

2019-2020 Annual Report

*‘working to improve the
health and wellbeing of
our communities’*



Chief Officer's Report

This year has been a year like no other in the history of the Rainbow Centre; the coronavirus pandemic has had a dramatic impact on the people we support and how we deliver our services.

Initially, our older elderly clients were hardest hit, particularly those with dementia, who have struggled with isolation and loneliness and have been at increased risk of hospitalisation when our day opportunities service temporarily closed. Across Wrexham our Social Prescribers experienced a surge in demand for mental health support at most GP Surgeries, as people struggled to negotiate through life challenges, many of which were exasperated by the pandemic. Whilst our Community Agents saw a rise in referrals from the over 50's requesting help to access home care, supplies, prescriptions and even a hot meal as services across Wrexham closed their doors.

So how did we respond to the pandemic?

- We acted decisively to restructure and develop our services so that we could continue to support the most vulnerable
- We strengthened our partnerships with Community Councils and community volunteers across South Wrexham to establish a Covid 19 Community Response team supported by 100's of volunteers across South Wrexham. This has been key to assisting us to support those most in need, we could not have reached so many people without the wider community's support.
- We continued to 'listen' and put individuals needs first, developing Meals to You, Care at Home, and Wellbeing Calls. And we restructured our Day Opportunities services after the first lockdown to ensure those most at risk of hospitalisation due to our closure had access to our full support again.
- Our highly skilled staff team adapted their methods of service delivery and remain the biggest asset of the organisation!

In the last 12 months, we have supported over 2,000 individuals and their families to access our services and support; either within one of our hubs (at Penley Rainbow Centre and Marchwiell Village Hall); via our outreach work in the community; or via our weekly Social Prescribing sessions at GP Surgeries across Wrexham.

The pandemic has not only brought our communities closer together; it has also raised the profile of our work and highlighted the fragmented social care system which leaves many in our community unsupported due to a lack of quality care options close to home.

Sadly, the pandemic has seen a great loss in life and to livelihoods. We anticipate that the next few years will have to focus on continuing to deliver outstanding services whilst dealing with the longer term impacts of the pandemic on the people we support.



Our Vision, Mission and Values

Our Vision

is for people to be recognised to their full potential, and to lead healthy fulfilling lives as engaged citizens, with rights of access to quality services both in their locality and according to their need.

Our Mission

is to help older people to regain their sense of worth and discover their full potential, by supporting them in making changes to bring this potential into the world and ensuring their voice is heard.

Values

Respect



Dignity



Opportunity



Empowerment



Loneliness in later life



200,000
older people

have not had
a conversation with
friends or family
for a month

50%

of all
people aged
75+ live
alone

Loneliness

has a comparable
risk factor for early
death to smoking
15 cigarettes a day

1 in 10

people seen by GPs attend the
surgery because they're lonely

but only **13%** of GPs
feel equipped enough to support
lonely older people

3.9

million people
consider the
television to be
their main form
of company

A lonely person
is twice as likely to
develop **Alzheimer's
disease**

1.9

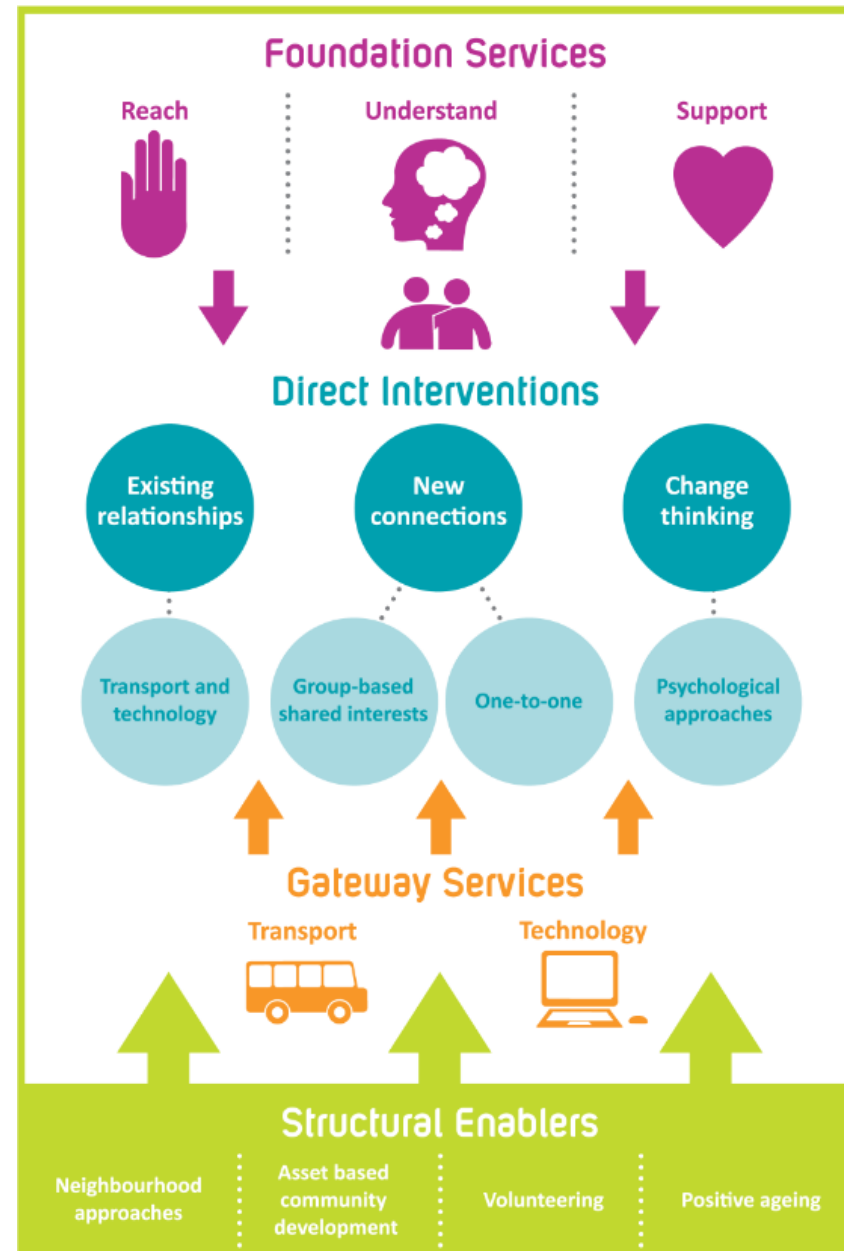
million
older people
feel ignored
or invisible



