

Annual Review 2008

 Saint John of God
Hospaller Services



GIVING PEOPLE A
VOICE





“You can't put a limit on anything. The more you dream, the farther you get.”

Michael Phelps

Saint John of God Hospitaller Services is a registered charity and a not-for-profit organisation.

This financial information within this annual review pertains to the financial year 1 April 2007 - 31 March 2008 and includes summary financial information.

A full copy of the report and accounts containing complete financial details, including:

- Trustees statement of responsibilities with regard to the accounts
- Statement of accounting policies
- Investment policy details
- Legal and administrative details

can be obtained from: Karen Gilroy, Marketing & Publications Department at the principal address below.

Trustees

Brother John Martin, OH, BSc Hons, DipSW (Chair)

Brother Robert Moore, OH, MCSP (Deputy Chair)

Brother Stanislaus Neild, OH, MA, RGN

Brother John O'Neill, OH

Douglas Ball



Company Secretary: Barbara Cooper



Executive Team

Chief Executive: Bridget Doogan

Deputy Chief Executive: Anne Rowlands



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Registered Charity No. 1108428

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Welcome to our 2008 Annual Review

It is a pleasure to be reporting on a year in which the Charity has continued to support people to realise their potential. As well as maintaining a high quality provision within our current services there have been changes and developments that will help to enable the Charity to respond to the environment we work in and endeavour, wherever possible, to develop new services in response to unmet need. This review aims to provide a summary of what we have achieved over the last year, as well as an indication of our future plans.

We are passionate about offering a form of **Hospitality** that is expressed in our services through the behaviour, attitudes and values we ask our staff to practise. We want all those who come into contact with us to experience a welcome and a sense of belonging that demonstrates our values and those we serve are central to our work. In doing this, we aim to embrace diversity through being open to the positive contribution everyone can make to our society. We are enhanced by our differences... This year, on 1st April 2008, we changed our name to **Saint John of God Hospitaller Services** in response to comments from staff and the people who use our services. Our new name actively reflects our core values and in particular, the hospitality we are aiming to offer the people we serve.

We are committed to continuous improvement in our services and it is reassuring that the Commission for Social Care Inspection (CSCI), who carry out inspections in all registered services, are noticing improvements in many areas and continue to recognise them as good or excellent.

We aim to build on this and to develop our internal quality assurance processes, seeking to ensure that our own **Hospitaller Standards** are in practice in all our services. We have created two new posts this year to strengthen our capacity to do this. We want those who use our services to experience only the highest quality and will continue to seek to provide this.

“ A desire to give people a voice is an ongoing theme ”

A desire to give people a voice is an ongoing theme and a range of activity is underway, based on the understanding that those who use, work in, or commission our services have a right to be involved in and to influence the delivery, practice and management of services. One of the highlights of my year was to experience the RESPECT training offered by our RESPECT group. This is an experience that would be beneficial to anyone who offers or commissions services to those in our communities who are in need of support. In the next year, we are aiming to build on and extend our current good practice, and will endeavour to ensure that the people who use our services are **included** in decision making that affects them.

All our Regions have had a busy year and the need to adapt to a changing external environment has led to a need to look at the way we provide services. In this report, we include news of how we are responding to this. As always, we are looking to support people in the way that is most appropriate for them.

We have a real passion for meeting unmet needs and our new service in

London, which we hope will be operational by Christmas 2008, will provide a means to support homeless migrant workers to become independent. This service is a positive response by three charities working together in partnership to meet a need. The growth of the Religious Services branch of our work is also an indicator of the unmet need in this area. Our conference in June 2008 highlighted the need to continue to look for ways of supporting Religious Orders and Congregations to care for their elderly. We continue to explore and research unmet need, and in particular, we are looking at how we can best use the gift of Clare Abbey in Darlington as a means of providing services for those whose needs are not currently being met.

It is a real honour to be at the helm of an organisation that time and again demonstrates its commitment to the people who use its services, and it is good to pause for a moment to take pleasure in the achievements of the year that has passed. I offer my thanks to all those who have helped to support these achievements. Looking ahead, there are many exciting challenges, and we are committed to facing these with the belief that what we are doing is absolutely necessary and will lead to a more inclusive society where diversity is embraced and difference celebrated.

Bridget Doogan, *Chief Executive*



“ If a man does not keep pace with his companions, perhaps it is because he hears a different drummer. Let him step to the music he hears, however measured or far away. David Thoreau (1817-1862) ”

“ Diversity is one thing we all have in common. Celebrate it every day. ”

Embracing diversity... our services respond to a wide range of needs, and support people in different services across Great Britain. Every one of the people we serve is unique, and we strive to treat them as just that. Throughout all our services there are a number of key principles we follow and at the heart of our philosophy of care are the core values of the Hospitaller Order of Saint John of God, with whom we work in partnership:

Compassion, Hospitality, Justice, Respect and Trust

We express these core values by practising the following principles:

Rights

The maintenance of all entitlements associated with citizenship.

Dignity

A recognition of the intrinsic value of people, from the moment of conception until natural death, regardless of their circumstances, having respect for their uniqueness and their individual personal needs.

Choice

Opportunities to select independently from a range of different options.

Privacy

The right to be alone and free from intrusion or public attention in relation to individuals and their affairs.

Independence

Opportunities to have freedom of choice and to exercise discretion in relation to personal decision making.

Fulfilment

The realisation of personal aspirations and abilities in all aspects of daily life.

Consultation and Participation

The people who use the Charity's services have a right to be involved in and to influence the delivery, practice and management of services. Formal and informal consultation takes place on a regular basis.



