



Annual Activity Report

Section 1: About our organisation

Organisation Name: Senior Citizens Concern CLG

Title: Annual Activity Report

Reporting Period: 1st January 2020 to 31st December 2020

Organisation Address (registered office) and contact details: SK House, Sinnottstown
Business Park, Drinagh, Wexford

Company number: 105183

Charity Registration Number: 20017996

Charity number (CHY): CHY7812

Webpage: www.stlouisdayercentre.ie

Section 2: Our story

Summary of the organisation's purpose and activities

Purpose

Senior Citizens Concern CLG operates a day care facility Centre at St Louis Day Care Centre, Ramsgrange, New Ross, Co. Wexford. The Centre aims to provide care facilities for the elderly members of our community including opportunities for social interaction, physical and mental health improvement, and other essential services.

We treat each individual with respect and professionalism, in a caring and confidential way. We aim to enable older people to retain their independence for longer periods and to continue to reside in the community.

We administer ten houses for older citizens, promoting independent living, with access to all the services provided by the Day Care Centre available to them.

Our services include Meals, Day Care, Physiotherapy, Counselling, Nursing, Occupational Therapy, Chiropody, Hairdressing, Laundry, Transport, Meals on Wheels, Home Baking, Activities.

Chairperson's Statement

The work of Senior Citizens Concern CLG including St Louis Day Care Centre continues as it has for many years.

The ongoing services and supports for the elderly and infirm enhance the lives of many. Covid-19 has presented many challenges. With hard work and commitment these have been overcome and the client's needs continue to be met.

The Board of Management recognises the spirit and determination of all the workers in maintaining the work of the organisation.

Kevin Byrne
Chairman Board of Management

Section 3: Structure, Governance and Management

Organisation and governance

Trustees, Board Directors/Committee members:

The Board of Directors is made up of six Directors:

Dr. Kevin Byrne Chairperson, Mrs. Anne O'Hanlon Secretary, Dr. John Cox, Mr. Andrew Doyle, Mrs. Sarah McDonald, Mrs. Claire Harney.

Total membership including Directors is 18.

The members of Senior Citizens Concern CLG are:

Margaret Ryan, Gretta O'Connor, Bernie Howlett, Catherine Doyle, Claire Auld, Bridie Breen, Mary Coyne, Eileen Finn, Anna Walsh, Marian Drought, Faye Murphy, Laura Rowe.

The Board regularly reviews the operation of the Centre and its performance against budgets. Regular reporting is provided by way of:

Monthly Financial Reports - reviewed and approved by Financial Committee of Dr. John Cox and Mr. Andrew Doyle and also at regular Board Meetings, together with Monthly Day Client Activity Reports and Monthly Meals on Wheels Activity Reports.

Annual Accounting Reports are reviewed and approved in conjunction with external Auditor.

Governance Standards

The Board conducts an annual review of its Reserves Policy and has reviewed its Reserves in 2020 against this Policy. An updated Reserves Policy, Reserves Plan and Income Generation Plan 2019/2020 reflect the 2020 Reserves and the Budget agreed to achieve Reserves Plan 2019/2020. Reserves are designated restricted and unrestricted.

The Board maintains a Risk Register which clearly outlines the principle risks facing the organisation. The Risk Register is assessed and updated annually.

Senior Citizens Concern CLG adopted the principles of the Fundraising Code in February 2015 and complies with the Statement of Guiding Principles for Fundraising. The Fundraising Code is annually reviewed by the Board of Senior Citizen Concern CLG.

Senior Citizens Concern CLG complies to the Principles contained in the Charities Governance Code and Principles 1-6 were complied with in May 2020. The Principles are annually reviewed by the Board of Senior Citizens Concern CLG.

Staffing

Senior Citizens Concern CLG employs 10 Full Time Employees plus a Manager supported by Community Services Programme. Pobal contribute to the wage costs of these staff through annual grant funding. Also employed is a part time Cook and Nurse funding by HSE Section 39 Grant funding.

