

Radford Care Group Centre for Care

A Charity and Company Limited by Guarantee

Annual Report 2023-24



**RADFORD CARE GROUP ENHANCES
THE QUALITY OF LIFE AND PROMOTES
THE WELLBEING OF ALL OLDER
PEOPLE**



Company No: 03580266
Registered Charity No: 1073938

Radford Care Group.
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Honorary Officers

Patrons: Jayne Torvill and Christopher Dean

Special Thanks go to the following

The Jones Trust	COOP Community Fund	Nottinghamshire Healthcare Trust
The Skerritt Trust	Barratt David Wilson Homes	Wakeham Trust
Thomas Farr Charity	Notts TV	The Nottingham Community Foundation
The Fifty Fund	Gedling Borough Council	John Lewis Partnership
Volunteers, Members & Friends of RCG	Cartwright Communications	Castle Cavendish
The Radford Academy	Nottingham City Council	Nottinghamshire County Council
Trent Bridge Community Trust	CT4N	My Journey
Park Garden Trail	Hedley Foundation	Diane Jones & Family
Sir Robert McAlpine Company	Carers & Volunteers of our Carers Projects	Nottinghamshire Healthcare Trust
Jane and Chris (fitness, wellbeing, music & comedy)	Brian Ricky	TuVida
Actons Solicitors	CityCare	Right at Home
Steve McGill	St Peters Church	Dance Impactd
Opus Music	Nottingham Girls High School	Ryley Wealth Management

Chief Executive Statement Bev Pearson



Welcome to our Annual Report for 2023/2024 and our continuing story here at Radford Care Group.

A full year for me as the incumbent CEO in January of 2023, this year has been a whirlwind and a steep learning curve, getting to grips with this wonderful charity and all it stands for.

This has been a busy year for us getting used to a new 'normal' and rising to the continuing challenges faced by not only our City but the Country as a whole.

I have worked here since 2015 delivering the Dementia Information Programme but it's only now that I realise the impact Radford Care Group has and continues to have on the community in Nottingham and surrounding districts.

So, I have been busy learning the ropes, getting to know the staff, volunteers, members and Directors and understanding what is required to continue to lead this Charity and for it to remain the exemplar for care.



I have been blown away by the dedication shown by everyone involved at Radford Care Group.

Thank you to our Board of Trustees, Chair - Craig Staten-Spencer, Philip Handley, Mike Taylor, Penny Keith, Kevin Broughton and Shehnika Zaya. Your trust and support in allowing me the opportunity to drive forward a 'plan of action' to try and grow the charity in

the midst of all the challenges we face. I would like to thank them all for giving their time and believing we can still thrive despite a few bumps in the road.



Radford Care Group have a team who care and want the very best for all those who use our centre. Understanding the needs of older people and being person centred, advocating choice and control.

Our staff and volunteers work tirelessly to make everyone's experience here a pleasurable one. Supporting their needs, improving both their physical and mental well-being whilst ensuring their carers and loved ones get a break and time to themselves too. Supporting independence so people can stay in their own homes for longer, reducing hospital admissions and unnecessary visits to the GP.

One carer said: "I felt I was getting to the point that I could no longer cope. I have health issues of my own so looking after my wife 24/7 was taking its toll. Having a break every week whilst my wife goes to the centre has made such a difference, she is enjoying other people's company and I can have a break.... I love having the day to myself" "I want us to stay together for as long as possible it upsets me to think of her having to go into care, even for a week."

We know all too well the impact the pandemic had – but over 4 years later and during this reporting year we have further challenges with the cost of living crisis. Everyone wanting more for less.....

Working together increases the reach all our services need and I believe we can have. I have been encouraged by some of the partnerships that have developed thus far and look forward to many more.

More and more we are finding this statement paves the way to support the demands on both health and social care, ultimately reducing unnecessary interventions and therefore saving money.

Whilst supporting the prevention agenda we still find more and more older people coming to our services who are living with debilitating illnesses and long-term conditions, many leaving it very late before asking for help. We are also waiting much longer for referrals via the professional route but we will, and do, always try and accommodate those who need us.

We are extremely fortunate to have an excellent care manager – Nora, who leads our day service and carefully plans and supports those needing help as well as providing reassurance and acting as a confidante to many carers.

Nora and the team, Mandy, Mel, Amanda, Charlene, Tammy and Dean have worked tirelessly to meet the needs of all those who attend the centre that are living with long term conditions, including dementia.

Getting to know individuals, their families and carers to offer the best we can for everyone's wellbeing and peace of mind, they are the 'beating heart' of the centre. Saying a thank you does not seem enough for what they all do day to day.

We have been blessed this year to also support a Health and Social Care Student Aysha. Joining us to gain experience to further her studies, Aysha has soon become part of our team. Seeing her grow in confidence and interacting with our members is a delight. Her experience here will be invaluable as she moves into employment after her studies.