At the heart of the philosophy of care in all the Charity's services is the commitment to ensure that the human and civil rights of the people who use the services are observed. Priority is given to enabling them to exercise as much independence as possible. We work in partnership with each person, their relatives and carers so that they receive an individual needs-based service of the highest quality.

Our Services

Residential Care

Our residential care services provide accommodation and support for people with physical or learning disabilities. Most of the Charity's residential care properties are small community-based homes each with between four and eight single-occupancy bedrooms. The aims throughout all the residential care services are to support and encourage each person to develop their life skills, and enable them to play as full a part in the local community as they wish.

Nursing Home Care

The Charity provides a total of eleven registered nursing homes in Bradford, West Yorkshire. These homes are specialist facilities for the care and support of people with physical and learning disabilities, some of whom require intensive support.

Supported Living Services and Domiciliary Care Outreach Service

Our Supported Living Services provide vulnerable people – people with learning disabilities and/or mental health issues, with their own supported tenancy. For some this may include support and personal care to enable each person to sustain their tenancy and live as independent a life as possible. The service can be offered to people within individual or shared houses.

The Domiciliary Care Outreach Service provides support to people with disabilities living with a spouse or partner, or with their parents or other relatives, or in some cases alone in their own home.

Respite Care

Our registered nursing respite service allows people in need of care and support, who live in the family home, to enjoy a break from home, becoming one of the service's guests, and enables family members to have a break from providing for the day-to-day needs of their loved ones. The service provides 24-hour nursing care and support to people with physical disabilities, people with learning disabilities, people who have sensory impairments and people who have complex health needs.

Leisure, Education & Occupational Services

The Charity's Leisure, Education and Occupational Services (LEOS) provide opportunities for adults with varying needs to acquire independent living and social skills to enable them to enjoy as rich and fulfilling life as they possibly can. The main aim of LEOS is to provide a high quality service tailored to each individual person's needs and wishes. The two current services are Saint John of God Resource Centre and LEOS Outreach Services.

Social Enterprise

Saint John of God Horticultural Training Centre – Digswell Nursery is a horticultural nursery with a difference. It is a full working nursery providing a real work environment in which people who are vulnerable in the work place can be supported to build their skills whilst producing good quality products for sale by contract or to the public.

Resettlement Services

These services provide support to individuals who are vulnerable, either because they are homeless with support needs, or have an enduring mental health issue and have left, or are getting ready to leave, hospital care. An integral part of the project is to support them in finding a permanent home and in gaining the skills to sustain it. Equally the aim is to ensure that people who use this service become fully integrated into the communities in which they establish a home.

Floating Drug and Alcohol Service

The Floating Drug and Alcohol Service offers specialist help and advice to people who have difficulties with drugs or alcohol, and who are experiencing problems in sustaining tenancies or home purchase arrangements. A wide range of support, organised around an individual's needs, is offered, aimed at helping people to set up and maintain tenancy or home purchase arrangements.

Community Centre

The aims of Woodhall Community Centre are to provide services and facilities for all, but in particular, for the most vulnerable members of the community – young people, people with disabilities and older people. The Centre provides space for a small social enterprise run by and for local people, which provides an internet café

Saint John of God Management Services for Religious Orders and Congregations

The Charity works in partnership with other Religious Orders and Congregations in caring for their elderly members in their own community houses, and in supporting them to meet the requirements of care standards legislation. The service also offers a consultancy service to Religious Orders and Congregations, which provides a range of advice and practical assistance.

Migrant Worker Service

This developing service, based in London, will offer short-term accommodation and help newly-arrived migrants, with no recourse to public funds, so that they are able to find work and a place in society, rather than falling into homelessness.

MedailleTrust

This is a separate registered charity founded by a number of Catholic Sisters, Brothers and Priests from other Religious Orders and dioceses with the aim of helping women, young men and children who have been freed from the sex-trafficking industry in the UK. This is done by providing safe-housing and offering opportunities for physical and psychological healing and rehabilitation. Saint John of God Hospitaller Services provides a range of management and personnel resources.



Looking back...

Quality Assurance

CSCI Standards

The Commission for Social Care Inspection (CSCI) is the inspectorate for social care services in England. It was established under the Health and Social Care Act 2003, and became operational on 1st April 2004. The remit of CSCI includes the regulation, review and inspection of all social care services in adult and children's services, in the public, private and voluntary sectors. In collating this information, CSCI provides documentary evidence of the quantity and quality of social care services at both a local and national level. The ratings awarded by CSCI are published and available for the general public to view and provide a standard that people are able to then use when choosing a care home. For more information visit www.csci.org.uk

CSCI carries out a review of the inspection reports, for all of our services, gained throughout the year, and then publishes the results as a Corporate Provider Annual Report. The report we received this year indicated excellent scores in a number of areas and showed an improvement on last year's, which was also good. Staff are to be congratulated on this achievement.

Hospitaller Standards

The Hospitaller Order of Saint John of God has a distinctive ethos and a tradition dating back to 1539, which it believes has significance for the promotion and practice of care and support in the 21st century. Consequently it has developed, and continues to develop, standards and models of Hospitaller practice that reflect the distinct nature of its mission, tradition, ethos and cultural values. These models of Hospitaller practice seek not to duplicate what is already prescribed by CSCI Standards, rather they aim to establish excellence of practice in matters not addressed by the CSCI Standards or develop some of the CSCI Standards that are not currently regulated.



“ Saint John of God Hospitaller Services encourages and supports the people who use their services to develop individual and independent lives, helping them to reach for their full potential.

