



**The Rainbow
Foundation**

Annual Report

Nov 2020 – Oct 2021

charity number: 1100479

www.therainbowfoundation.org.uk





The Rainbow Foundation

is an active ageing charity

working to improve the health and wellbeing of our communities

Our Vision

age friendly community in which people, as they grow older, achieve their full potential, and 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

to provide outstanding services and facilities that empower people of all ages to retain as much independence as possible with an emphasis on rights, value and contribution

to support 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



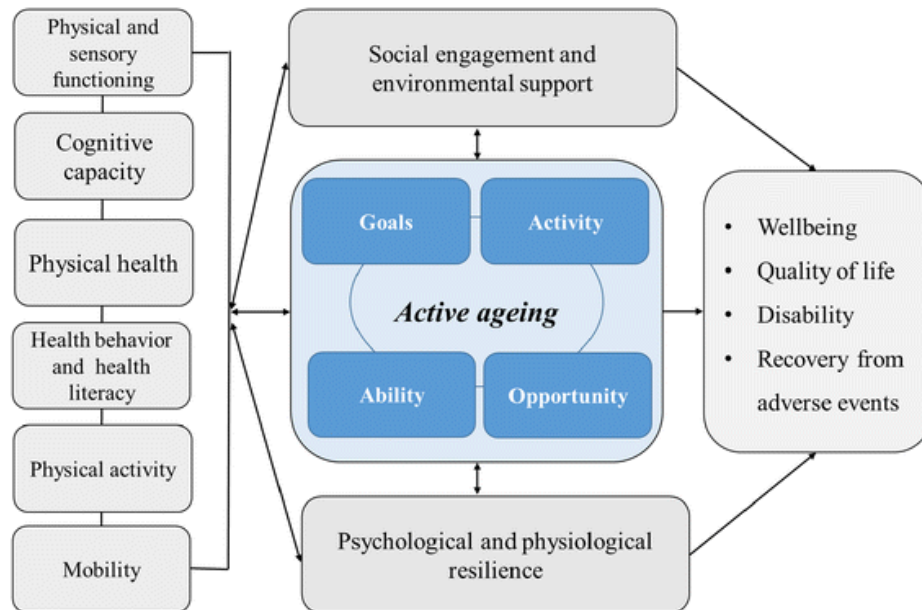
What do we mean by Active Ageing?



Determinants of active ageing ...



and it's relationship to 'what matters'