Our Strategic Approach

* follows the approach developed by the Campaign to End Loneliness and Age UK

The Rainbow Centre is now in its 26th Year; our Annual Report highlights the range of activities currently being delivered in line with our core Vision and Values and Strategic Approach.



Our Strategic Approach to developing services and support consists of delivering:

1. Foundation services

– identify and make contact with lonely people, seek to gain a deeper understanding of the issues and help them to access existing resources

2. Direct interventions

– focus on enhancing and developing relationships, and building self-confidence

3. Gateway interventions

– transport and technology are key areas that can transform lonely people's lives

4. Structural enablers

– focus on neighbourhoods, take an asset based approach, encourage volunteering/peer support and advocate for positive ageing/tackling negative stereotypes.

2019-2020

Our Achievements

Awards

Winner SOCIAL CARE WALES Accolade 'working with and listening to people with dementia'

Shortlisted for the GSK IMPACT AWARD | The King's Fund

Day Opportunities Service

60 clients with complex needs supported within the Day Opportunities Service enabling them to remain living at home

60 care assessments took place to support people to retain independence, access support through social services and other agencies

21 Carers attended CrISP courses, ran in partnership with the Alzhiemers Society and the Community Agents

Volunteering

173 active volunteers supporting both the Rainbow Centre and their local communities

12 Community Councils, and 100s of volunteers joined our covid19 community response efforts

Community Agents, Community Wellbeing Service

742 people aged over 50 provided with support by our Community Agents

£130,000 income maximization through benefit claims (Attendance Allowance, PIP and Universal Credit)

Supported clients to access a range of support and services to better improve their health and wellbeing

Established weekly pop-up post office and mobile library services across 3 rural locations

76 people introduced to social groups to improve wellbeing and reduce loneliness and isolation

Social Prescribing, Community Wellbeing Service

1414 patient appointments attended with the Social Prescribing workers at GP Surgeries across Wrexham or via telephone consultations

516 new patients supported to better manage their health and wellbeing; moving from 'probable depression' to 'average mental health' SWMWBS

Transport

800 minibus journeys - to get clients to and from our hubs (reduced service during height of pandemic)

60 minibus journeys - social outings and shopping trips (Nov 19– March 20)

Groups, Clubs and Sessions

548 social interest group sessions took place including courses, carers support group, art classes, social outings and exercise sessions

Carers' Support Group running monthly

Awards



The Rainbow Centre celebrated winning the prestigious Social Care Wales Accolade in the category 'Working with and listening to people with dementia'.

The Accolade celebrates projects that put people living with dementia at the heart of their work so those living with dementia can achieve what matters to them.



Commendations



Enabling South Wrexham communities to effectively support everyone in need during lockdown led to the Rainbow Centre being featured in '**Cross-sector partnership working to support the response to COVID-19 in Wales**' report produced by **The Welsh NHS Confederation**.

MEMBER of Parliament for Clwyd South, Simon Baynes highlighted the “excellent” work of the Rainbow Centre in the House of Commons at Health and Social Care Questions he asked Secretary of State for Health and Social Care, Rt Hon Matt Hancock MP, whether he agreed that combating loneliness is vital to ensuring the health and wellbeing of elderly people, something Simon has seen first-hand in the work of the Penley Rainbow Centre in support peoples' mental health and well-being.

Day Opportunities Service

Direct Intervention – focusing on enhancing and developing relationships, and building self-confidence to enable clients to better manage their health, wellbeing and self-care.

Services most likely to meet older people's needs for promoting health and wellbeing and meaningful social contact are group activities and shared interest groups which offer access to new opportunities, learning, health promotion and support people through difficult times. These groups effectively tackle loneliness, improve resilience and enable meaningful connections to be made.