Commission for Social Care Inspection

”

Dave's Story

“Since moving into a Saint John of God Hospitaller Service, I have become a lot happier within myself and have a lot more confidence.

I now have more independence and choice in all aspects of my life.

I do my own domestic tasks, assisting with my laundry and cooking. I have a fantastic social life, going out to do various activities ranging from walks and discos, going to the cinema and to ten-pin bowling. I am now far happier and more active with living in a Saint John of God Hospitaller Service than I have previously ever been.”



Saint John of God Care Services becomes Saint John of God Hospitaller Services

Central to the ethos of the work of Saint John of God Hospitaller Services, is the belief that those who use our services have the right to participate in decision-making that affects them.

This year, in response to feedback from a number of people throughout our services, we have re-introduced the word 'Hospitaller' into the name of our Charity. From 1st April 2008, the Charity ceased to be called Saint John of God Care Services and became Saint John of God Hospitaller Services. Concern had been expressed that not all who use our services need care and that the term 'Hospitaller' better expressed our history and what we do in practice today.



The work of our Charity is to carry out the mission of the Hospitaller Order of Saint John of God, which is:

'Without discrimination, we aim to ensure freedom of choice, personal advancement and support for the exercise of human and civil rights'

In practice this means offering a unique form of hospitality to all those we encounter in our work and lives.

First Lay Chief Executive

During the Provincial Chapter in February 2007, formal agreement was made to create a new Province with the Brothers of the Irish Province. The Irish Province agreed to this measure at its own Provincial Chapter in June 2007.

The reasons behind this agreement were to enable the continuation and development of Saint John of God's mission in both countries in the face of a declining number of Brothers in active ministry.

It is a development that will enable us to hold to those things we treasure and value in our mission of Hospitality.

The two Provinces have many things in common, and indeed share a common history of Hospitality, since it

is the Irish Province that gave birth to the English Province in 1953.

Both Provinces have found it increasingly difficult to meet the requirements of filling the various offices from an ever-decreasing number of fit and able Brothers. The pooling of our resources will provide a fresh impetus to the work of both Provinces and the exchange between Brothers and co-workers will be enriching and exciting.

As part of this new venture both Provinces have declared their intentions of appointing lay chief executives: a role that has been traditionally exercised by a Brother.

Discussions in our Province in Great Britain moved ahead to clarify the Chief Executive's roles and

responsibilities in relation to the Provincial (head of the Order in Great Britain), and in early 2008 reached the point where it was able to make an appointment. Bridget Doogan took up her post as Chief Executive in late January 2008 and has taken on the strategic and executive functions for the development of the Province's mission. The Provincial's prime responsibility is to direct the Chair of the Trustees of Saint John of God Hospitaller Services; to ensure that the legislative powers reserved to the Board are observed and that a true partnership of trust in common concern for people in need is forged and bears fruit.



Head of Pastoral Care

Head of Institute of Hospitality

As a charity that bases its work on a set of core values, it is vital to ensure that those who use our services experience **compassion, hospitality, justice, respect and trust** in all aspects of their lives.

In order to foster a culture that enables this to happen, there is a need to constantly focus the efforts of those who work in and alongside our services on the practical application of these values. We want to provide an environment where all stakeholders belong to a community where they are valued, their voices are heard and they are supported and empowered to reach their goals.

To enhance our ability to do this, we have created two new posts: Head of Pastoral Care and Head of the Institute of Hospitality. Each post has distinct responsibilities, as well as working together to build capacity throughout the organisation in respect of making the values and mission of our Charity a reality for those who come into contact with us.

Julie, until this appointment, held the post of Regional Manager in the Central Region. Lesley previously held the post of Assistant Regional Manager in the Northern Region.



Julie Seehuber
Head of the Institute
of Hospitality



Lesley Robinson
Head of Pastoral Care

“If you hear a voice within you say, 'You cannot paint,' then by all means paint, and that voice will be silenced.”

Vincent van Gogh

Sam's Story

Sam* has very complex care needs but appears to be very happy. He seems to love the individual attention he receives from staff. He can wander around the garden when he pleases and eagerly participates in going out in the mini-bus for drives and lunches out, with staff assisting him. Sam has his own en-suite bedroom, which has been decorated and furnished to a high specification.

The care and support he receives from the staff is second-to-none.

He is treated as an individual by staff who genuinely care for him, and who know what his needs are.

Relative of a person who uses the Charity's services

*Name has been changed for confidentiality reasons

Challenging Exclusion

It is possible to assume that “campaigning” is undertaken only by those who have major causes to promote or defend, and to see a complete separation between those charities who campaign and those who provide services. Whilst there may be complications for charities that provide services, especially where those services are purchased by Government funding, this does not have to be so.

It is not only the headline - making campaigns that can make a difference in the lives of the people we serve.

“It is my experience that the work that goes on in the services we provide every day is where you will see the most effective campaigning for the rights of the excluded. Anyone who has worked with vulnerable people will know that it is one thing to have a right to a service and another to actually receive it. What often makes the difference to the individual is the willingness of support teams to challenge injustice. This may be with the public services such as health and social care, or may be with local services such as shops and banks – either way it can make the difference between an individual feeling a full member of society or not.”

Pat Cowley, *Regional Manager*

Giving people a voice

A great deal of work is done within the Charity to inform people of their human and civil rights and to ensure that the individual has a voice that will be heard.