"Thank you to Radford Care Group for being so caring, patient and thorough. You have done so much to help my parents I cannot thank you enough.....you are incredibly helpful, caring and knowledgeable. I am so grateful for the wonderful work you do. You manage to be very professional but never forget about the people behind the condition you are dealing with, including the carers."

At the centre we provide care and support, encouraging inclusion and engagement with cognitive stimulation, support with dexterity, reminiscence, physical activities and so much more.

As already mentioned, we support Adult Social Care and Health as well as the NHS to help older people to continue to live independently and safely within their own homes. This means reducing the risk of deterioration, depression and loneliness, which so easily leads to a crisis-interventions, hospital admissions and follow-up social care involvement. Everyone's well-being is our priority.

"Research has linked social isolation and loneliness to a variety of physical and mental health conditions: high blood pressure, heart disease, obesity, weakened immune system, anxiety, depression, cognitive decline, Alzheimers disease - even death." - National Institute on Ageing.

Alongside our staff we continue to be supported by a dedicated team of volunteers.

Heartfelt thanks go to Jan, Sue, Kate Andy, Kath, Mary, Chris, Marie, Elaine and Jane for your continued dedication, enthusiasm and eagerness to support us. The skills they bring to the centre whether supporting groups or

showing off their artistic prowess never fails to impress.

Our members board – Sandra, Kath, Jill, Diane, Julia and Lindsay oversee how we operate, advise and lend support to improving outcomes both at the centre and with the outreach work we continue to do with our dementia programme – trusted supporters of, and advocates for Radford Care Group and always up for a fundraising challenge or two. Thank you.

I cannot move onto the rest of this report without acknowledging the hard work of our centre manager Sarah.

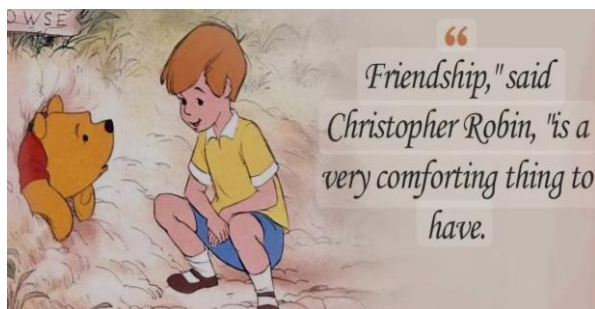
Keeping a close eye on finances and invoicing to knowing how to 'fix the heating'. A job description that would quite honestly scare 'wonder woman' Sarah is the glue that holds everything together. A Star - Thank you.

Our service continues to prove that people benefit from coming together. With the pressures on hospitals and social care we support individuals to live well with long term conditions and are often their eyes and ears, ensuring situations do not worsen. Often a conduit to accessing other services earlier to keep them safe and well, our team signpost on a regular basis.

The determination and verve we are renowned for, Radford Care Group proves that by reaching out to those in our communities we can meet the needs of older people before things get to crisis point.

We find that the day service provision is the main reason older people come to our centre. Numbers accessing our friendship group have not recovered since the pandemic. Social inclusion is vital to healthier communities, it is hoped that a "revival" is around the corner, though understandably priorities lie elsewhere at the moment.

Friendships and lasting bonds are made with those who come to the centre. Our motto 'Together we laugh, together we grow.'



We are bringing in new members, not just from within the City but further afield to the local Districts and Boroughs – postcodes should not determine what services people are able to access. We are in the enviable position of being able to support people no matter where they live.

We continue to bring families and carers together when we can and find they are more than willing to support our activities to raise funds. Our very successful Dementia Information Programme supports carers too (full report from page 9).

During the year our staff have been busy learning new skills. With Dance Impact and Opus music we have enabled learning and creativity to transfer skills



into the workplace and enhance our already packed activities programme.

Opus music used our community space to deliver a workshop for care staff in Nottingham to attend. We hope this will now pave the way for some music sessions at the centre for our members (who do love a tune and are often found playing along to various songs).



Our enthusiasm for trying new things and looking outwards to new ideas is helping us develop new partnerships and more ways to

be creative, supporting physical and mental well-being and cognitive stimulation which in turn improves health outcomes.



Inviting some more 'unusual' visitors this year certainly delivered some new experiences and sparked plenty of interests in different types of creatures. The therapeutic benefit of being

with pets supports well-being and brings a calmness to mind and body – even Taz the lizard did this!

Though I preferred the 'fluffy' ones...



The wonderful Radcliffe lady singers once again delighted us with songs from the shows, lots to join in

with, with even a dance or two.

Further activities this year

Joining us as a new member 'June' revealed her son was a singer and magician well, we couldn't pass up the opportunity to invite Steve McGill to the centre and show us a trick or two.



We celebrated the Kings Coronation in May with lots of bunting a celebration event and a lunch out at a local restaurant.