Our Day Opportunities Service does this by:

- **delivering**
 - a busy programme of group activities (including our Hensioners Project with our resident hens, Goose and Ganders project with nursery children, our Choir, Gardening Group and Themed Days)
- **promoting**
 - movement (including specialist exercise programmes)
 - self-care
 - nutritional eating, and
 - social interaction

As well as providing services which promote health and wellbeing we are:

- **providing**
 - personal care with dignity.



Pictured above: friends since coming to Rainbow, Jeanette and Audrey enjoying our themed Mexico Day!

Day Opportunities Service

Adapting our Day Opportunities services during lockdown (triggered by the coronavirus pandemic)

During the initial lockdown in March, The Rainbow Centre's Day Opportunities Service was replaced with the following person-centred support:

- **Home Visits / Home Care** – supporting emotional wellbeing, nutrition, physical activity and self-care whilst ensuring clients have essentials like food and medication.
- **Welfare Telephone Calls** – supporting good mental health and wellbeing, reducing loneliness and isolation, as well as supporting people with any issues that may arise.
- **Meals on Wheels service** – providing a freshly cooked, nutritional meal which recognises individuals' dietary requirements. 5* food hygiene.
- **Activity Packs** – Supplied with Meals on Wheels and during Home Visits, giving individuals activities that they can complete based on their abilities and personal preferences.
- **Wellbeing Packs** – Mindfulness Techniques and Exercise Plans



Day Opportunities Service

Adapting our Day Opportunities services during lockdown (triggered by the coronavirus pandemic)

The impacts of loneliness in later life has been exasperated by the coronavirus pandemic.

During the initial lockdown period we saw:

- an increase in the onset of dementia,
- an increase in loneliness, depression and anxiety
- a deterioration in physical health

amongst clients who would normally access our Day Opportunities Service.

This led us to keep the Day Opportunities Service open during the following lockdowns and to introduce personal fitness tests for all clients to inform their care plans and reduce levels of frailty.

We know home-based services alone cannot address all our social and emotional needs. We are social animals who benefit from peer support to **tackle loneliness by giving us a sense of belonging, build our support networks, improve resilience and enable us to stay connected.**

Attending the day opportunities service allows us time to support clients with their **confidence to better manage their health and wellbeing.** As well as providing carers with support to manage their caring responsibilities.



'It's been a big change. I miss my friends at Rainbow, it's my social life, so I didn't know what I'd do when it closed. I've felt a little depressed and had a cry'. 'But I'm so glad to see a familiar face at the door for my visits and the meals have been really good too.' Margaret, aged 94

Day Opportunities Service

Service statistics, pre and post covid

Service statistics

March 2019 (pre coronavirus pandemic)

- 53 clients attending
 - Age
 - 83% of our clients are the old elderly (over 75's)
 - 26% of which are aged over 90 years old
 - Disability
 - 100% of clients had at least 1 disability
 - 55% of our clients have dementia
 - 44% are affected by frailty and mobility issues
- 50% had a care plan in place
- 58% utilised our community transport to access the service.

By October 2019 (end of the reporting period)

- 24 clients attending

Principal reasons for lower attendance was covid anxiety, followed by restrictions on attendance due support bubble sizes and restrictions by other providers (where mixed care packages are in place).

Reason for Clients Joining the Day Opportunities Service





‘My life has been made 100% better. I feel well supported by everyone and receive good food and good company.’

‘The transport to and from the centre is brilliant and I enjoy the sights on the way. The Community Agents are very helpful and go above and beyond.’

‘My birthday here was excellent. Staff are great listeners’

‘I wished I had known the Rainbow Centre was here before because when you live on your own you start to neglect yourself. Coming to the centre has changed my life totally as I have made new friends.’

Billy, aged 89



Carers' feedback

My husband's mood is lifted by coming to the centre. When he doesn't attend he can be quite aggressive and angry. When he's at the centre he likes the attention he receives and is much happier when he comes home'.

'The Rainbow Centre offers dad the care he needs but it also gives him so much more. He has something to get dressed for and is always ready before the bus arrives. He's made some great friends and enjoys being part of the community again. It's something for him. He is visibly happier'

Mums conversation after being to the centre is better. Mum has lots to talk about and can remember most of the activities she has done.

Community Wellbeing Service

our flagship foundation service _ *reach, understand and support*



Our 'Community Wellbeing Service' has been developed in collaboration with Betsi Cadwaladr University Health Board (BCUHB) and Public Health Wales, building on a successful model developed by Gloucestershire County Council and Gloucestershire NHS.

The Service ensures we provide a powerful model for effective person centred Social Prescribing which:

- follows best practice regarding Individual Approaches to Behaviour Change and 5 Steps to Wellbeing
- gives people greater control to manage their health and wellbeing
- complements existing services
- builds the capacity of the local voluntary sector eco system to meet needs in places that are familiar and accessible to local communities
- is aligned with the Wrexham wide Social Prescribing model and wider regional initiatives

If we can make more people happier and healthier, it will lead to more effective and efficient tiered services for all.

Social Prescribing Service

part of our flagship foundation service _ *reach, understand and support*

A fifth of people who go to see their doctor have social problems which result in poor health, anxiety, low mood, grief, loneliness or financial worries.