The roles of employment and employees are:

Laura Rowe Manager

Faye Murphy Cook

Eileen Furlong Nurse

David Dunne Bus Driver

Liam Roche Bus Driver

Peg O'Shea Senior Carer and Employee Covid-19 Representative

Frances McStay Carer

Amy Power Carer

Amanada Fox Carer

Noeleen Cahill Kitchen Assistant

Bridget Cahill Kitchen Assistant

Celine Smith Kitchen Assistant

Siobhan Doyle Kitchen Assistant

Grainne Ryan Office Administrator

Anita Mowatt Office Administrator

Senior Citizens Concern CLG relies on the support of volunteers to assist with the services we provide to include drivers for meals on wheels, arts and crafts, general floor assistance, maintenance of grounds of day care and houses in Ban Aiteann. All volunteer work ceased in March 2020 due to the Covid-19 pandemic.

The Centre is supported by Wexford Local Development who provide work placements annually through their TUS Scheme and their Rural Social Scheme. In 2020, the Centre availed of 1 part time Staff placement as a Care Assistant but this placement ceased in March 2020 due to the Covid-19 pandemic.

Fundraising

Fundraising in 2020 was limited to a Pop Up Dinner in February due to Covid-19 which raised approximately €1,825. The Centre also sold Baking goods including Christmas baking from the Centre and held a Christmas Bakery Day in the Centre in December 2020 all Christmas bakery generated approximately €4,443. The support of the Community, local businesses, staff, family and friends in this achievement is acknowledged and greatly appreciated especially in light of the difficulties imposed by Covid-19. These funds were utilised towards costs of maintenance in the Centre and in the Residential Houses, including equipment upgrades, repairs and replacements.

Section 4: Objectives, Achievements and Performance

Commentary on the year

Attendance numbers;

The average number of service users by month 2020 is outlined below;

Month	Day clients	Meals on Wheels clients
January	342	213
February	349	167
March	156	388
April		568
May		669
June		708
July		728
August		703
September		703
October		769
November		789
December		798
Total approx.	847	7203

12 months to 31/12/2020 total of **8050** meals availed of by the elderly community of South West Wexford.

Day Care Centre:

The Day Care Centre provides services to clients across a geographical area of approximately 25 miles of rural South West County Wexford. Our target group is older people, some with special requirements, with the overall aim to enable longer independent living in a caring social environment.

On the 13th March 2020 the Day Care Centre had to cease bringing clients into the Day Care Centre due to Covid-19. It was not been possible to re-open the Day Care Centre for the remainder of 2020 due to health and safety issues with Covid-19 and Government guidelines. The Centre operated from March 2020 to December 2020 working behind closed doors to provide essential services to the elderly and community to include Meals on Wheels, bakery, Nurse on duty five days a week, assisted showering in day care, laundry, telephone counseling and regular contact.

Daily operation January to Mid-March 2020:

- Clients attend daily Mondays to Friday with some clients collected and dropped home by mini bus operated by Senior Citizens Concern CLG which collects clients from approximately a 25 mile radius in South West Wexford. Clients attending include clients with Alzheimer/dementia related conditions.
- Meals provided to clients attending daily.
- Meals on Wheels delivery service Monday to Friday with provision for double meals for weekends.
- Bakery.
- Nursing service five days a week to ensure health and wellbeing of clients is maintained.
- HSE Physiotherapist attends three days a week
- MS Physiotherapy clinic once a week
- Counsellor attends once/twice a week.
- Hairdresser attends twice weekly.
- Laundry.

- Assisted showering service in centre.
- Organised activities daily with Activity Co-Ordinator to suit the specific desires and needs of the clients including art, crafts, bingo, card games, puzzles, day trips, singing and dancing, chair yoga, devotions, occupational therapy daily.

Daily operation Mid-March to December 2020:

- No Clients attend Day Care due to Covid-19.
- Meals on Wheels delivery service Monday to Friday with provision for double meals for weekends with a significant increase in the demand for Meals on Wheels.
- Bakery.
- Nursing service five days a week to ensure health and wellbeing of clients is maintained.
- Assisted showering in Centre.
- Laundry service.
- Telephone counselling service.
- Organised activities to suit the specific desires and needs of the clients including art, crafts, puzzles, knitting, storytelling by telephone.
- General contact with clients on a regular basis.

Residential Units Ban Aiteann;

There are ten houses in Ban Aiteann and nine of these were fully occupied at end of December 2020. Ongoing maintenance work is required. Garden and hedges are maintained by employees of Rural Social Scheme and Tus (when available) who are assigned to the Centre and by volunteers. Approximately €1,983 was spent on maintenance and repairs to houses during 2020.