Developing our services

- in line with your strategic approach



Day Opportunities



Active Futures



Rainbow Care & Support



Rainbow Meals



Community Wellbeing Service



Community Transport



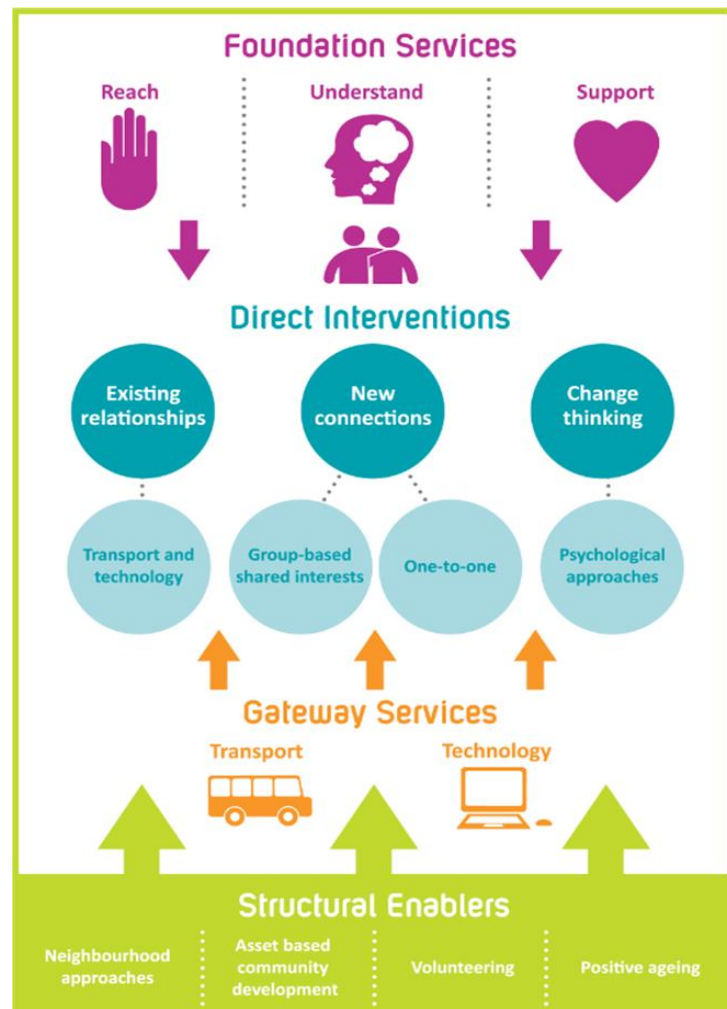
Rainbow Groups



Community Classes



Facility Hire





Day Opportunities

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

DAY OPPORTUNITIES

Providing
social care
through
dignity



movement



self-care



nutrition



social interaction

200,000

older people have not
had a conversation
with friends or family
for over a month

Our Day Opportunities
Service focuses on
**enhancing and developing
relationships**, and
building self-confidence
to enable clients to better
manage their health,
wellbeing and self-care
while combating loneliness.

 Day Opportunities provides

- social interaction
- connect you with your local community
- medication support
- frailty tests
- personal care and hygiene
- hydration & nutrition

working to keep
the **mind** active
and the **body**
strong

Day Opportunities Service

we supported 65 clients with complex needs

*through the delivery of 442 Day Opportunities sessions
across 2 locations*

Why did people access our day opportunities service?

- increase social networks and reduce loneliness and isolation
- improve physical activity
- increase mental stimulation

Average age/s of service users

- 90% aged over 75 yrs old (83% previous year)
- 20% of whom were aged over 90 yrs old

Disability and frailty of clients

- 100% had one or more disability (consistent with previous year)
- 78% had a dementia diagnosis (23% rise from previous year)
- 50% used a wheelchair or walking frame (6% rise from previous year)
- 70% were classed as frail

Transport needs - 48% required transport to attend

Across the day opportunities service we have seen a rise in the age and disability of our service users; both factors can act as a barrier to effective participation in society on an equal basis with others.



Rainbow Care & Support

Direct Intervention – enabling clients to better manage their health, wellbeing and self-care.

Bringing our award-winning standard of service direct to peoples' homes

RAINBOW HOME CARE & SUPPORT



Home Care & Support Service

In 2021, in response to the local care crisis in rural South Wrexham we launched Rainbow's quality Home Care and Support Service.

During this year, we have registered with the Care Inspectorate Wales, whilst:

- *being able to support 11 clients with home care*
- *providing 270 scheduled visits,*
- *supporting with 2,985 care tasks and 390 incidences of support with medication*

Now we have registered with the CIW we plan to expand the service to meet local need.



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Through Rainbow Home Care & Support, we bring our **award-winning** service direct to your door.

With high standards of support tailored around your **individual needs**, we are confident that we can provide a service that is as **unique as you are**.



care at home



support in the community

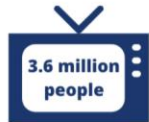


independence

more than just home care

At The Rainbow Foundation we understand the importance of social interaction.

That is why our Rainbow Home Care & Support not only provides the support you need at home, but it also enables our clients to get out and engage with their local communities and / or explore interests and hobbies.



consider the television to be
their main source of company



Community Wellbeing Service

Providing support and advice through community outreach and social prescribing

SOCIAL PRESCRIBING

COMMUNITY OUTREACH

VOLUNTEERING

COMMUNITY
DEVELOPMENT

S O C I A L P R E S C R I B I N G

Free to all patients registered to a Wrexham GP

A Social Prescriber can help you establish what matters to you and provide you with direct support to reach your health and wellbeing goals.

We have successfully supported our clients through a wide variety of challenges including:

Social
Isolation

Mental
Health

(incl. anxiety, depression &
low self esteem)

Life limiting
conditions /
chronic pain

Finance &
Employment

Bereavement

“
I can't tell you how
helpful you have
been, I feel so much
better now, happier
and more in control
after your help
”

feedback from client



Social Prescribers can help improve your:



poor
health



loneliness



low
mood



grief



financial
worries



anxiety

Social Prescribing Service

The Social Prescribing team continue to conduct 1-2-1 consultations virtually:



- *supporting 433 individual patients*
- *through 1,593 sessions being attended by patients*

to addressing 'what matters' to them.