‘Social prescribing is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services. Recognising that people’s health is determined primarily by a range of social, economic and environmental factors, social prescribing seeks to address people’s needs in a holistic way. It also aims to support individuals to take greater control of their own health.’ (***Kings Fund definition***)

A Social Prescription can:

- motivate patients to care for themselves better and thus need interventional care less.
- reduce the use of health service resources in patients with long-term conditions who use it most.



Social Prescribing Service

part of our flagship foundation service _ *reach, understand and support*

The Social Prescribing Service is funded through BCUHB and operates out of all GP Surgeries across Wrexham, accessible to patients 18 years old and older.

In light of covid restrictions, face to face sessions were replaced with telephone consultations in late March. In April and May there was a drop in referrals as telephone consultations were established.

By June, the service had established a direct referral route for patients and referrals were increasing due to an increase in the need for mental health and wellbeing support as a result of the pandemic and it's negative impact on peoples lives.

During this reporting period, the service:

- supported 516 individual patients
- held 1414 patient appointments
- saw patients moving from 'probable depression' to 'average mental health' (SWMWBS Evaluation tool), which is supported by case studies.



Social Prescribing Service

Feedback

Case Study: a patient presented with chronic anxiety, depression and relationship issues. Together we identified that her behaviour had become chaotic which had led to a pattern of self harm and emotional dysregulation.

Interventions:

- **Talking Therapy** to consider the core emotions and challenges in the patient's life; to enable her to better manage emotions and adopt non-confrontational communication methods.
- **Wellbeing Plan** developed to establish routine/ coping mechanisms to assist with feelings of depression – regular review of this during following sessions.
- Introduction of the use of **Mindfulness** for depression/anxiety – assist the patient to build this into part of her weekly routine.
- **Signposting** to resources and services for self-harm and Cognitive Behavioural Therapy as a longer term coping mechanism.
- utilising **Motivational Interviewing** to review progress and support with sustaining behavioural change.

Outcome: Patient adopted better wellbeing routine based on support provided which improved her health and wellbeing.

Patient Feedback: 'I feel more in control of my life and happier.'

Feedback from Beechley Medical Centre

The Social Prescriber provides a brilliant service for our patients, we frequently get GP's who have spoken to patients with a range of different social problems, anxiety or depression asking us to book them in for a consultation, with each patient finding the service really beneficial.

We had a patient who was recently bereaved, in addition to suffering from anxiety and depression, comment on how easy it was to talk to the Social Prescriber and what a difference it made to her in dealing with the bereavement and her depression.

Another patient who was suffering with increased low mood and anxiety due to the COVID pandemic found regular sessions with the Social Prescriber really helpful. Loneliness, is another area where the Social Prescriber can help, either for someone to talk to and some reassurance or whether they need some guidance/direction to connect to groups.

We all feel that the service provides a great support and we regularly signpost patients to the service.

Secretary, Beechley Medical Centre

Community Agents Service

part of our flagship foundation service *_ reach, understand and support*

Wrexham County Borough Council (WCBC) currently fund 12 Community Councils to deliver their community agent service via a shared Consortia. The Consortia was initially established by the Rainbow Centre with support from the Association of Voluntary Organisations in Wrexham (AVOW) as an innovative response to delivering a consistent service for rural community councils who did not have the human resources or specialist skills to manage the community agents directly.

The Consortia's Community Agent Service is an effective model of delivery in supporting the over 50's across Wrexham to:

- access services and support locally,
- to reconnect with their local community,
- to support better mental health and wellbeing, and maintain peoples independence,
- to build more resilient local communities.

CA's directly support clients with:

- accessing support and services, including home care, OT support
- benefit maximisation
- prescriptions and supplies
- accompanying clients to hospital appointments or introducing them to social groups
- supporting people to connect with others using digital technology



Community Agents Service

part of our flagship foundation service _ *reach, understand and support*

Service outputs from direct casework

- 742 people supported
- £130,000 raised in income maximisation through benefit claims, predominantly for Attendance Allowance (AA), Universal Credit (UC) and Personal Independence Payments (PIP)
- Referrals made to services supporting:
 - **falls prevention** (mobility aids, falls assessments and falls team referrals)
 - **income maximisation** (benefit checks, and appeals and tribunals)
 - retaining independence (telecare, community alarms, OT assessments, home care)
 - **reduction in loneliness and social isolation** (peer support groups and volunteering, befriending services)
 - **health improvement** (local surgeries, community nursing teams, mental health teams and hospital discharge, pharmacies)



Community Agents Service

part of our flagship foundation service *_ reach, understand and support*

Community Agents Response: Covid-19

The Rainbow Centre, Community Councils within the Southern Consortia, and a growing team of over 100 local volunteers came together to directly support people who were self-isolating or in need of help.

A leaflet was printed with support from Right Sort Mailing Ltd and hand delivered to every household across the 12 areas setting out what support was on offer and how you could contact the service for support or to enroll as a volunteer. At the same time guidance on infection control and risk management was provided to all volunteers and community council leads as well as access to DBS checks.

Community Agents, with support from local volunteers, provided help with:

*shopping, *prescriptions, *befriending calls *accessing meals on wheels

Community Agents also provided in-depth support, including:

*organising home care, *getting specialist equipment installed, *ensuring those who were vulnerable had all the resources in place to safely self-isolate.