“One of the things that has continued to impress me has been the willingness of the people who use our services to say what they think about their service.” Pat Cowley

As ever, there is always room for improvement, but we have managers and teams who are committed to empowering people to have their say in new and creative ways.





Respect - train the trainers

The Respect Group was formed by a group of people who have come together through the common experiences of being labelled as having a learning disability, and being on the receiving end of bullying and harassment. They provide a training programme that encourages participants to think about situations that they have been in, for example, being bullied and called names, discriminated against and how people with learning disabilities would like to be supported. They do this by speaking about themselves, their personal experiences and by doing group activities.

The group have delivered training on a regular basis at the induction meetings of new staff in the Southern Region, and in the autumn of 2008 will be delivering training to the Charity's resettlement team in Enfield, which includes professionals from the NHS Mental Health Service. They have also adapted their program for a drama group that is run by the LEOS' day service in the Southern Region.



We fully believe that all people have the right to be heard and to this end, we strive to put at the heart of all we do, the individual and their hopes and dreams.

Annual Conference

A consultation conference is held each year where the principle desire is to hear the hopes and dreams of the people who use our services, and have the willingness to let that lead the way we deliver our services.

Recruitment and Selection

We have been able to offer people who use the services in the Southern Region an equal role in our recruitment and selection of staff. We have successfully implemented the rule that all interviews for staff in our learning

disability services must have at least one person who uses the services actively involved in the selection process. In the coming year, we expect to train more people who use our learning disability services and include the people who use our mental health services.

We will be working hard this coming year to talk to those groups of people who use our services, who do not attend the yearly consultation conference, to find ways of involving them and of hearing their ideas, hopes and dreams.

Trainers for People

We have a regular training slot for all new staff that is delivered by a group of people who use the Charity's services - 'Trainers for People'.

To the trainers

Thank you so much for the fantastic morning that we spent with you. Having the chance to meet you all was a thoroughly enjoyable experience. As a current student in a Sixth Form College I have to sit through endless hours of P.S.H.E (personal, social, health, education) and I can truly say the training I received from Ronnie, Tim, Alan, and Michael has made more of an impact and change to any of my views, than anything from which I have received in college. You guys all really make a difference.

Rebecca Marley,
temporary staff member



Challenging Exclusion

Working with our partners to promote inclusion

Story 1

Our clients at Mike Mably House, an accommodation and resettlement service for young, vulnerable people who are homeless, often arrive from other areas and have not been registered with a local General Practitioner's surgery because of their lifestyles. There have been occasions when it appears there is space at the surgery when an enquiry is made, but when the individual has presented his or herself, and given their address, they have been turned away.

Much progress has been made in challenging these decisions. Individuals are no longer turned away and good relationships have been established with all the local surgeries and their doctors.

Story 2

Staff from our Floating Support Service Team work closely with local housing officers to bridge relationships with some of our tenants who live in the community. There can often be misunderstandings from both parties, and staff play an important role in ensuring that individuals' behaviour is explained and understood.

*Brian is one of our tenants who lives in the community and has a long history of alcohol and drug use. A letter from the Local Authority, no matter how general and innocent, would upset him greatly and cause him to panic. He reacted to these letters by visiting the local office where he could be quite abusive to staff as he tried to ascertain the letter's meaning.

Staff from the Floating Support Service started working with Brian to explain the letters, and with the Local Authority where they explained the reasons for his behaviour. After a time, the Housing Officers began working and talking with Brian in a different way, which has a very positive effect. It was agreed that any letters were sent initially to Brian's Support Worker who could then explain their meaning, until a point came where he was able to accept they weren't just targeted at him.

Story 3

James*, one of our clients, with a long history of drug and, in later life, alcohol use, was attacked in his accommodation by two other tenants. He sustained bad injuries to his face and as a result required facial surgery. Many appointments with the hospital were needed, but at times, if the individual was too unwell to attend, they were sometimes cancelled by his Support Worker. Unfortunately his surgeon advised that he was no longer able to see James due to his non-attendance, and when this was challenged by the Support Worker, they were surprisingly told that he would not see 'people like him'! The Support Worker advocated strongly on the individual's behalf and challenged what was meant by this. After a lot of work by the Support Worker, the consultant relented and the individual went on to have his facial surgery.

** Names have been changed to protect person's identity*

On a day to day basis we find people who are homeless, or who have a substance misuse issue, or mental health problem seem to face discrimination. An assumption is made, for whatever reasons, that all people are not the same and do not deserve the same treatment as most of us would expect to receive. We constantly strive for the rights of the people who use our services and will continue to do so, as we believe passionately that everyone, no matter what their circumstances, deserves to be treated equally and with respect, and to have access to the services they need.

Saint John of God Management Services

Supporting Religious Orders and Congregations in the care of their elderly

This service was founded to respond to the issues facing many Religious Orders and Congregations today, particularly in relation to the increasing age and care needs of elderly Religious, working with lay staff and the implications of new care standard legislation. The Management Services offer a full complement of support to meet the needs of each individual Order and Congregation, whether it is assistance with payroll, recruitment, human resource issues, staff training and development or full management of the community home – sourcing and recruiting a complete staff team and managing the whole service.

In the last year the Management Services have begun working with two new Congregations in caring for their elderly members in their own community houses and in supporting them in meeting the requirements of care standard legislation. The Services also currently offer consultancy and support to thirteen other Orders and Congregations in England, Wales and Ireland.

Expansion of support network to meet diverse needs

To support this expansion, the support network for the Management Services has been increased to include two Assistant Religious Services Managers.