We took part in Sherwood Art week displaying some fantastic work in the florist's window promoting the fabulous skills of our members, Charlene bringing everything together superbly.



The City reading and creative workshops really got people talking and involved, bringing back to life old memories of the City and places they once lived. 'Our City Our Stories' captured how it was to live, grow up and work in our City. The contribution made by Radford Care Group was showcased at Nottingham Central Library alongside contributions from groups in other areas of the City.



The summer then saw us open our doors to the community and providers of services.

Our OPEN DAY encouraged engagement and partnership working whilst offering information advice and support to those not only at the centre but the wider community. We want to encourage people to be proactive and access information and support early to avoid crisis.



Partners from Health, the local police, legal services, coop community and carer services all came long to provide information about what they do and the support that is available.

Christmas is such a busy time for us at the centre. Besides the Christmas



Fayre, where we invite the local community to join us for mince pies and a look around plenty of Christmas gift ideas we played host to the wonderful staff from Boots who helped decorate our centre in readiness for the festivities and also provided gifts for every one of our members – An enormous thank you to Laura and her team.



Party Party Party..... Jingle Bells Jingle bells 'fun and laughter' all the way



Children from the Nottingham Girls High school also entertained us with their amazing singing and playing



Our year ended with a visit from the lovely Vicky McClure.



An advocate for dementia care it was a real pleasure to welcome her to the centre to meet our members, the staff and some of our supporters.

Having the same interests in providing support to those living with dementia and their families gave us lots to talk about and hopefully will help us forge better links in the future. Vicky also brought her mum along who is actually a 'Radford girl' visiting the



area again and bringing back some memories for her.

Fundraising

Successfully bidding to be part of the Park Garden Trail in the summer enabled us to have our own 'garden' to fundraise by selling 'cream teas'. On what was a gloriously hot day Charlene and myself alongside 6 volunteers baked, and sold numerous scones cakes and goodies (sampling the odd one!)



Thank you to Dr Martin Orrill for the use of his stunning back garden and the much needed marquee for shade, and the Park Garden committee we raised over £3,500.



We hosted our very own 'Sing Along - Afternoon Tea' thanks to our Diane and Julia. With music from Jane Ashworth, an afternoon of music and merriment took place. It was lovely to see some of our members and their families enjoying the event. We raised more than £400 and thanks go to the bakers, singers, and 'waitresses' who made the afternoon a success.

We also hosted 2 of our now famous 'Quiz Nights' seeing over 100 people attend each night and raising more than £1,000 both times.



Jointly our staff, volunteers and members board have raised £8,760 through fundraising activities during this year.

I wish to finish by saying how saddened we all were after the passing of Richard Hoyland on 4th March. Richard became a Trustee in 2003, bringing his financial expertise and unwavering support to the rest of the Board of Directors, staff and volunteers. His years of working in the banking industry certainly helped us to achieve the vision we set out to grow and indeed build a new centre. We were thrilled that he was able to see the funds raised and the new build in place.

Retiring as a Director in 2020 he remained a big part of our charity. Joining our members board, still entertaining us with stories but also providing good counsel when needed.



A lover of the great outdoors and a keen artist, Richard had lots of great paintings to admire, many showing his love of nature. He even became a regular attendee at our art groups with his dear wife Kath who is

still part of our members board.

RIP Richard and THANK YOU. You are sadly missed.

What we do

Radford Care Group as a local independent charity based in Nottingham, enhances the quality of life and promotes the health and wellbeing of older people.



We love supporting and helping people to thrive.

- *We provide high quality care delivered with consideration through relationships based on understanding, kindness, respect and dignity.*
- *We empower older people to live independently and achieve their goals. When we feel listened to, valued and part of a community it has a very positive effect and benefit on well-being as a whole.*
- *We treat others as they would want to be treated – with dignity and respect.*
- *We strive for excellence and quality in everything we do.*
- *We are always innovative, flexible, ambitious and driven by results.*
- *We are experienced, knowledgeable, professional and trusted.*
- *These values are the foundation of everything we stand for.*
- *We believe that everyone has the right to choice and control in their lives.*
- *Everyone should have the support they need when it is needed.*



Our Strategic Aims are:

To ensure that older people have an opportunity to be involved within their community, by offering a range of relevant activities and services to promote friendships and inclusivity for good health and wellbeing and supporting an independent life to live in their own homes for as long as possible.

Our future:

We will continue to make our centre the forefront of choice for local older people, their families and carers.



Embracing new ways of working with other organisations and individuals to make our centre one of excellence.

Our Vision:

We will ensure we are person-centred in everything we do.

We will listen to our members and offer the support they need.

We will develop appropriate partnerships that benefit older people, those living with long term conditions and their carers.

We will endeavour to generate sufficient resources to help fund the work of the Charity.