- *78% of patients presented with 3 or more concerns*, most common concerns were:
 - mental health (anxiety, depression, stress)
 - bereavement and
 - loneliness and social isolation
 - finance and employment
 - life limiting conditions and chronic pain

- *50% of patients received talking therapies directly from the SP team* to deal with mental health issues including anxiety and depression

- *220 social prescriptions* were made to other agencies and services

- *established support group groups addressing bereavement and the menopause.*

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COMMUNITY AGENTS

a free service



Our Community Agent service supports over 50's across Wrexham.

TOGETHER, WE CAN HELP YOU:



access
services and
support



reconnect with
your local
community



improve your
mental health
and wellbeing



strengthen
community
relationships
& services

Our Community Agents directly support clients with:



income
maximisation
(benefit &
debt support)

connecting
with others
using digital
technology

signposting to
appropriate
services

applications
and claims to
access
services

establish local
clubs &
activities

reducing
social
isolation

Community Agents Service

Service outputs

- **1,112 contacts** with individuals (through 1-2-1 support and casework and group sessions)
- **503 home visits** took place
- **114 older people supported with complex casework**
- **Over £72,000 raised in income maximization** (benefit and debt support)

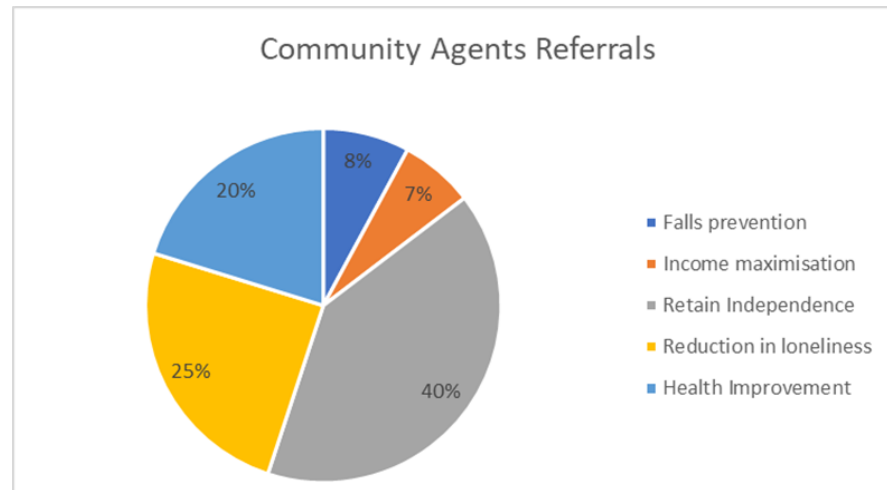
Peer support group sessions delivered included:

- **Lunch clubs in Penley and Marchweil, where 425 meals were served**
- **Mindfulness walks across the Consortia, with 64 attendees**
- **Art Group/s, with 62 attendees**
- **Carers group, with 17 carers supported**

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Community Agents Service

- 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)



3 Main Referral types:

40% of referrals were for retaining independence, included Meals on Wheels, Warm Wales and Occupational Therapy.

25% referrals supported clients in addressing loneliness and isolation

20% people were signposted to services to meet their physical and mental health needs.

Volunteering

Volunteers bring so much to the work of the Rainbow Foundation, which is why we were thrilled to confirm that our Rainbow Meals volunteers won an award, from the High Sheriff of Clwyd.

The award is in recognition of the vital work selflessly carried out by volunteers during the pandemic to support the communities across South Wrexham.

*In the last year,
our volunteers delivered 2028 meals to the
local community of South Wrexham!*



Why we volunteer?



Brendan volunteers with our Rainbow Meals delivering meals to our clients in the community. Brendan also picks up clients to attend our lunch clubs and groups so they can get out and meet new friends.

"I didn't know the Rainbow Centre until early this year when I was referred to them to help me with my bereavement. They were kind and sympathetic - it had only been a couple of months since I had lost my partner. I was lost, didn't want to stay at home and would drive off most days to different places and sit for hours.

During one of our discussions, I learned about their volunteer services and I asked if I could be considered in a driving role, after all that is what I found myself doing most days.