“We are made to feel that we are important and the care of our Sisters is uppermost in your minds”

“Regular contact from your Senior Managers reinforces that Saint John of God Management Services are constantly consulting to ensure that our needs are met”

Saint John of God Hospitaller Services

A message from Julie

As a region, the management team have worked very closely to strengthen areas that will benefit all our valued staff teams. Working groups have been formulated to improve and develop our local systems, which in turn have achieved results in the way we monitor standards, deliver training, recruit and select new employees. I feel honoured and proud to be part of a committed team and would like to offer my special thanks also to all the staff for their continuous hard work, loyalty and true dedication delivered to people in our care.

Julie Seehuber, Regional Manager – Central Region.

At the end of August 2008, Julie was appointed Head of the Institute of Hospitality.



Luddendenfoot Respite Service

The Charity's respite care service at Luddendenfoot in West Yorkshire has again been awarded accreditation with the Multiple Sclerosis (MS) Society. It has been published as the 'preferred provider' for the delivery of excellent quality provision and high standards of care and support for people with MS. The service opened in 1997 and is provided in a purpose-built bungalow that accommodates six guests at any one time.

The people who use this service have all their needs met by qualified general and learning disability nurses and an appropriately trained support team. It first achieved the 'preferred provider status' in November 2004. This latest evaluation forms part of the on-going monitoring process and is a comprehensive assessment that is benchmarked against the MS Society's preferred provider standards and the accreditation criteria. The conclusion of this process identified four key points:

1. Saint John of God Hospitaller Services' respite service has developed its service and remains a unique and special home. Being a small home, guests are made to feel that they are involved in the 'hub' of the home and they find it comfortable and homely.
2. Guests with MS who visit the home have complex needs and the home is able to meet these needs through its individual assessment and care planning process.
3. By signing up to the accreditation process the home has committed staff to further training in the specific



needs of people with MS. This training is then underpinned through the nurse.

4. The nurse who specialises in MS continues to identify future respite users who have MS.

The above comments were published in their document marked 'Preferred Provider Re-Evaluation Report for Saint John of God Hospitaller Services – dated November 2007'. This document refers to the life and history of the service with emphasis on areas such as training, feedback from guests and staff, quality assurance, choice, clinical aspects, staffing, philosophy of our Charity, privacy and dignity of people using the service and partnership working.

“ Saint John of God Hospitaller Services' respite service continues to be a 'home from home' and the MS Society is happy to re-confirm preferred provider and accreditation. ”

Computers donated...

Under the 'Dignity in Care' grant five of the Charity's nursing services in West Yorkshire were successful in their applications to gain computers for the people who use our services. The requirements of the grant were to support people with a learning disability over the age of 65 years.

The 'Dignity in Care' Grant was a national one-off grant of £67 million announced in December 2006 for capital projects enhancing the physical environment of care homes for older persons across the UK. The grant formed one part of the government's 'Dignity in Care' initiative announced in November 2006. Age Concern was the applicant body that were awarded funds and to whom the Charity made their application.



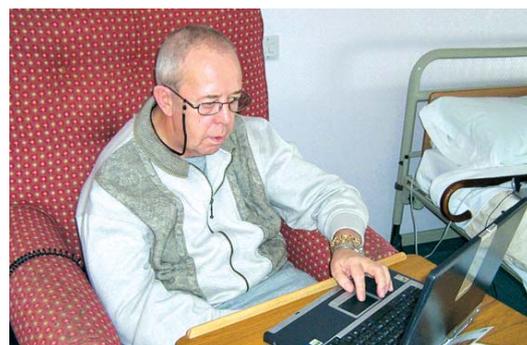
Supported Living Services

Independent Living Funds, granted by Central Government, are dedicated to the financial support of people with a disability, to enable them to choose to live in the community rather than in residential care.

In the Charity's services in West Yorkshire, individuals have been supported to access these funds as a pro-active response to the decreasing day-care services available in Bradford. This new outreach service supports people with their chosen community-based activities, which are provided by newly recruited or existing team members.

Since the commencement of this personalised service, the benefits to individuals have been outstanding; individuals are now able to access community activities at a time that is convenient to them. They choose from a wide range of activities such as sporting – swimming and horse riding, and leisure – theatre, cinema and bowling. Instead of previously having to wait for day centre transport to pick them up to travel to a large base, individuals are now able to travel at their leisure, to a place of their choosing.

In addition to people owning their vehicles through the motability scheme, people have been able to choose smaller vehicles, which allows for increased independence, and individuals are able to be supported on a more personalised basis, rather than having to access facilities as a group.





Saint Raphael's Thornton

A new service in West Yorkshire

At the beginning of 2007, the Bradford District Care Trust, one of our partner agencies in the Central Region, identified a need for a specialist service that could provide quality care and support to four vulnerable people, who at the time were living in a long-stay hospital setting. All were young adults with very complex needs, including autism, and all had needs that severely challenge services.

Through the referral process we were able to assess each individual's level of need and, working closely with the individuals, families, carers, advocates, the Commission for Social Care Inspection and other professionals, we were able to offer each person an individual holistic package of care. This process was

lengthy and continued through to people moving into the service. We are still working closely with all concerned to ensure individuals' levels of needs are met and the consistency of approach remains paramount.

The house itself was converted from office accommodation into a high

specification four-bedded home, which meets individual needs. We worked closely with the Charity's property services team and the Care Trust's occupational therapy and behavioural teams to ensure that the house was designed to assure safety for all concerned, as this was paramount, but also to ensure that preferences and wishes were accounted for, from bedroom colour schemes to the type of kitchen equipment wanted.