We will always focus on local priorities and the priorities of those who need support.

We will always be look for continuous improvement.

We will inspire and develop high-performing, well-motivated, adaptable and valued volunteers and members of staff.

We will have efficient and effective communications and support systems, embracing new technology.

In support of our values and beliefs, we operate a charging policy which ensures that no older person is excluded from a service they need because they cannot afford to pay for it.

We attempt to minimise the cost of charges for care and support services whenever we can. Potential service users are always made aware of any applicable charges in advance of delivering the care or support. Where we are able, we set aside a discretionary fund which is used to top up payments for services where a potential service user could not pay some or all of the charge. We also offer a free taster day for every new member, so that they can be sure that our services will meet their expectations.



We should not forget those who have contributed to our community, we want to continue to offer support, care and dignity at a time of their lives when they need it the most.

Looking forward to 2024/25



We are extremely excited to have been chosen by the Captain of Stanton on the Wolds Golf Club as their Charity of the year for 2024/25

Paul 'Cozy' Costall (pictured here with lady

Captain Sarah Hernon) found out about Radford Care Group as we supported a member of the club and his wife at our Dementia Information Programme. Keen to support a local charity they are aiming to fundraise throughout the year for us.

As CEO I am proud to keep getting our name 'out there' to different communities, particularly when we do so much for those living with dementia and their families.

We are pleased that the last year of funding from Nottinghamshire Healthcare Trust will help us deliver more Dementia Information Programmes and with accurate monitoring and feedback look forward to the possibility of it's continuation.

With the success of our 'open day' this year we hope to be able to repeat this next year – may be even get our patrons Torvill and Dean to attend?

We look forward to continuing to deliver our services to the older population of Nottingham and Nottinghamshire and whatever challenges come in the next year we will face them and continue to do our very best for those who need us as well as their families and loved ones – continuing the legacy in memory of Pauleen Davies.

Making Sense of Dementia What carers need to know

This informal 'training programme' is for unpaid carers who are looking after someone with any form of dementia. The service is now in its twelfth year of operation at Radford Care Group and continues to expand across

the City and County due to successful promotion and partnership working.

Continuing to be delivered by Bev (CEO) with support from Julia Jefferson (programme author) and input from volunteer Marie Potts.

With the funding from the Healthcare Trust and Bev's new duties as CEO we have been able to recruit a Co-ordinator for the programme. Sue Cain joined us in April and has quickly got to grips with organising and promoting the programme.

With training, Sue will be able to facilitate the sessions alongside Bev and Julia in the future.

Sue has lived experience of being a carer and a wealth of knowledge around social care and carer support. We are very lucky that she was able to join our team and so far this year has enabled us to plan and deliver 4 programmes both in the City and County.

Sue has already made a difference, both with our carers and in improving our administration and recording system for the programme.



Carers have already commented on her kind approach and willingness to listen. Sue is also great at crafts and often provides 'trinkets for our groups and for the fayres here at RCG. Thank you Sue and welcome aboard.

Aims:

To improve the quality of life of both carer and cared for, increasing carer's knowledge

of dementia, improve coping skills and boost confidence and morale. The sessions also aim to reduce the sense of isolation and encourage the carer to consider higher levels of 'self-care' in order to support the person with dementia more effectively and maintain their own health and well-being. In line with the Social Prescribing work now being undertaken, we feel we are already contributing to this methodology. The programme also covers information about managing finances, the law as it applies to dementia.

The programme also supports the following:-

- *Improved health and wellbeing of both carer and cared for*
- *Greater self-reliance and confidence*
- *Increased coping skills and caring strategies which will help reduce stress, depression and management of ongoing health issues*
- *Less demands on GP and hospital care (for cared for and carer)*
- *Improved understanding of local service provision, when and how to refer, who, where and how to ask for help*
- *Ability to assess their own needs and those of the person for whom they care – promoting self management*
- *Ability to manage situations which may lessen result in emergency admission to hospital*
- *Better management of personal finance and the law pertaining to dementia*
- *Higher uptake of appropriate welfare benefits*
- *Understanding of end of life care issues and local policies*
- *Meeting the objectives of the National Dementia Strategy, national policies and local strategies where they apply to people with dementia and carers.*

At each programme we have support from City Care Infection Control Team, as well as Actons Solicitors.

The Programme also provides a network of mutual friends, and access to the Day Care services at Radford Care Group for the cared for – enabling respite for the carer.

Funding for the programmes this year has come partly from the Jones Trust and now Nottinghamshire Healthcare NHS Trust for delivery in the County, with support in kind from Community Champions at Asda, Morrisons and Tesco.

Radford Care Group offer respite care for loved ones for those carers who wish to bring along the person they care for or have cared provided at home, we also offer help with transport in some cases.

Respite support in the community has been provided by Right at Home and TuVida – enabling more carers to attend the programme.