I was happy to join the Rainbow volunteers, it has helped me and has given me a purpose, something to plan for and a sense of achievement. I feel part of a team who do valuable community services".



Emily volunteers in our Day Opportunities Services as a befriender and helps to set up a range of activities to help with our client's well-being.

What our clients say about Emily

"We look forward to coming to the Rainbow Centre, especially when Emily is here! We have been spending time with her over the last couple of weeks teaching her how to knit, it can be quite entertaining, we do laugh! It's been a pleasure to get to know her and share our knowledge and skills to help Emily learn. She is lovely to talk to and very helpful and kind. Emily is a naturally caring person, and we find her company wonderful".

Peggy Cryer and Mary Jones Day Opportunities Clients



Community Transport

Providing transport across our communities

460 journeys made to enable most vulnerable to access our services during covid restriction



Rainbow Groups

Providing social and learning opportunities
at our Wellbeing Hubs in Penley and Marchwiel

Befriending & 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.

During the last year we ran:

- Carers Group
- Bereavement Group
- Menopause Group
- Mindfulness Walks
- Kint, Natter and Crochet
- Rainbow Singers
- Craft and Create
- Touch for Health



Rainbow Groups



We are pleased to confirm that a number of our Rainbow Groups have been able to restart at both Penley Rainbow Centre and Marchwiel Village Hall:



Rainbow Lunch Club

Why not join us for a two course lunch?
12pm - 2pm on 1st Thursday at Penley
12pm - 2pm - 3rd Thursday at Marchwiel



Knit, Natter & Crochet

Knit, crochet and natter with friends
10am - 12pm on Wednesdays at Penley



Carers Peer Support Group

Shared experiences with practical and emotional support. The group meets monthly on a Monday and the next 5 dates are:
12th July - 9th August - 18th September



Menopause Support Group

A safe place to meet and talk with people who understand how you feel. 6.30pm - 8pm the 1st Monday of the month in Penley (Except Bank Holidays)



Bereavement Support

A safe place to talk and support one another. 11am - 12.30pm the last Wednesday of the month at Marchwiel



Rainbow Art Group

Come and show your artistic side!
9.30am - 11.30am on Tuesdays at Penley



Active Futures

Physiotherapist led strength and balance exercise classes. Available in Chirk, Marchwiel, Penley and Pwllheli.
Contact us for more information.

Finances

Finances

BALANCE SHEET 2020/2021

From : Month 1 November 2020
To: Month 12 October 2021

	Year to Date	
Fixed Assets		
Motor Vehicle	13002.22	13002.22
Current Assets		
Debtors	127,929.48	
Prepayments	0	
Cash In hand	688.6	
Bank Accounts	61,205.10	189823.18
Current Liabilities		
Accruals	36441.21	
Creditors	16237.75	52678.96
Current Assets less Current Liabilities	137144.22	
Total Assets less Current Liabilities	150146.44	
Capital and Reserves		
Capital and Reserves	90000	
Funds	21304.25	
P & L Account	38842.19	
Total Assets less Liabilities	150146.44	

PROFIT AND LOSS 2020/2021

From : Month 1 November 2020
To: Month 12 October 2021

DESCRIPTION	INCOME UNRESTRICTED	INCOME RESTRICTED	EXPENSES AND OVERHEADS UNRESTRICTED	EXPENSES AND OVERHEADS RESTRICTED	TOTAL
Day Opportunities Service Fees/ Wrexham	169655				
Day Opportunities Service Fees/ Shropshire	3698.1				
Day Opportunities Service Fees/Private	24377.22				
Day Opportunities Additional Charges / Income	21216.14				
Home Care/ Social Services	10949.3				
Home Care / Private	11432.34				
Room Hire	467.88				
Newcis	590				
Befriending Peer Support Groups	5163.45				
Meals On Wheels	10640.25				
Prize Award	3000				
Grants		58939.1			
Community Agent Contract		76170			
Social Prescribing Contract		56000			
Kickstart		8394.91			
Covid Social Care Recognition		16170			
Covid Funding	15000				
WCVFA Funding		59056.53			
Donations Received	2547.7				
Other	4656.49				
	283393.87	274730.54			558124.41
Day Opportunities Food			13260.24		
Befriending Project Resources			3704.55		
Rent and Rates			1213.24		
Utilities - Heating, Electricity and Power			5472.65	1500	
General Expenses			9712.94	2684.31	
Day Ops Sundry Expenses			2078.05		
Staff Expenses			3835.07	1683.6	
Staff Training			1491.13	2000	
Advertising & Marketing			108.5		
Printing and Stationery			2954.33		
Telephone and Computer Charges			10679.37	1481.88	
Office Furniture				1151.81	
Equipment Maintenance			5506.83		
Vehicle Expenses			16238.5		
Building Maintenance			667.2		
Insurance			4243.25		
Gross Wages			159257.91	263632.05	
Professional Fees (Accountancy and Consultancy)			2611.85	138	
Vehicle Depreciation			1974.96		
			245010.57	274271.65	519282.22
Net Profit / (Loss)			38383.3	458.89	38842.19