During this time, the Rainbow Centre attracted additional funding to employ a Volunteer Coordinator to support the volunteers, as well as funding to establish a Meals on Wheels Service.



Take every precaution to ensure you have no physical contact (2m distance).

IF YOU'RE FEELING ILL.
If you have symptoms of Coronavirus (COVID-19) are recent onset of:
Fever
Cough
Sore throat
Loss of taste or smell
If you are experiencing any of these symptoms, please contact your GP or NHS 111. Coronavirus (COVID-19) will be a mild illness. If you are experiencing any of these symptoms, please contact your GP or NHS 111 or 999 if you are struggling to breathe.

One of the simplest things we can do is keep eye on each other. Would you consider becoming a Community Buddy to keep an eye on a small number of people in your immediate area and pass on their requirements to us? We will coordinate local volunteers to provide direct, local services to assist with shopping, dog walking and signposting to other available services as necessary. Our intention is that the role of a Community Buddy should be a light touch. Please let us know if you can help with this. And if you can we will deliver you some information to assist you in this role. If you know of anyone who'd like to volunteer for this ask them to email maelorsouthhelp@gmail.com or telephone 07562 244 328

HOW TO KEEP YOURSELF OCCUPIED DURING SELF ISOLATION.

- Try to keep as active as you can whether that is gardening, or spring cleaning
- BBC have a free coach to the app to get out running
- Try cooking with recipes online such as www.bbc.co.uk/food/
- For children's crafts try online websites such as www.activityvillage.co.uk/crafts/
- For adult crafts try online websites such as www.unleashthecreative.com

You can still participate in gardening and keep yourself busy with reading, doing puzzles, games, drawing, writing, such as poetry and don't forget we can still pick up the phone and chat with family, friends and your community agents on 01948 830 242.

If you are feeling anxious and unable to cope please contact your local GP Practice or that they can put you in touch with a Social Prescriber

NORTH WALES POLICE SERGEANT Luke Hughes: "Could I ask you be more vigilant when asking for support, there is going to be cases where those self isolating will get targeted for fraud and theft offences. I FULL SUPPORT COMMUNITY HELP I'm a police officer and looking at the potential for target community members. Going forward I'm looking at ways to protect us all in times of need. If you have unknown persons on your doorstep offering to do shopping trips etc, please think first don't give cash in advance or your card and PIN number, but we need to look out for each other"

By arranging services via the Rainbow Centre or people you know we can all support each other to stay safe.

Maelor South Community Response: Covid-19
support group formed by the Rainbow Centre, Maelor South Community Council (Penley and Bettsfield) and local Volunteers

Maelor South Community Council and the Rainbow Centre are working in partnership to support you if you are self-isolating and need help, please contact us if you need:

- Advice and Support to access local services including home care
- A Chat on the Phone (or at your front door) if you are living alone
- Shopping Services
- Collecting Prescriptions
- Dog Walking
- Meals on Wheels
- Posting Mail

If you would like any support now or in the future please get in touch with,
Community Agents Mobile:
Pat 07873 422911 Jackie 07542 479263 (Mon-Fri)

Can you Volunteer?
contact Lynda at Maelor South Community Council
maelorsouthhelp@gmail.com

WHO WILL DELIVER ESSENTIALS LOCALLY?
As of 24/03/2020 there are some of the shops that are offering delivery services to you locally, but this list may change:

- Penley Stores, 01948 830 922 (Penley deliveries only)
- Hammer Stores, 01948 830 548 (free delivery to Hammer, Brington and surrounding villages and hamlets. Cash, cheques and BACS accepted)
- Home Farm, Erbstock, 01978 710141
- ME Evans Butchers, Overton, 01978 710342
- Brington Village Stores, 01948 780 405

Open for collection / take away only

- Hammer Arms, take away (pm and weekends) 01948 830 458
- J. Roberts Butchers in Hammer, 01948 830 248

For more information on services still operating locally to you or to arrange support with a delivery contact your Community Agent or local Community Council

Or follow the Facebook page
<https://www.facebook.com/CommunityWellBeingService/>

RAINBOW MEALS ON WHEELS (Monday-Friday)
2 COURSE DINNER - HOT MEAL AND PUDDING + 65 PENCE DELIVERY
ADD A TEA TIME PACK - 2 COURSE DINNER PLUS A SANDWICH AND CAKE + 1.00
01948 830 730 TO ORDER

Community Agents Service

part of our flagship foundation service *_ reach, understand and support*

The impact of covid-19 has only enforced the importance of the Community Agent Service in dealing with requests for localised support when people are in need.

The service has enabled us to strengthen how localised support can be mobilised effectively for the benefit of its immediate community - bringing the Rainbow Centre, local community councils, CA's and local volunteers together.

The work of the Community Agents during this period was recognised through the Covid 19 Community Award from AVOW, we were also commended by partner agencies as well at Westminster by our local MP.

Community Agents have continued to directly support the Social Prescribers, as well as working alongside social workers, occupational therapists, mental health workers, community nurses and other front-line health and social care services.

We recognise that our Community Wellbeing Service model addresses gaps in support across Health, Social Services and where family support is missing locally.