"I previously had no experience of 'respite care' – the offer was amazing and the care provided a huge success."

We are pleased to say that 4 programmes were delivered this year. 1 in the City as well as in the Gedling, Rushcliffe and Broxtowe districts – reaching a total of 61 carers.

Delivering 2 less programmes than 2022/23 as less funds were available from other sources, we still met the targets set by the healthcare trust.



The programme continues to be promoted throughout Nottingham City and the County reaching out to carers who are otherwise coping alone. Our networks continue to grow though referral rates have seen a dip

compared to last year – reduced resources within organisations seem to be the issue here.

We continue a high level of promotion to increase awareness of the Information Programme but also Radford Care Group - significantly increasing our profile, in turn resulting in some of those living with dementia joining our day care service.

Some quotes from the carers who attended the programmes and evaluation are below;

"Very helpful for future care, covering all aspects of dementia"

"This has been one of the best things since her diagnosis"

"This will help me keep her at home longer"

"Very helpful, having the knowledge imparted in a friendly and practical way is so understandable – far better than reading about it"

"This has been a fantastic course. Just wish it was available more widely"

Following the Nottinghamshire Healthcare Trust supporting programme delivery in the County, our sessions for 2024/25 are already being planned.

For more information please see the full Evaluation Report 2023/24 and our Programme Business Plan. 2022-2025.

Artspeak

The ArtSpeak project ended in April 2024 – with skills and training our staff have been able to continue with arts and crafts and enhance their skills further by running sessions as part of our daily programme of activities.



A small group still continue to meet at our centre which reaches out to the wider community and allows those with an interest in arts and crafts to join this popular group. Opening up our centre to others helps to reach other communities whilst giving our members (and staff) the chance to join the group should they wish to do so.

The benefit to us is the use of the building and the opportunity for rental income.

The hope is that the centre can be used hub for community groups.



A written report has been submitted to the National Lottery detailing the project outcomes as well as its legacy and the learning opportunities it has provided.

Chairperson's Statement Craig Staten-Spencer



The last few years have been a time of change at Radford Care Group (RCG) with a new building, a new CEO and a new Chair of Directors. We also sadly lost our President and Founder, Pauline Davies MBE on 11 October 2023. Pauline's drive and vision played a massive part of making RCG what it is today.

One thing that has not changed however is the huge impact that RCG continues to have on the lives of those it supports, either at the day centre or through its programmes including Art Speak and the Dementia Information Programme (DIP).



I hear time and again how RCG has a great reputation. That is down to its people and we are incredibly lucky to have such a great team. Bev Pearson, Sarah Wilson and Nora Sexton lead the team however everyone plays their part, including all of the staff and volunteers. They are the ones who make RCG what it is and who, directly help so many people.

I would also like to thank the board of directors who give their time to help with the running and governance of the charity. Their work is mainly done behind the scenes but their expertise, support and guidance is crucial in helping to keep RCG moving in the right direction.

As with many charities of our size, we rely on the goodwill of others and I would like to say thank you to everyone who has contributed to and supported the charity during the year. The quiz nights, raffle tickets and prizes really do mean a lot to us as does the generosity of our funders and supporters.



The coronavirus pandemic has, in many ways, changed the landscape for the care sector and we have had to learn to navigate our way through these changes. This had led to us forging new partnerships and revisiting how we can best support elderly people, especially those living with conditions such as dementia. It has been a challenging year in many respects but one that the team at RCG has risen to, as they always do.



I would like to finish with a personal thank you to everyone who has helped and supported me in my first year as Chair of Directors.

Who's Involved

Members Board

Kath Hoyland, Sandra Warzynska, Julia Jefferson, Diane Jones, Jill Davies, Lindsay Hanson

Board of Directors



Craig Staten-Spencer- Chair

Craig has over 13 years' experience in the legal industry and presently works at Roythornes Solicitors. He specialises in trusts, charities and court of protection matters. Craig is a member of

the Professional Deputies Forum and Charity Law Association as well as being a Dementia Friend. Craig is passionate about helping people to live the best life possible. Craig joined the board in 2020.

Philip Handley - Director and Treasurer



Philip is a director at HSKSG Chartered Accountants, who are now part of the Dains Group. Philip is a Fellow of the Institute of Chartered Accountants in England and Wales, Senior Statutory

Auditor and an experienced Forensic Accountant, providing expert witness advice to solicitors and businesses. He joined the board in December 2004 and is also a director/trustee of a local village hall charity.

Mike Taylor - Director



Before retiring, Mike was the Managing Director for Nottingham Regeneration. He has over 30 years' experience as a Chartered Town Planner and development advisor in both the public and private

sectors. Mike now lectures at Nottingham Trent University. Mike joined the board in 2014.

Kevin Broughton - Director



Kevin is the former Managing Director for Barratt Homes East Midlands, now retired. Kevin joined the board in 2008.

