively and accelerated the adoption of digital technologies to manage our business, communicate, triage and support people remotely. In the last year, we introduced the Skedulo management information system to manage our business and meet the challenges of the future – more focus on our service users' needs, improving quality, delivering better value for money and working in a more flexible outcome focused way.

Wellbeing at Work

We offer support to our employees in the workplace through our internal Wellbeing at Work Team, ensuring that staff who experience health issues, both physical and mental, receive information and support to help prevent absence or make an earlier return to the workplace, which maintains consistency and boosts morale. This service has made a positive impact on our sickness absence rates, staff retention, overall morale and the number of incidents and accidents in the workplace.

External Recognition: Finalist in the Northern Star Business Awards 2019, in the category of 'Staff Matter' for the Wellbeing at Work Team.

Case Study for Wellbeing at Work referral

Sarah is an employee who was absent from work due to severe back and hip pain. After seeing her GP, and having onward referrals, degeneration of the hip was reported with a potential wait of up to 18 months for the remedial surgery required. The situation was also causing mental health issues related to time off work, ongoing pain, and restricted daily life. Sarah received support from our wellbeing team, access to specialised services and attended our six-week holistic wellbeing programme combined with pain management. Within four months Sarah was able to return to full duties, without the need for surgery, and she is still waiting for review with an NHS consultant to discuss future treatment. The above support was provided to her over a 15-week period.

Creating Better Lives through the Life Changes Trust

We were successful in a bid for £10,000 from the Life Changes Trust. This funding enables the use of interactive technology for people living with dementia at our Kingswells Care Home. This project will enhance meaningful activities for every resident. Supporting our residents to have meaningful and stimulating interaction in their daily activities, to reduce stress and distress, is central to what we do. We continue to embrace new ways of enriching the lives and experiences of everyone at Kingswells, and this project has helped to achieve this. The project involves our residents, their family and friends, local community, and our multi-disciplinary team within the building, including occupational therapy, nursing, support workers and supervisors. The interactive projector, with its range of applications, ensures we can consistently engage all our residents, for all abilities, in meaningful activities to meet their sensory needs and encourage appropriate levels of movement, active participation and shared enjoyment.

Scottish Fire and Rescue Service Partnership Working

The Scottish Fire and Rescue Service (SFRS), in partnership with Bon Accord Care, launched a 12-month pilot to reduce the identified number of fatalities across Scotland, and introduce a Fire Safety Assessment form which we incorporated into our support plans. The pilot involved our Support Workers receiving training and hand out literature from the SFRS, and as part of their normal daily visits carrying out an assessment to measure the risk of fire in people's own homes. Based on this assessment a referral was made directly to SFRS. The Fire Safety Assessment form helps to identify an increased risk to fire, a person's ability to react to fire, and their ability to escape. This form was warmly received by over 1,000 service users. Over the last year, around 460 referrals were made to SFRS and 440 Home Fire Safety Visits were completed, allowing for preventative measures to be put in place reducing the risk of fire.

The monitoring of fire risks in the home has now become routine practice for our Support Workers across our non-residential services. By implementing this simple practice, safety in the home has improved further supporting independent living for the most vulnerable members of the community. This was recognised by the Care Inspectorate in commending this partnership working and they praised the early intervention initiative to reach vulnerable people in their own homes that otherwise SFRS would not be aware of.

Case studies to represent our services

Effective intervention through use of Telecare

Service user X has a diagnosis of schizophrenia and experiences episodes of sleepwalking when he can leave his home. He has previously been found by police in a confused state and unable to identify himself and was taken to a place of safety.

Hospital staff were looking for a solution to wake him up before he left his property, as he is at risk and very vulnerable. Having the police take him to a place of safety every time adds to the distress he experiences and exacerbates his symptoms.

A floor pressure mat was placed inside the front door connected to a transmitter and a door switch which both activated a voice alert, along with flashing strobe and audible alert inside the front door. A property exit sensor was also installed at the front door which sent an alert via an alarm to the Control Centre. By using the Voice Announcer and Time Window functions within the Vi+, the person can leave his flat at other times, without activating the equipment. A protocol has been formalised between partners to support this to be achieved. This collaborative working meant that telecare was quickly identified as an effective way to enable this individual to live safely and independently at home.