Rainbow 'Meals to You'

'Meals to You' began in March 2020 in response to lockdown restrictions, operating across South Wrexham, supported by a team of volunteers delivering the meals and conducting wellbeing checks.

Service overview:

- 100 households a week initially supported
- 40 registered volunteers
- initially included welfare packs to encouraging physical and mental activity
- allowed us to engage with the community to check on their health and well-being and escalate to community agents if concerns arose.

'I was longing to support the community during this crisis. I had been previously volunteering to support the monthly lunch club at Rainbow, so when it stopped I saw this as a way to continue to support people'. 'through delivering the meals I've met many new people, but I've also got to keep in touch with the lunch club'.

Rod Doulton, Volunteer



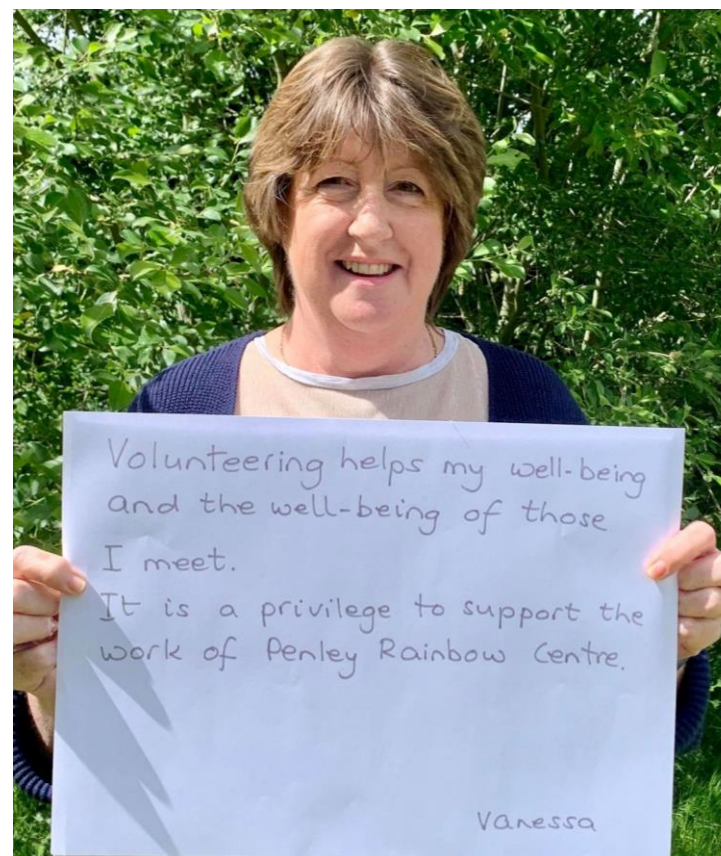
Volunteering

Direct Interventions – focus on enhancing and developing relationships, and building self-confidence

What a year for Volunteering! We have been astounded by peoples' generosity and the support we have received both from individual volunteers and via community council area-based groups across South Wrexham who we have worked closely with to reach those most in need and to deliver critical services!

'Our army of Buddies and Volunteers are doing so many things within the community to help everyone who is in the vulnerable category, those who are self-isolating and now those who are shielding'. 'Befriending and checking in with their neighbours to make sure they have everything they need. And, via the Volunteers, there are daily pickups and deliveries for supplies and prescriptions'. **Charlotte Copeman, Volunteer Coordinator for Overton**

'We have seen how our community volunteers can come together to help others. Our group has now grown to 23. It has been great to see other members of the community step up and want to help (with food bank collections, prescription deliveries and meals to you deliveries)'.
Jackie Grice, Volunteer Lead, Bangor on Dee



Staying connected

VE Day Celebrations

Whilst many local communities celebrated the 75th anniversary of VE Day together, some of our Rainbow regulars were shielding and feeling extremely isolated and vulnerable.

At this time, despite being provided with home care, a lot of our clients were struggling to adjust to shielding restrictions, they were missing their friends and the sense of belonging and purpose that coming to the Rainbow Centre gave them.

So, we visited many of our regulars in the rural villages of Hanmer, Overton, Bangor on Dee, Marchweil, and Penley with professional singer, Rebecca Roberts, who performed 'We'll Meet Again', 'White Cliffs of Dover' and 'Pack up your Troubles', whilst volunteers delivered meals on wheels and VE Day themed cupcakes.

Staying connected is one way to promote good mental health and wellbeing and remind clients they are not alone.

The initial lockdown taught us that **no one, no matter how old, wants to remain in permanent lockdown.**



'It really warmed my heart to see so many smiling faces and to be part of something so special'. Rebecca



'it's so wonderful, it's made my day.' Peggy, aged 92

Peer support groups

Direct Interventions – focus on enhancing and developing relationships, and building self-confidence



Befriending and Peer Support Groups

Loneliness is a bigger problem than simply an emotional experience.

Research shows that loneliness and social isolation are harmful to our health: lacking social connections is a comparable risk factor for early death as smoking 15 cigarettes a day and, is worse for us than obesity and physical inactivity.

Loneliness increases the likelihood of mortality by 26%. Our dispersed population and lack of public transport has only exasperated this problem.