Financial review



Independent Examiner for year ended 31/10/21: 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 set for the year ahead 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 £130k.

Debtors: We run a month in arrears with Debtors who are individual service users which equates to approximately £10,000 per month to draw on. This year we have also had delays in contract payments from both the health board and local council, resulting in debtors rising from £21k in last years report to £128k in this years; both are trusted customers and we have been assured that invoices will be fully settled as we enter the new financial year.

Financial Performance

Our income has increased by £192k (52%) from last year predominantly due to us extending our day opportunities services to a further site in Marchwiel (resulting in a 70% increase in sales for our day opportunities service) and due to us doubling our grant income. We also received an increase in the Social Prescribing contract to cover the full costs of the service, which had previously been met by our reserves and covid related grant funding. Expenditure has increased by £186k (64%) and is a reflection of the extra costs associated with growing staff numbers and the rising cost of utilities, fuel and food.

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 Foundation continues to grow we want our staff to grow with us. Our larger mini bus also needs replacing if our community transport services is to continue. And 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

- We will strengthen our organisation by becoming a Charitable Incorporated Organisation (CIO)
- Our staff and volunteers are our greatest asset, we want to ensure we invest in their training and development and achieve 'Investing in Volunteering' quality mark which recognises our approach to supporting volunteers.
- We will continue to develop services in line with our Strategic Approach including:
 - Extending our Community Transport Service
 - Growing our new Domiciliary Care Service
 - Grow our approach to Social Prescribing services to act as Community Builders
 - Extending our reach by developing new services in Chirk
 - Investigating how we can develop the Rainbow Centre to include a step up/step down and end of life support facilities
 - Embed quality improvement approaches
 - Adopt Social Return on Investment to evidence value of interventions

Encourage our communities to:

- be dementia friendly
- be resilient against poor health and frailty
- stay connected
- plan for end of life
- resilient against poor health and frailty and
- stay connected
- deal with the impact of long covid.



Governance and Employee Resources

The Rainbow Centre is a Charitable Unincorporated Organisation; governed by our board of trustees. Trustees are selected following an open recruitment process and all trustee positions are voluntary and unpaid.

Trustees

Diane Wilson (Treasurer and Finance lead)
Geoff Mason (Chair and HR lead)
Cllr John McCusker
Paul Whittaker (Legal lead)
Rona Williams (Secretary)
Cllr. Rodney Skelland
Toni Slater (Vice Chair and Safeguarding lead)

Chief Executive Officer

Caroline Tudor-James

Operational Director

Geraldine Vaughan (Registered Individual)

Finance Officer

Jane Wrench

Administration Officer/s

Julie Caulfield / Katrina Chalk

Quality Care Services (home care and day opportunities)

Managers: Lisa White and Risha Newport
(Registered Manager)

supported by the quality care staff
team of health care assistants and
kitchen team.

Communications and Marketing

Vicki Coombe

Community Wellbeing Service

Community Agents

Jane Bellis, Hayley Scott, Louise Pritchard

Community Development

Jackie Tomkinson

Social Prescribers

Zoe Winstone, Lisa White, Joanne Hammond,
Megan Downes

Volunteer Coordinator

Rebecca Griffiths (interim)

Independent Auditor

D M Business Services
18 Friars Mews, LL13 0AX

Bankers

Santander, L30 4GB
HSBC, SY11 2S

Thank you to all our funders including.....