Effectiveness of Interventions from a Residential Service

Mr A who came to live in Fergus House on an Interim basis in November 2019 has had significant positive impact by the staff and visits of the International School. He lived in France for the last 20 years and has the onset diagnosis of dementia. His daughter brought him back to Aberdeen as he was also quite unwell and was admitted to hospital. On arrival to Fergus, Mr A would only come out of his room for meals and did not socialise. Four weeks after arrival when the international school visited, we encouraged him to come out of his room and join in the activity. Some of the children said they were learning French. His eyes lit up and he started speaking French to them and helping them with pronunciation and words they found difficult.

Mr A looks forward to their visits each month now. He is also enjoying going out for walks every couple of days with our staff. This has greatly lifted his mood and he is now keen to join activities.

Effectiveness of Interventions from our Occupational Therapy Service

Ms. B had difficulty when cooking due to her condition of fibromyalgia and extreme fatigue. She ate lots of convenience food in her daily living, which negatively impacted her health. Following referral and assessment, our occupational therapists suggested the use of a perch stool and demonstrated energy conservation techniques. This enabled her to prepare meals, cook and wash up. Ms. B enjoys her independence and eating more healthily.

Please provide a summary of any problems or issues that have required attention or action:

Bon Accord Care is an integral part of delivering health and social care in Aberdeen and we continue to work closely with Aberdeen Health and Social Care Partnership and Aberdeen City Council to provide an effective response to the coronavirus outbreak.

From the start of the pandemic, to date, the health, safety and wellbeing of our employees, service users and their families remain our top priority. In February, extensive preparatory work was carried out to ensure sufficient stocks of PPE for Bon Accord Care by sourcing suppliers far and wide, purchasing when required, and in anticipation of our usage and the demands of the market. This was continually monitored, stocked, and updated to reflect any change in government guidance.

A dedicated COVID-19 Taskforce Team, comprised of cross-functional leadership within Bon Accord Care, was established at the beginning of March and continues to coordinate our response within the organisation. The taskforce closely follows the recommendations of Health Protection Scotland and National Government Guidelines, reflecting any change in practice through daily briefings to all staff. The taskforce carries out daily monitoring of PPE availability so that all establishments remain well stocked and provides appropriate guidance on its safe and effective use, as and when this is updated. They continually assess the situation, review scenarios and needs, and implement our business continuity plans to ensure everyone in the organisation is empowered to take the appropriate steps and are protected to carry out their roles in a safe manner.

We remain committed to fulfilling our responsibilities for those we support, during this unprecedented time. We are focused on ensuring the right information and resources are available to them, and we have developed digital ways to deliver services, where appropriate. Throughout the pandemic, our Wellbeing at Work team has fully supported our staff morale and wellbeing.

Whilst this continues to be an evolving and challenging situation that changes day-to-day, we are taking the appropriate steps and actively monitor the impact COVID-19 may have on the people and the communities we support.

ACC Strategies and Action Plan Priorities:

Please provide a summary of how your activities have delivered against ACC strategies and action plan priorities.

Bon Accord Care continues to make a positive impact by being flexible, adaptable, resource efficient and aligned with our own and our commissioner's key priorities.

Our new Service Level Agreement (SLA), implemented in April 2019, has outcomes set and aligned with ACC Strategic Priority, Smarter Living: Quality of Life, the Local Outcome Improvement Plan, ACHSCP Strategic Plan, BAC Strategic Plan, the 9-national Health and Wellbeing Outcomes and the Health and Social Care Standards.

The outcomes were agreed to ensure that services are consistently promoting the same ethos throughout the whole organisation.

- Services provide high quality care and support that is right for the user
- Services fully involve their users in making decisions about their care and support
- Service users have confidence in the people that support and care for them
- Service users have confidence in Bon Accord Care providing their care and support
- Bon Accord Care contributes to ensuring that users experience a high-quality environment

The aims of the new SLA are aligned with the strategic aims of the Partnership:

- Prevention
- Resilience
- Enabling
- Connections
- Communities

We continue to meet the priorities of ACC, our commissioner, through focussing on our three strategic aims:

1. Deliver on our core business
2. Maximise efficiency and quality of service delivery
3. Commence innovative services at an early intervention stage to reduce demand on more complex services

In the last year, we have moved away from time and task service delivery to provide support that responds in an enabling manner and empowers people to take the lead with a focus on their outcomes. Our experienced staff practice enablement as a core skill in the person-led delivery of our services, with a step change commitment to prevention and early intervention. The early intervention initiatives and enablement include embedding of our Reablement Facilitators across our services to adopt a pro-active and preventative approach to independent and functional living, intergenerational working, wellbeing activities and reducing social isolation.