The home was registered by CSCI on 29 January 2008, and the first of the four residents moved into their new home that evening.

The support team has received training tailored to the needs of the people living in the home, including specialist autism training and person centred planning, and the team is continuing to adapt their skills and abilities in order to continue to support people to a high standard.



“ The service clearly shows that we are able to provide a high level of intensive, specialist care and support to individuals in the community, and we are all looking forward to welcoming visitors to the home in the coming weeks, months and indeed, years. ”

Karen Allen, Service Support Manager

Holistic Health Care

of Elderly Religious and Clergy

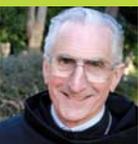
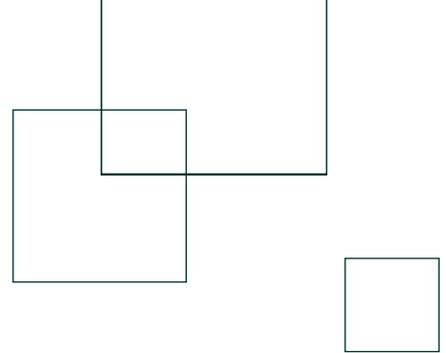
National Exhibition Centre, Birmingham

In June 2008, the Charity held a conference focusing on the holistic care of elderly Religious and Clergy. The purpose of the conference was to explore and share the practice and delivery of care in Religious Orders and Congregations and within the diocesan clergy, and identify the way forward for living in a time of uncertainty, where communities are becoming smaller and consist of increasingly ageing members.

Speakers on the day included Bishop Thomas Williams who made a presentation from his perspective as Bishop with responsibility for the Bishop's Conference Healthcare Reference Group; Dr Jan White spoke from the perspective of a developing and impoverished country; Terry Philpot of Caritas Social Action Network and author of *Length of Days – How can the Church meet the challenge of an ageing society?*, and Brother Donatus Forkan, from Rome, the Prior General of the Hospitaller Order. The conference was presided over by Professor Bart McGettrick, Emeritus Professor of Education at the University of Glasgow.

The afternoon comprised a lively conversation session to exchange views and debate emerging and common themes that different Orders and Congregations were experiencing, and begin to look at how we could begin to tackle these issues.

Many common themes and concerns arose from this conference, as well as other Orders and Congregations looking to Saint John of God Management Services for Religious to provide support. We intend to continue to look at the way forward and are currently planning future conferences and workshops to deal with the issues arising.





Hospitalier Order
of Saint John of God



Hospitalier Order
of Saint John of God

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Looking forward...

Clare Abbey, Darlington



When the Poor Clare Sisters moved out of their Abbey in Darlington to leave the region for a new convent in Herefordshire, they gifted the Abbey to the Brothers of the Hospitaller Order of Saint John of God.

The Brothers, together with the Chief Executive's office and management team of Saint John of God Hospitaller Services, have now formed a project group to identify how best to utilise the potential of the Abbey. Research is underway and a number of potential areas of unmet need have been identified. This is a major piece of work for the Order and Hospitaller Services.

As part of this, Hospitaller Services have been working with the Trustees and committee members of the Education Centre for children with Down Syndrome, based in Darlington since 2005 to explore the possibility of this charity offering a service within Clare Abbey.



Education Centre for Children with Down Syndrome

The Education Centre for children with Down Syndrome has been operating as a charity for three years.

The charity runs a pre-school service from 0-4 years and a Saturday school service currently for 4-11 year olds. The aim of the charity is to ensure that every child with Down Syndrome reaches their full learning potential, whatever that might be. The sessions are based on proven educational research and target the specific learning profile of children with Down Syndrome.

*Maggie Hart, Education Co-ordinator
Education Centre for Children with Down Syndrome*



"Aerodynamically, the bumblebee shouldn't be able to fly, but the bumblebee doesn't know that so it goes on flying anyway."

Mary Kay Ash

De-Registration of Services

Three of the Charity's services that have been registered as residential services since they opened in 1992, are being de-registered as residential services and re-registered as domiciliary living services, in line with Government legislation to give people with a disability the right to live in a home of their own with their own tenancy.

Hospitaller Services is already a provider of domiciliary and supported living services in other parts of the country. The twenty-four hour support currently provided by Hospitaller Services will not change for those who require it.

An existing member of the team who has served as a Service Manager for several years has taken over the role of Supported Living Manager – South Tyneside.

These changes will necessitate separate external offices as in a domiciliary living service, the service provider is not able to have office accommodation within the building in which the service is provided.

New offices - Tyneside

The new offices to support the three transferred services will be based within a very environmentally friendly building called the Eco Centre, which has been constructed from materials recycled from sustained sources, including re-used bricks from a demolished factory and an aluminium roof re-smelted from old drink cans. Electricity is generated by a wind turbine and photovoltaic display.



Supported Living Service – North Yorkshire

One of the Charity's supported living services in North Yorkshire has recently been extensively redesigned, and refurbished to a high standard, in response to North Yorkshire County Council Social Services identifying a need for supported living accommodation for young adults leaving residential education. There is a real need in North Yorkshire for 'follow-on' accommodation when young vulnerable adults leave education at the age of eighteen.

Three young men moved into their home in early September 2008. Staff have worked closely with the new residents and their families in choosing their own soft furnishings and internal furniture to suit their individual tastes and ensure that this new house becomes their home.



Three Charities – Bridging the Gap

A unique partnership to help homeless migrants lead independent lives



The Migrant Worker Project was borne out of the concern for the increasing numbers of A10 nationals coming to the UK to find work at the invitation of the British Government, then find themselves, through misfortune or other reasons, sleeping on the streets of London with little or no support.