Tenants avail of the Day Care services as required, including transport, meals, Nursing, Physiotherapy, Chiropody, Counselling, hairdressing, activities.

Under the Warm Project with Wexford Local Development all cavity walls and attics were insulated in all 10 residential houses in 2017.

CCTV security system for the 10 residential houses was installed in November 2017.

All fuse boards were replaced in all 10 residential houses in December 2019.

Senior Citizens Concern CLG subscribes to comply with the Voluntary Regulation Code for Approved Housing Bodies in Ireland . Senior Citizens Concern CLG confirms that it complies with the Principles of the Code.

Meals on Wheels:

Meals on Wheels services are provided 5 days per week, including provision of an additional meal on Fridays for the weekend. Delivery Staff ensure refrigeration and reheating instructions are clearly explained to clients to comply with Safe Catering requirements. All delivered meals include menu, list of ingredients, list of allergens, and reheating instructions.

There was a significant uptake on the meals on wheels service since March 2020 due to Covid-19. Meals on Wheels service was delivered on Bank Holidays and over the Christmas holidays in 2020 ensuring continuance of service to our elderly clients and those in our community who took up this service especially when Government restrictions were imposed.

Catering:

All meals are cooked fresh daily using locally sourced produce where available, and taking into account all dietary requirements. The availability of a professional Cook is essential for the provision of healthy nutritional safely catered meals to day clients and meals on wheels

clients. The Centre utilises part proceeds of Section 39 HSE Grant towards wage costs for the Cook who attends the Centre 5 days per week. The Centre complies with all required Health and Safety regulations in the provision of foods and all necessary HACCP training is in place for all kitchen staff.

Nursing Services:

The Centre utilise part proceeds of Section 39 HSE Grant towards wage costs for the Nurse. The provision of this Nursing Service is essential to ensure the health and wellbeing of clients is maintained in all their interactions with the Day Care Centre and in our residential units. The Centre Nurse liaises with clients' family members, doctors and carers as required, to promote the Client's health, wellbeing and social interaction. Nurse attends the Centre 5 days per week. Since March 2020 the Nurse has made regular contact with our clients, assisted with the collection and delivering of prescriptions, dealing with minor medical issues, GP visits, hospital visits and general advice with the assistance of our trained Health Carers. The Nurse also assisted with the administering of the Winter Flu jab to our clients in their homes during the Covid-19 pandemic.

Transport:

The Centre operates a 16 seater mini bus fully adapted for wheelchair access. The bus has the capacity to carry three wheelchairs. Due to the large spread of geographical area covered daily, this currently necessitates 2 bus trips in the morning and evening to collect clients and again to return clients to their homes. No clients were brought to the Centre since March 2020 due to Covid-19. A 2018 Peugeot car was purchased by the Centre in March 2020 and is used for the delivery of meals on wheels. Due to the rurality of the covered areas, the servicing and running costs of the bus service remain high but essential to the provision of our services.

Security:

The Centre is Security alarmed and the security system is active, security cameras are active, and a safe is utilised when required for the protection of the building and assets of the Centre. The residential houses in Ban Aiteann were installed with CCTV security cameras in November 2017. The security cameras are active.

Maintenance:

Regular maintenance of the building and grounds is ongoing, including servicing, decoration, cleaning, repairs and replacements.

Staff Training:

All Staff have the necessary training required for their roles. Manual handling, safe catering, health and safety, patient handling, Mini Bus Driver CPC training and refresher courses are ongoing on an annual basis. In 2020 a Covid-19 Response Plan and Checklists were implemented and training in hygiene practices and safety practices for Covid-19 was undertaken by all staff.

Fire Safety and Health and Safety:

Safety Check Certificates displayed. All Staff are familiar with Fire Safety protocols and incident requirements including evacuations, meeting point, accountabilities. The Company Fire Drill and Evacuation Policy was updated in 2018 and is due for updating in 2021. Fire Drills were undertaken in 2020. The Company retained the services of Guardian Fire & Security in 2016 to service and maintain the fire alarm system/fire extinguishers. The Company updated its Health and Safety Policy and Statement in 2020.