Our staff are adept at community capacity building, connecting services, engaging, and strengthening relationships with other organisations, local schools, groups, religious establishments, community centres and use of therapists. This promotes wellbeing and positive mental health for the people we support, whilst ensuring natural networks are maintained.

The services offered through our City Home Helpers support an early intervention approach to reduce demand on more complex services and are delivered across Aberdeen. The impact services are having on our customers can

be life changing, for example supporting hospital discharge following long stays. The total hours delivered has increased by 41% since 2018 – 2019.

Our volunteer service aims to grow, develop and provide further opportunities for volunteering to meet the needs of the people we support, build capacity in our services and within our local communities, strengthen relationships with partners and enable more early intervention initiatives.

Local Priorities:

Please highlight where your outcomes, outputs or activities align against the priorities of the Local Outcome Improvement Plan. <https://communityplanningaberdeen.org.uk/aberdeen-city-local-outcome-improvement-plan-2016-26/>

Bon Accord Care is strategically aligned with the stretch outcome 11. Healthy life expectancy (time lived in good health) is five years longer by 2026, in the Local Outcome Improvement Plan. In the delivery of our services, we strive to meet the aims of the Outcome Improvement Group: Resilient, Included and Supported.

The embedding of our Reablement Facilitator role across all areas of our service delivery provides the most holistic and person-led support for our service users. This role continues to build on our enablement ethos and works collaboratively with staff and service users to empower them to adopt a pro-active and preventative approach to independent and functional living. In upskilling Support Workers and Service Supervisors, they can support service users to be more active and help enable them more. The Reablement Facilitators also provide support to staff to embed a falls prevention approach and provide guidance on consent and capacity, in line with the ‘Adults with Incapacity Act’.

The enablement training programme has been continually developed to ensure that staff are provided with a practical working knowledge to better support service users to achieve the outcomes that are meaningful to them and allow them to live more independently, with a focus of early intervention and self-management.

This ethos is strongly reflected throughout BAC Strategy, AHSCP Strategy as well as National Initiatives. It is supported by significant amounts of research, such as Active and Independent Living Lifecurve Study, which demonstrates the importance of early intervention and its impact on prolonging independence throughout the lifespan.

Further training for BAC staff has included:

- How to carry out a Functional Fitness MOT. This is an area that the Reablement Facilitators are taking forward to best utilise this resource.
- Strength and Balance – Indoor Activity Leaders Training. Two of our staff members that completed this training have been identified as champions to further implement this across our services.
- Aberdeen Football Club Community Trust, Active Ageing Programme. This was attended by Service Supervisors and Reablement Facilitators, with implementation being taken forward in all our buildings prior to COVID -19.

Our Reablement Facilitators linked with Sport Aberdeen, who delivered boccia leader training to both our staff and service users, and successfully obtained extra kits to support involvement across localities. Our staff and service users were empowered to deliver chair-based exercises, following attendance at strength and balance training. There were various initiatives successfully obtained through local health funds for the benefit of people we support, which included cooking equipment to facilitate lunch clubs, gardening equipment, wellbeing roadshows, games, and activities to promote social inclusion.

Enabling Service Users – Falls Prevention Programme

The Reablement Facilitator role also works in partnership with a range of agencies and stakeholders to lead and develop services to maximise meaningful activities and functioning of service users. There is ongoing work with the Stepping Forward Group, who are a community owned group of volunteers – classed as “Experts by Experience” (individuals who have had falls) and interested parties (individuals who have close friends or relatives who have had falls) who work in partnership with the Community Therapists from the CAARS team.

In September 2019, a Falls Management Quality Improvement Group was established with the objective to lead prevention of falls across BAC. The group has a wide range of representation from across Bon Accord Care (OT, Telecare, Care at Home, Clashieknowe and Residential Services). The team has significant experience in the management of falls and are enthusiastic about improving outcomes for the people we support. There was a 22% reduction in falls in quarter 4, through this activity.

This development work will continue in 2020 – 2021 to make a further positive impact.

Education:

Please provide further information in respect to any education programmes delivered.

Learning is a key priority in Bon Accord Care and every member of our team is encouraged to develop their skills, knowledge, understanding and practice. Our fully trained, flexible, and passionate team share the same values, are committed to making a difference and practice enablement as a core skill in service delivery.