In response to this plight the Hospitaller Order of Saint John of God, the Poor Servants of the Mother of God and The Passage have provided a means to address this problem.

The project in central London will offer food and accommodation to provide a safe place that will support homeless migrant workers to get back on their feet. It will aim to promote independence and all who benefit from the service must be willing to engage in support to find employment and eventually, somewhere permanent to live.

Referrals to the service will come through the existing street teams and every individual that meets the criteria will be assigned a case worker who will map out an appropriate route to success. The service will be ready to offer accommodation and support towards the end of 2008.

Damian Rusin is a Support Worker for Saint John of God Hospitaller Services in Enfield. He has kindly given permission for his story to be retold in our annual review, especially if it helps people to understand more of the experience of a migrant from East Europe.

This is his story...

I was born in Katowice, a mining town in South Poland in 1973. Poland was under Communist rule at this time.

When I was eighteen months old my mother gave birth to my sister and then separated from my father. She could not afford to bring me up and I was sent to my grandmother 400 miles away.

I returned home two years later, went to school and then to college. My mother ran a canteen for the miners and I worked with her there. When the Berlin Wall fell and Communism ended, there was great flux in Poland and the mines were no longer State-supported and ended up closing down. As a result we lost our business and the 1990's brought huge unemployment and depression to the region and Poland as a whole. I lost direction and confidence, and started to drink a lot until I reached a low point. I decided my life needed to change. I made a decision to stop drinking and at the age of 28 decided to come to London to find work as there was no hope or opportunity in Poland at that time. London offered the chance to

earn money and to send money home to my family who had little, the chance to change, to learn English and to help me solve my problems.

The first time I came to London, which was a twenty-four hour bus journey, I was refused entry and sent straight back!

I tried again a year later and this time was admitted. I arrived in Victoria with £150 and luckily had a friend who said he would try to help me. I found a room in a flat in North London with Polish Romanies. For forty pounds a week I shared a tiny room with two others. I found work washing up in an Italian sandwich bar in London. I was paid £60 a week but I learned English and was given food at work. After a few months I knew how to say, "I'm looking for a job" and started to look for better work.

I managed to stay sober and develop, and then I met someone who worked for Saint John of God Hospitaller Services. He helped me to develop spiritually and mentally, and then helped me to find work at Saint John of God Hospitaller Services in Enfield as a support worker.

I have been working as a housing support worker in Enfield for three and a half years now and love my job working with people. By helping others I am helping myself. In that time I have grown mentally and spiritually and found stability. I have a flat and am happy at work and with my friends.

I came to London due to economic problems and with a background of dysfunction and alcohol problems. This is a situation faced by many who come to London from Eastern Europe. With help and support and the prospect of work, I have managed to turn my life around and believe that others can do the same if they are given help, encouragement and opportunity.

"Damian was voted Support Worker of the Year in 2007 by the residents he works with. Damian is well known for his positive, hard working attitude and the happy approach he carries with him. Damian is always first to offer a helping hand and is very popular among residents and staff alike."

Neville O'Neill, Migrant Worker Service

Thank you for your support

Thank you to all those who have given in the past year directly to Saint John of God Hospitaller Services.

Whilst funding for the Charity's core activities comes from local authorities and social services, much of our work is only viable because of support from charitable giving. Any new projects or expansions of our existing services benefit little, if at all, from any government assistance. Please consider supporting us to achieve the following:

- improve the quality of life of people with physical and learning disabilities
- extend our services for younger people with mental health problems
- help more vulnerable homeless people and find them a permanent home
- develop our services helping people with drug and alcohol problems
- play a significant part in combating the loss of community in disadvantaged areas

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."

Leo Buscaglia

Make a Donation

A one-off donation is extremely valuable to us. Please send to the address below.

A Committed Gift

Please consider making a regular donation. A standing order is a simple way of making a regular gift. An instruction form to your bank is enclosed with this review.

Payroll Giving

Payroll Giving means that the gift is deducted from your wage before tax is paid, reducing your income tax bill with immediate effect. It also makes your money go further for the Charity and a £10 donation only costs you £8.00. If you are a higher-rate tax-payer, a £10 donation will only cost you £6.00. Please ask your employer about Payroll Giving.

Gift Aid

Use Gift Aid and make your money go further. For every pound you give to us, we can get an extra 25p from the Inland Revenue. There is a Gift Aid Declaration form on enclosed form.

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Become a Volunteer

We are looking for volunteers to help organise fundraising activities. If you would like to help please contact Jane O'Byrne, Head of Fundraising on 01325 463956.

Make a Lasting Difference – in Memoriam

Please consider remembering us in your Will. A gift such as this makes a huge and significant difference to our Charity. If one particular part of our work is of greatest interest to you, then you can specify how you would like your money to be spent.

Organise a Fundraising Event

Organise a fundraising event for us. Run the London Marathon for us. Have fun and raise money at the same time!

Tell your Family and Friends

Tell everyone you know of the work we do. If anyone would like to receive a regular copy of our newsletter, then let us know.



Saint John of God Hospitaller Services thanks everyone who has supported its work in the past year.