We delivered 548 social interest group session prior to lockdown, including:

- Tuesday Art Group
- Pilates
- Rainbow Singers Choir
- Knit, natter and crochet
- Craft and create
- South Maelor Adventurers
- Shopping trips

As we moved into lockdown these groups ceased to meet in person but many have established contact virtually or stay connected via our Community Agents service.

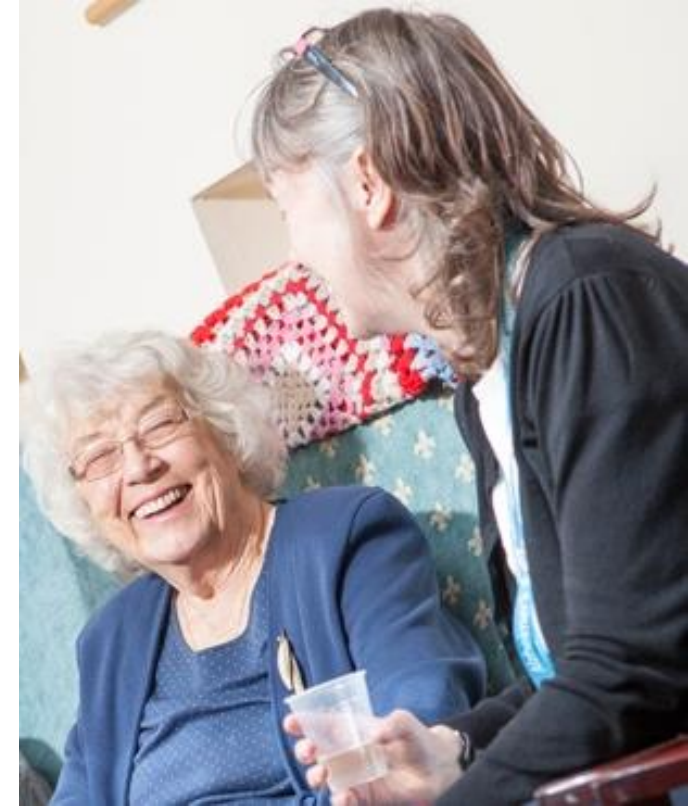
Carers Group

One support group that has remained running throughout this reporting period is our Carers Support Group, which is ran by the Community Agents.

The group was established following on from local carers attending the Alzhiemers Society 'Carer Information and Support Programme' (Crisp) delivered in partnership with the Alzhiemers Society.

The programme is designed to give family members an understanding of dementia and give them support and guidance on how to help a person with dementia.

Due to the positive feedback from the course the Carers Support Group was set up. These are monthly meetings for people to come together and have ongoing peer support from each other.



Delivered in partnership with the

Finances

BALANCE SHEET 2019/2020

From : Month 1 November 2019
To: Month 12 October 2020

	Year to Date	
Fixed Assets		
Motor Vehicle	14977.18	14977.18
Current Assets		
Debtors	21,568.40	
Prepayments	1,090.24	
Cash In hand	1,141.26	
Bank Accounts	178,990.97	202790.87
Current Liabilities		
Accruals	95699.03	
Creditors	9326.88	105025.91
Current Assets less Current Liabilities		97764.96
Total Assets less Current Liabilities		112742.14
Capital and Reserves		
Capital and Reserves	74500.00	
Funds	5721.16	
P & L Account	32520.98	
Total Assets less Liabilities		112742.14

PROFIT AND LOSS 2019/2020

From : Month 1 November 2019
To: Month 12 October 2020

DESCRIPTION	INCOME UNRESTRICTED	INCOME RESTRICTED	UNRESTRICTED EXPENSES AND OVERHEADS	RESTRICTED EXPENSES AND OVERHEADS	TOTAL
Day Opportunities Service Fees/ Wrexham	98000				
Day Opportunities Service Fees/Private	22418.88				
Day Opportunities Additional Charges / Income	7744.18				
Home Care	4460				
Room Hire	1642.5				
Café Sales	10552.07				
Befriending Peer Support Groups	2933.4				
Grants		5600			
Community Agent Contract		54769.25			
Social Prescribing Contract		56000			
Meals on Wheels	11819.01				
HMRC Furlough		8259.51			
Covid Funding	25000	1660.04			
Steve Morgan Covid funding		14795.01			
WCVA Funding		10265.32			
Donations Received	27593.91				
Other	2572.48				
Total income	214736.43	151349.13			366085.56
Café Food			2841.82		
Day Opportunities Food			8083.25		
Befriending Project Resources			2864.95		
Rent and Rates			1238.5		
Utilities - Heating, Electricity and Power			4358.97	1500	
General Expenses			3030.53		
Day Ops Sundry Expenses			4236.43		
Staff Expenses			733.69	2288	
Staff Training			6747.95		
Advertising & Marketing			2222.87		
Printing and Stationery			2751.49	1000	
Telephone and Computer Charges			7553.05		
Office Furniture			4243.17		
COVID Expenses			1112.46		
Equipment Maintenance			1512.64		
Vehicle Expenses			3369.85		
Building Maintenance			2422.31		
Insurance			1608.03		
Gross Wages			120082.62	143561.6	
Professional Fees (Accountancy and Consultancy)			2225.44		
Vehicle Depreciation			1974.96		
Total expenditure			185214.98	148349.6	333564.58
Net Profit / (Loss)			29521.45	2999.53	32520.98

Notes on Financial Statement

Accounts

Independent Examiner for year ended 31/10/20:

David Cheeney, 18 Friars Mews, Bangor on Dee, Wrexham LL13 0AX



Reserves

The Management Committee have reviewed the level of reserves and they consider that the level of reserves will provide a buffer for uninterrupted services for approximately three months and that it is at an adequate level in relation to our operations and future liabilities enabling us to run our services for 3 months, which would cost £90,000.