All staff are required to complete mandatory Level 1 training, including Manual Handling, Adult Support and Protection, Fire Safety, Health and Safety Awareness courses, and achieve Level 2 mandatory role specific training. We exceeded the target of 85% workforce completion rate of level 1 mandatory safe and legal training. We remain on track for achieving a target of 85% of staff with level 2 role specific training by end of the contract.

Bon Accord Care is an accredited REHIS, Highfield and SVQ Centre providing a wide range of national qualifications across the business, delivering level 2–4 awards in the Health and Social Care framework. The Learning and Development team has fully trained and are competent assessors and internal verifiers. The team provides accredited training and blended learning opportunities to social care staff, both internally and externally.

Our Learning and Development Service continues to add value by achieving new contracts with Skills Development Scotland for delivering Foundation Apprenticeships and working in partnership to offer a range of development opportunities.

Bon Accord Care has an established Modern Apprentice (MA) and Foundation Apprenticeship (FA) programme with career development opportunities to permanent employment, delivered across Aberdeen City and Aberdeenshire. Our dedicated Developing the Young Workforce Lead maintains a strong working relationship with the Developing the Young Workforce North East team, and actively engages with education providers and external stakeholders to discuss our organisation’s expectations of young people to influence the way they are developed for careers in the health and social care sector.

Bon Accord Care has a strong partnership with Aberdeen City Council Education Department and, particularly St Machar Academy, as we recognise that collaborative working between organisations is critical for the future success of young people. These relationships support the Scottish Government ‘Developing Young Workforce Strategy’ and the associated team has awarded our collaboration with St. Machar Academy as a Flagship Partnership; defined as a company that has engaged with a school to provide ‘Inspiration, Experience, Third Party Initiatives, Vocational Learning and Jobs.’

We are in a unique position where we can provide classroom teaching, delivery of SVQs and work placements for young people that are interested in a career in health and social care. Our robust partnership with St Machar Academy allows us to network, recruit, support and develop Foundation Apprentices within the City.

St Machar Academy are pioneers of the FA programme in Aberdeen and have become the central hub, from which young people from other schools can attend. In parallel with key educational timelines, Bon Accord Care participated in curriculum planning meetings; several events, including a peer forum with young people to

generate interest and discussion around the FA programme; parents' evenings and exhibited at the Skills Scotland event in November 2019, attended by hundreds of young people from schools across Aberdeen City and Aberdeenshire.

Our Foundation Apprenticeship contract is viewed as a positive pathway to give opportunities to students that have an interest in different health care routes, for example midwifery, nursing, medicine, physiotherapy, or social care work. The school, and Bon Accord Care, strive to ensure vulnerable young people are fully supported, have more choices for positive destinations and to break down barriers to employment.

We value the contribution that young people make to the success of our organisation, and part of our strategic intent is to embed the employability pipeline between Foundation Apprenticeship to Modern Apprenticeship and to full time permanent employment, providing positive destinations.

Career Ready

Bon Accord Care has built strong relationships with Career Ready, which matches employers with schools for participants to access a two-year programme, supported by mentors, and given a four-week paid internship. We support young people on this programme, and this has led to them applying and working on our Modern Apprentice programme.

Other activity

We have established strong relationships with Northfield Academy, Lochside Academy, and Hazlehead Academy to deliver foundation apprenticeships and create a pipeline for young people to apply for posts, starting off with placements in our care homes.

Work inspiration activities, work experience opportunities and work practice initiatives

Hazlehead Academy has been awarded the Social Enterprise in Education Award for their 'Peachy Pompom Café'. From June 2019 until before lockdown, a group of 12 Hazlehead Academy pupils have baked and hosted a weekly dementia cafe for our residents at Kingswood Court. Earlier this year, with support from the Scottish Social Enterprise Academy, they set up their own 'Peachy Pompom Café' social enterprise to support the dementia cafe by raising money through making and selling pompom wreaths. They received their Social Enterprise in Education Award, which is supported by the Scottish Government, on 15 June 2020. The Social Enterprise in Education programme gives students hands-on experience in running a business with a social purpose. In this instance the pupils wanted to explore intergenerational practice which aims to bring people together in purposeful, mutually beneficial activities, promoting greater understanding and respect between generations and contributing to the building of more cohesive communities.

At Hazlehead, our Developing the Young Workforce Lead, attended a CPD event to pitch how we could support young people in the school, which involved rotating tables of teaching staff and ideas on providing mini workshops on skills for care and employability. She also did a session at the school on filling in applications, interview skills and what we would be looking for in an application from a young person, as well as discussion on values and how important these are to have in life.