Shehnila Zaya – Director



Shehnila is a Geriatrician currently working in Stroke medicine at the Royal Derby Hospital. Throughout her career, Shehnila has played an active role in developing services for the elderly living

with dementia. Shehnila joined the board in 2017.

Penny Keith – Director



Penny is Associate Director of Nursing Strategy at Nottinghamshire Healthcare NHS Foundation Trust.

She is a registered general nurse, district nurse, advanced clinical practitioner and Queen's Nurse. Penny has a long and varied nursing career working in many diverse areas including general practice, university and substance misuse. She has a general interest in older person's care. Penny joined the board in 2019.

Auditors Lemans

Volunteer Chat Andy Davies

Andy Davies



I've been involved with Radford Care Group since it began back in 1968 when my late mother (and lifelong President), Pauleen Davies co-founded the organisation.

Back in those days, I helped out during the school holidays. A typical day started with service users being brought in by minibus and given a cup of tea and biscuits on arrival. At lunchtime, dinner was brought in by Nottingham City Council (they weren't a patch on the fantastic home cooked meals we have today!). In the afternoon service users looked forward to a game of bingo and when I was old enough, I was able to take the gentlemen to the pub opposite for a swift pint before dinner!

I remember some people attending doing jobs in the "workroom" for local businesses such as Raleigh, sorting odds and sods. It was so interesting to listen to the many stories they used to tell me about their younger years whilst they worked away. I never really felt like I was volunteering, it was more of a hobby and a pleasure to spend my spare time there.

As the years passed, things progressed, the care group expanded and moved to its current location and along with that increased the activities. People were offered various arts and crafts sometimes linked to dates and events such as Halloween and Christmas. Everyone using the centre really looked forward to coming and as a volunteer it was really satisfying to help them with the various things they did.

When I retired from paid employment I think it was assumed that I would continue to volunteer at Radford Care Group and actually, I'm more than happy to do so! As well as helping during the week I can usually

be found on the toy and/or book stall at the spring and Christmas fayres. These are always well attended and it's great to see so many of the local community supporting the charity.



As I see how things have developed over the years I have nothing but admiration for how far things have come from those humble beginnings. Nowadays the work the team do is absolutely amazing. It's obvious how much they care for the people attending, their families too. They are always looking for new activities for everyone to get involved in and it's so gratifying to see how happy the place is with constant fun and laughter. The staff go above and beyond in helping people and sometimes they're more like social workers!

Every time I come to the centre on a Wednesday there's always something for everyone to do whether it be singing, exercises, games, quizzes or crafts.

I hope Radford Care Group continues to grow and I can volunteer for a few more years. Thanks to all the staff and other volunteers for making the centre the warm, welcoming place it is.

My family and I are very grateful to the management team for naming the building after my mother (more information on this in next year's report). I know she would be very proud if she were still here to see it.

Stories of Challenge and Change

**Names are changed for confidentiality*

Cynthia aged 94

Cynthia was referred to us following a long stay in hospital after suffering a serious accident at home. This resulted in her becoming very low in mood and in much need of social interaction and something to do other than watching the television all day.

Within a few weeks of Cynthia attending RCG, her mood improved immeasurably. She made lots of friends and enjoyed participating in all activities provided.

Such has been the improvement in Cynthia's wellbeing that her days at the centre have increased from 2 to 3 and she frequently tells staff 'I'd come every day if I could.' Cynthia's time at the centre has also enabled valuable respite for her main carer with whom she resides.

Joyce aged 70

Joyce has been coming to RCG for a number of years now. Her physical and mental health issues were well managed through the support of family, medical professionals and regular attendance to RCG until quite recently.

Over the last few years, there has been a steady decline in both Joyce's mental and general wellbeing and so RCG highlighted the need for a homecare assessment via a referral to adult social care. Joyce continues to attend the centre where her situation is closely monitored and any concerns are reported straight away, preventing any crisis intervention.

Alf and Rita, both aged 95

Following a routine visit to his GP, Alf was advised to seek some day care support for his wife Rita who'd been diagnosed with dementia and depression and was reluctant to leave the house. Alf's 24/7 caring role was having a profound impact on his health.

With the support of extended family and a newly employed carer, Alf and Rita came to see us and Rita agreed to come one day a week. Although Rita is always hesitant to stay initially, she does and within a very short period of time she engages with the group and takes part in all the activities provided throughout the day.

Alf gets the day to do things he likes to do and looks forward to his "free" time every week to recharge his batteries.

Paul and Barbara, both aged 80

Paul cares for his wife Barbara who was given a diagnosis of vascular dementia in 2021.

The dementia information programme was introduced following advice and referral from the TuVida carers group. Paul attended the full programme whilst RCG provided care for Barbara.