Debtors

We run a month in arrears with Debtors which equates to approximately £10,000 per month to draw on.

Financial Performance

The impact of the coronavirus pandemic has resulted in us losing income from all our social group sessions, room hire and seasonal fundraising events. With the community café making a loss each year, a decision was taken at the start of the pandemic to close it.

Our income has increased by £54,000 from last year due to us receiving Covid Emergency Grants from the Steve Morgan Foundation, WCVA and Cadwyn Clwyd which enabled us to employ a Volunteer Coordinator and additional care staff so that we could support clients and volunteers through the pandemic and establish a meals to you service. We also received a small increase in the Community Agent contract to cover 3 additional community council areas. Expenditure has also increased and is a reflection of the extra costs associated with how care services need to be delivered safely in light of strict infection control procedures and an increase in staff numbers. A smaller grant from NFU Mutual was received and donations from local groups including Whitewell Church and families of some of the people we support. The large IVECO minibus remains sponsored by Maelor Foods, this has enabled us to keep the bus on the road as repair costs have risen sharply this year, suggesting the bus will soon need to be replaced.

The following actions will be taken to ensure our income remains steady:

- Ensure we continue to attract new clients to our Day Opportunities Service (now operating from 2 hubs) via Council Contracts with Wrexham Council, Shropshire Council and Private Clients
- Explore the financial viability of establishing a Transitional Step up/Step down Respite Care unit
- Continue to attract Grant and Contract Funding which fits with our Vision and Strategic Approach
- Continue to gain support from local business with an interest in the local community.

For the year ahead

We will need to take into account additional costs of staff training and development, as the Rainbow Centre continues to grow we want our staff to grow with us. Our larger mini bus needs replacing if our community transport services is to continue. We will also need to continue to develop new ways of working to ensure we respond to the needs of the community whilst acknowledging the impact of the pandemic on our practices.

Looking ahead



- **Continue to positively influence the health and wellbeing of our communities**
- Our staff and volunteers are our greatest asset, we want to ensure we invest in their training and development.
- We will continue to develop services in line with our Strategic Approach including:
 - Extending our Community Transport Service
 - The launch of Rainbow's new Domiciliary Care Service
 - Register with the Care Inspectorate Wales
 - Extending our reach by developing new services running from our 2 hubs at Penley and Marchwiell
 - Investigate how we can develop the Rainbow Centre site to include a step up/step down facility
 - Encourage our communities to be:
 - dementia friendly,
 - resilient against poor health and frailty and
 - stay connected
 - deal with the impact of long covid.

Employee Resources

Hon Vice Presidents:

Robert Williams and Abigail Tudor

Trustees

Blanche Bird

Diane Wilson (Treasurer)

Geoff Mason (Chair),

Cllr John McCusker

Paul Whittaker

Rona Williams (Secretary)

Cllr. Rodney Skelland

Toni Slater

Finance Officer

Jane Wrench

Administration Officer

Carla Nixon

Chief Officer

Caroline Tudor-James

Operational Manager

Geraldine Vaughan

Day Opportunities

Lisa White, Ella Jartynski,

Mary Kershaw, Eden Mosley,

Angela Whittall, Kathleen Edge

Kitchen

Lindsey Jones, Rebecca Griffiths

Communications and Marketing

Vicki Coombe

Community Wellbeing Service

Community Agents

Jane Bellis, Julie Birrell, Carys

Hughes

Social Prescribers

Dawn Ratcliffe, Ellie Vaughan, Zoe

Winstone, Megan Downes

Volunteer Coordinator

Janina Kaye

Independent Auditor

D M Business Services

18 Friars Mews, LL13 0AX

Bankers

Santander, L30 4GB

HSBC, SY11 2S

Thank you

We have been overwhelmed by all the acts of kindness over the last 12 months and remain grateful to all our supporters who made generous contributions to our work during 2019-2020. These include: WCVA, The Steve Morgan Foundation, Cadwyn Clwyd, NFU Mutual, Maelor Foods, local Community Councils, Whitewell Church, J & R Millington Ltd, Pippo's Bakery, Kellogs and TKMaxx Wrexham, as well as all our fabulous community champions and volunteers.

Your support provides a lifeline to many of our service users, enabling us to keep our bus on the road, provide new opportunities for service users, and ensure no one is left housebound, lonely or isolated.

You can Support us in many ways including by:

- **Volunteering**, to discuss opportunities please contact us directly
- **Following** us on **Facebook** <https://www.facebook.com/penleyrainbowcentre/>
- **Fundraise** to support our work

Visit our **Website** at: <https://www.rainbowcentrepnley.org.uk/>