External recognition: Finalist in the Northern Star Business Awards, in the category of 'Inspiring Futures'. Winner to be announced in March 2021.

Employment

Please provide information about your volunteers if you have any:

- What roles do your volunteers undertake within the organisation?
- Training and Policy in action?
- Example of volunteer success stories such as transition to employment?

Bon Accord Care Recognises the invaluable contribution that citizens, friends, and relatives can provide to the care and well-being of the people we support. We strive to offer varied and supported volunteering opportunities that integrate with our services and communities.

In January 2020, we introduced a volunteer service which is centrally managed by our designated lead. The aim is to grow, develop and provide further opportunities for volunteering to meet the needs of the people we support, build capacity in our services and within our local communities, strengthen relationships with partners, enable more early intervention initiatives and ensure all our volunteers have a positive and rewarding experience.

All of our volunteers receive full training relevant to their role and have access to other development opportunities in Bon Accord Care.

Number of volunteers across our services in 2019 / 2020: 31

Bon Accord Care Service Supervisor said: "We were lucky enough to be able to recruit some permanent volunteers during the Aberdeen City Council redeployed staff project and a young researcher. The main benefit of having permanent volunteers is can continue social visits with our service users. This has helped service users to maintain their well-being and feel less isolated. Service users have also felt they are contributing towards the future of young volunteers, feeling included and respected thus enabling them to establish strong social role and ties."

SECTION 2 – Users, Audiences, Participants, and Investment [Not applicable]

Please complete this section to report on the number of participants from each of the identified areas who have participated during the year.

Participants	Target	Total 2019-20
Total number of participatory opportunities created throughout programme		
Number of participatory opportunities targeted for priority groups		
Young People under 16		
Young People 16-25		
Older People (65+)		
Disability (mental health physical, sensory (e.g. BSL users) and carers of disabled people)		
Ethnic minority communities including Gypsy/ Travellers		
Sexual orientation (LGBTQ)		
Residents of regeneration areas within Aberdeen City		
Other (please specify)		

Please complete this section to report on audience/visitor numbers in relation to your programming.

Users/Audiences	Target	Total 2019-20
Total user/Audience/visitor Number		
User/Audience number from Aberdeen City		
User/Audience number from the wider region or further		
% of user/audience survey rating experience as 'excellent' or 'good'		

We are keen to evidence the added economic value and social return of investment, as such we request that you please complete the table below.

Income 2019-20	Total £
Value of Grant(s) from Aberdeen City Council	
External Grant funding	
Sponsorship	
Trading income	
Other (please specify)	
Total add income	

Section 3 – Support Material

Testimonials and Feedback

"We can't but thank you for all the amazing care you gave Jimmy on his return from hospital. You all went above and beyond, and we will be forever grateful." **Card received from family member for Integrated Care at Home service, Margaret Clyne Court.**

"We were all in to see my dad yesterday, it wasn't planned but what a fantastic visit it was. He was on top form full of chat and affection. We have got our old dad back! But that is purely down to you and your wonderful staff. It must be about 10 years since we have had such a time with my dad. Before he took ill, he had the task of looking after my mum since 2010 when she was on dialysis...he had no life. After his traumatised stay in his previous home I thought we were going to lose him about a year ago. But I have taken pictures from time to time and, of course, they never lie! I wanted to share them with you so you can see exactly what you have done for my dad. It is nothing short of a miracle...that cannot be denied. I took all these pictures myself, so they belong to me. But I am happy for you to use them in any way that will benefit you. If they help anyone to achieve what you have with my dad...I will be very happy indeed. I am sure your staff will be happy to see what they too have done for dad. The first three pictures were taken in <his previous residence> on the 12th September 2019...two weeks before he came to you. The second three were taken yesterday afternoon. He has lost 20 years somewhere! The pictures do not lie...but this only happened because of what you have done. There are no words to describe how we feel as a family. It is only now we realise that we can go to bed and not worry about him walking around all night unsupervised and then getting almost daily calls to say he'd had yet another fall...yet another UTI or was being violent and aggressive, had a broken arm for 2 days but they did nothing about it until we did. The list is long, but it affected us all...and our own lives. Thank you again Lianne, you are a saint!!!" **Email received from family member of resident at Kingswells Care Home.**

"I love living here, there is always loads going on. The staff are the best and I like every single one of them." **Feedback received from tenant at Dominies Court, Integrated Care at Home Service.**