Although Paul wanted more information about dementia, initially he was not always welcome to suggestions about how to support Barbara particularly around eating. It was clear from discussion that neither he nor Barbara were eating nutritious meals.

Paul's health seemed ok at the time but we had a 'chat' about Barbara's eating patterns and discussed how they may be affecting on her dementia symptoms.

We encouraged Paul to see his/Barbara's GP and/or a dietician and signposted him to County Enterprise foods and Wiltshire Foods.

Paul then set up a WhatsApp group and other carers have been chatting to him offering advice on cooking etc.

Paul is considering the option of Barbara attending RCG on a more permanent basis to give him a break and ensure they are both keeping well.

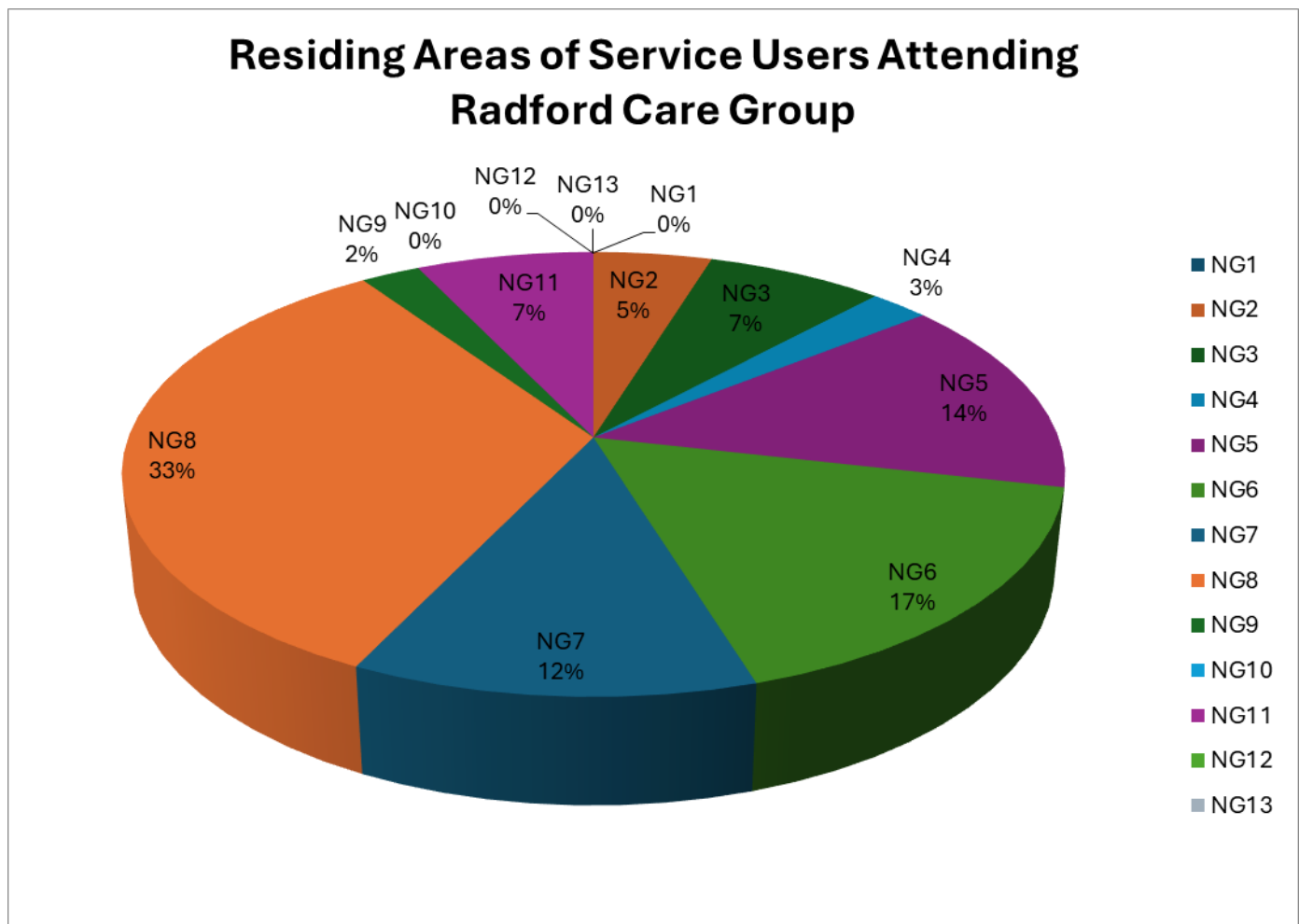
Facts and Figures

As at 31 March 2024:

80 was the average age of members attending the centre;

31% of our members were male;

12% of our members had a Black Minority Ethnic (BME) background.