Saint John of God Hospitaller Services
Saint Bede's House, Morton Park Way
Darlington, Co Durham, DL1 4XZ

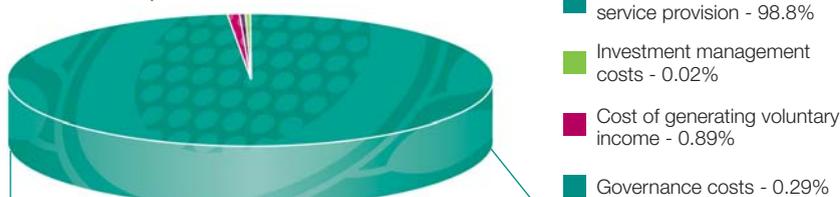
Please make cheques payable to: Saint John of God Hospitaller Services

Financial

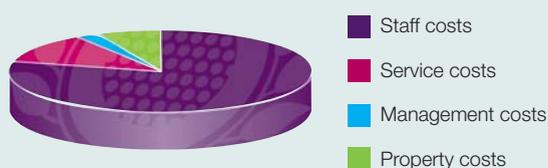
Summary of Income and Expenditure

Incoming Resources	
Income fees for services provided	16,365,000
Voluntary donations and legacies	189,000
Investment income	45,000
Other income	40,000
Total Incoming Resources	16,639,000
Resources Expended	
Charitable Activities - service provision	16,368,000
Investment management costs	4,000
Cost of generating voluntary income	147,000
Governance costs	47,000
Total Resources Expended	16,566,000
Net Outgoings Expended	73,000

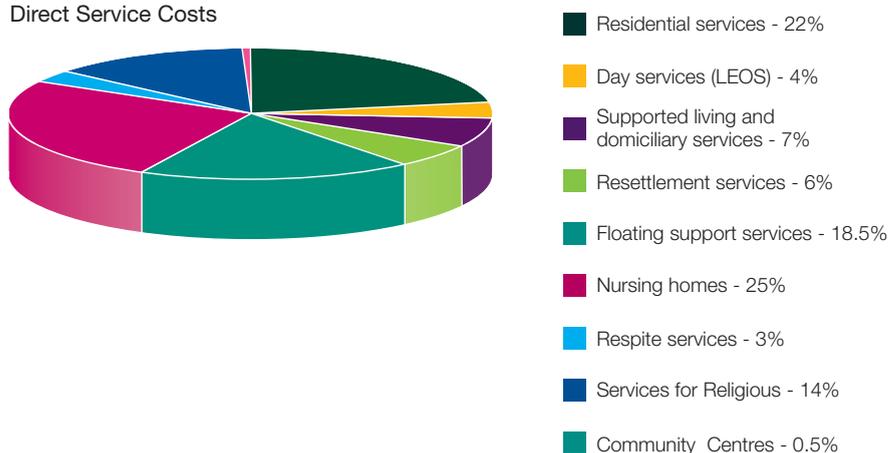
Resources Expended



A breakdown of Charitable Activities Service Provision



Direct Service Costs



Funding our work

A healthy financial situation is essential if Saint John of God Hospitaller Services is to achieve its dream of a hospitable society where individual needs are met without discrimination and to promote the physical, psychological, emotional and spiritual wellbeing of the people we serve. It is an ambitious goal, but one to which we are committed.

Trustees' Statement

The summary financial information shown here has been derived from the Charity's financial information. If you would like more comprehensive information, our financial statements and the Trustees' annual report can be consulted. Copies of these can be obtained from:

Publications and Marketing Department

Saint John of God Hospitaller Services
Saint Bede's House, Morton Park Way
Darlington, Co Durham, DL1 4XZ

The full annual financial statements, on which the auditors have given unqualified opinion, were approved on 24th September 2008 and have been submitted to the Charity Commission and the Registrar of Companies.

*Barbara Cooper, Company Secretary,
on behalf of the Board of the Trustees
24th September 2008*



Services in Great Britain

Scotland

East Renfrewshire Supported Living Service

North East

Jarrow Supported Living Service for people with learning disabilities
South Shields Supported Living Service for people with learning disabilities
Middlesbrough Two Residential Care Homes for people with physical disabilities
Billingham Residential Care Home for people with physical and learning disabilities
Darlington Three Residential Care Homes for people with physical and learning disabilities

North Yorkshire

Scorton Supported Living Service
Catterick Village Supported Living Service for people with learning disabilities
Leyburn Supported Living Service for people with learning disabilities

West Yorkshire

Bradford Supported Living Service
Thornton Five Nursing Homes for people with physical and learning disabilities
Specialist Residential Care for people whose needs challenge services
Clayton Two Nursing Homes for people with physical and learning disabilities
Queensbury Four Nursing Homes for people with physical and learning disabilities
Calderdale Domiciliary Care Outreach Service
Luddendenfoot Respite Nursing Care Service

Hertfordshire

Welwyn Garden City Supported Living Service
Saint John of God Horticultural Training Centre
Woodhall Community Centre
Hatfield Supported Living Service
Two Residential Care Homes for people with learning disabilities
Leisure and Education Outreach Service
Mike Mably House - Accommodation & Resettlement Service
Floating Drug and Alcohol Support Service

London

Central Migrant Worker Service
Enfield Supported Living Service for people with learning disabilities
Supported Living Service for people with mental health issues
Saint John of God Resource Centre - Leisure, Education and Occupational Service
Resettlement Service

North Wales, Lancashire, Birmingham, Dorset, London and Kent

Working in partnership with other Religious Orders and Congregations

Saint John of God Management Services

Providing consultancy services for Religious Orders and Congregations

The Medaille Trust for security purposes we cannot disclose locations

Individual brochures are available for all of our services:

please contact the Publications Office on 01325 373704 or email: enquiries@sjog.org.uk

Information about all of our services can be found on our website:

www.sjog.org.uk