"I met with Mr M, who is currently in for respite, and I wanted to give some feedback. He was very complimentary about the care he has received in Rosewell. He said the staff have been very supportive and that they made him feel very welcome. Mr M. is experiencing a challenging time just now and it was so refreshing to know that he has had the support of staff and that this has helped him make the most of his respite. I visited a few days after he was admitted for respite and he seemed low in mood, however when I visited on Tuesday morning, he seemed like a different man, very rested and a bit more relaxed. Initially he was withdrawn and had asked to have his meals in his room but yesterday he told me that he is now going to the dining room to eat with others. I do not doubt that this is due to encouragement from staff. I just wanted to pass this on so you can let staff know that their work is appreciated." **Email received from Social Care Manager for staff at Rosewell.**

Mrs B. took unwell and was admitted to ARI. Her daughter wrote to say how impressed she, and the paramedics were with staff for their reception and organisation. She wanted to express how calm and coordinated the whole process was. **Family member of tenant at Denmore Court, Integrated Care at Home Service.**

Mrs McD, daughter of service user, praised the Community Alarm and Telecare service for its excellency. She was particularly impressed with two members of the team who visited to install equipment, saying they were very patient and pleasant and really helped her mum accept the service. **Family member of service user of the Community Alarm and Telecare Service.**

Thank you, card, received from daughter of tenant, after they passed away. She praised the staff and their excellent care during his years at Stocket Grange, and especially in the last few months enabling him to keep the little independence he had. **Family member of tenant at Stocket Grange, Integrated Care at Home Service.**

After Mr B. moved into Charlie Devine Court, his family were very impressed with the care and attention they received from the carers, who have gone the extra mile any time they were needing advice or help, during what was quite a stressful time for all. **Family of tenant at Charlie Devine Court, Integrated Care at Home Service.**

"Very happy with service and help given. The O.T. was very pleasant, helpful, and very approachable. Could not find fault with anything, her help has greatly improved my life". **Feedback on Occupational Therapy Service.**

A letter received from Kirsty Blackman MP, congratulating Bon Accord Care for receiving the Gold Award for NHS Healthy Working Lives. She called it a "fantastic achievement".

We recommend you provide up to five items of support material to help demonstrate the quality and impact of your activity. This may include case studies, photographs, videos, web links, publications, marketing material, reports, participant testimonials and feedback. If emailing, please keep all support material to under 5mb. Please supply details on your support material below. By submitting this you are providing permission for each item to be used for publication. You should ensure you have the creator's consent and accreditation is provided where necessary.

Support Material 1:	Bon Accord Care Annual Performance Report 2019 - 2020
Support Material 2:	Testimonials and Feedback
Support Material 3:	www.bonaccordcare.com Directly responding to the coronavirus outbreak and restrictions on face to face learning our Learning and Development Team launched a new website. This offers a complete range of free awareness-raising sessions, training, and links to key resources for all social care staff to allow them to effectively carry out their roles.
Support Material 4:	
Support Material 5:	

Section 4- Declaration on use of information

Aberdeen City Council collects and maintains the data on this form about your organisation for the purpose of contacting you in relation to the funding, monitoring purposes and to collate information for statistical and audit purposes. We will retain Personal Data for six years in accordance with the organisation's Corporate Records Retention and Disposal Schedule and for the purpose of administering, processing, and assessing your report. For the purposes of processing this information Aberdeen City Council is the Data Controller. The Information Commissioner Office is the UK's regulator of data protection law (www.ico.org.uk). More information about all of the rights you have is available on our website at: <https://www.aberdeencity.gov.uk/your-data>.

Whenever the Council processes personal data we need to make sure we have a basis for doing so. We understand our basis in GDPR to be Article 6(1)(e) as we consider that it is in our public task to collect this information under our powers set down in the Local Government and Planning (Scotland) Act, 1982 section 14, as amended by section 128 of the Local Government etc. (Scotland) Act, 1994. The act provides for us doing or contributing towards the expenses of providing or doing, anything necessary or expedient for the purpose of ensuring that there are facilities available for recreational, sporting, cultural or social activities as we consider appropriate.

To confirm that all information included in this report is accurate and that you have read and followed the terms and conditions, please sign and date below. If submitting by email an electronic signature or the typed name of the appropriate contact should be inserted.

Name: Gail Woodcock, Interim Managing Director

Date: 28 October 2020