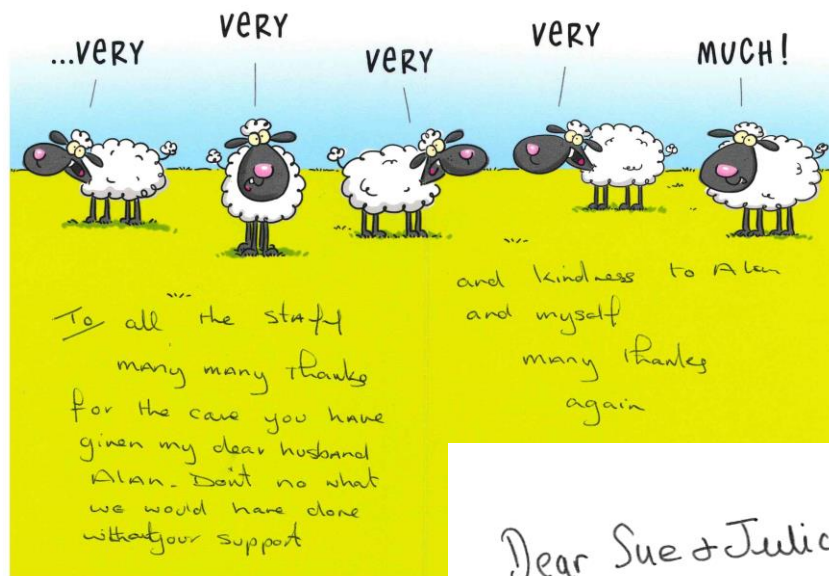


The majority of members came to us from the NG8 area which includes, Wollaton, Bilborough, Strelley and Aspley.

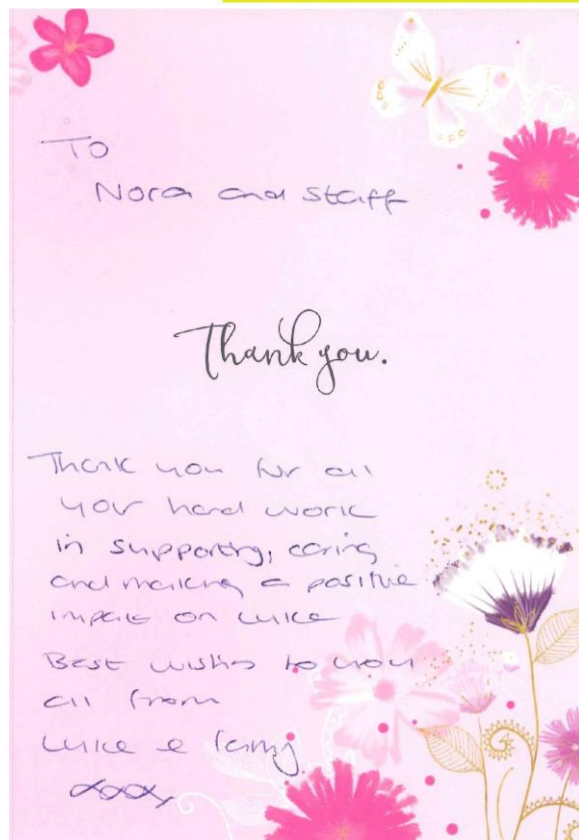
Training

Training courses/qualifications undertaken by staff during the year include First Aid, Moving and Handling, fire awareness, safeguarding and Food Hygiene.

Thank you.....



Dear Sue & Julia



Thank you

The course has been
so helpful. You are
doing an amazing job -
the course is something we never
wanted to go on! Thank you
for being there
Barbara

To Sue & Julia

Thank you both for a superb course. It
has been so informative & very professionally
delivered. I feel so much better prepared
to face the future, knowing that in such
circumstances I can only do my best,
supporting my wife Jenny, knowing I
won't always get things right.

Kind regards
Maurice Turner.

“I enjoy the entertainment that comes in and the other people that come are lovely to chat to. The food is a bonus!” (Paul)

“The centre is full of comedians! It’s diverse and all activities include everyone regardless of their ability or background. It keeps me connected with what’s happening in the outside world.” (Lloyd)

“Games, music and entertainment all enjoyed with the company of other people. What’s not to like?” (Steve)

“I really enjoy joining in with the quizzes and the bingo and being in the company of others.” (Margaret)

“I enjoy coming because we all get along there are never any arguments.” (David)

“I love coming here 3 days a week. The entertainment and games are great. The meals are lovely and so is the chef. It’s worthwhile coming to get away from the TV. I love hearing Chris play the guitar and I love tormenting the staff!” (Peter)



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Website: www.radfordcaregroup.org.uk



WE EMPOWER OLDER PEOPLE TO LIVE INDEPENDENTLY AND ACHIEVE THEIR GOALS. WHEN WE FEEL LISTENED TO, VALUED, AND PART OF A COMMUNITY IT HAS A VERY POSITIVE EFFECT AND BENEFIT ON WELLBEING AS A WHOLE.