Client Activities and outings:

When the Centre is fully operational, staff liaise with clients weekly and schedule activities, including daily exercise, arts and crafts, music and dancing, gardening, mediation and yoga, DVD's, games e.g. cards, bingo, crossword puzzles, quizzes, spiritual supports, mass twice monthly, outings, etc. Clients participated in day trips/outings in 2020 Rose Fitzgerald Kennedy Bridge, Bowling Leisure Max Wexford. All activities and outings ceased since March 2020 due to Covid-19. Various activities were organised and given to clients since March 2020 to participate in at home to include knitting, arts and crafts, jigsaws, word searches, Easter Card decorating, storytelling by Joe Brennan by telephone.

Website and Facebook

The website and Facebook page are updated and reviewed regularly.

Donations:

Donations totaling approximately €12,313 were gratefully received by Senior Citizens Concern CLG in 2020 and the support of the Community and patrons continues to be essential for the provision of Services and Activities throughout the year.

Section 5: Grants

Summary of grants received

Community Services Programme	228,692	Payment of 10 FTE and 1 Manager	3 Year Grant Agreement Extended for 1 Year in 2020
TUSLA	4,0000	Provision of Counselling service in Day Care Centre and by way of telephone counselling service in 2020	Funding ceased End of 2020
HSE Section 39 Grant	78,921	Provision of Meals on Wheels	Applied for annually
HSE National Lottery Grant	7,826	Purchase of combi oven for kitchen and strimmer for maintenance.	Applied for annually
Wexford County Council Emergency Support Grant 2020	1,000	Equipment for Meals on Wheels	Once off grant
Community Enhancement Programme 2020	500	Purchase Electric Sanitiser	Once off grant
Covid-19 Stability Scheme	38,333	For organisations with traded income/fundraising down 25% who provide critical care to vulnerable	Grant aid Afforded during Covid-19
Covid-19 Stability Scheme Round 2	17,346	For organisations with traded income/fundraising down 25% who provide critical care to vulnerable	Grant aid Afforded during Covid-19
RTE Does Comic Relief	5,000	For organisations providing	Once off grant

		key services & supports to vulnerable people re. Covid-19	
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Objectives for the year:

The objectives for our organisation during 2020 was to maintain essential services to the elderly and vulnerable in our community and assist those who we could during the Covid-19 pandemic ensuring the safety of our clients and that of our staff at all times. To maintain and upkeep a point of contact with our clients during the Covid-19 pandemic as many experienced isolation and loneliness during 2020.

Key Achievements and Outputs for the Reporting Period

Senior Citizens Concern CLG continued to provide services to our the elderly and vulnerable in our community during a very challenging time for both clients and staff

Beneficiaries: The Centre aims to provide care facilities for the elderly members of our community and the most vulnerable.

Challenges: The Covid-19 pandemic posed a series challenge in 2020 to Senior Citizens Concern CLG to continue to provide essential services to the elderly and vulnerable in our community whilst maintaining a safe environment for both clients and staff. No fundraising was achievable during 2020 due to the Covid-19 pandemic and this posed a challenge financially to our organisation who rely heavily on fundraising yearly to help and assist with the putting in place of services that are provided.

Section 6

In line with Circular 13/2014 Management of and Accountability for Grants from Exchequer Funds (Department of Public Expenditure and Reform),

Senior Citizens Concern CLG confirms it is in compliance with Statement of Principles for Grantees in respect of clarity, fairness, governance and value for money, in our management of and accountability for public funds.

The Board of Directors of Senior Citizens Concern CLG confirms that:

- Following Annual General Meeting held in 2020 electronically via Zoom under direction issued from the Companies Office stating that under the new Companies (Miscellaneous Provisions) (Covid-19) Act 2020 a company may hold its AGM at any time up to the 31st December 2020 regardless of the provisions of the Companies Act 2014 or the regulations contained in our governing constitution, End of Year Accounts will be submitted to all Grantors.
- All Grantors will be informed that total of exchequer funding (multiple grants) exceeds 50% of total Income and the source, amount and purpose of all other funding received will be confirmed to each Grantor, together with confirmation that there is no duplication of funding for the same activity/project.
- All funding is being used for the purpose intended.
- Current Tax Clearance certificate is in place.
- Adequate Financial Control Systems are in place to manage granted funds.
- Vouched expenditure - Invoices used to support claims relate to activities and services appropriate to the Grant scheme objectives, the amounts invoiced have been paid, the invoices have not and will not be used in support of another claim for reimbursement from any other funder.

Section 7: Future plans

Future plans

Senior Citizens Concern CLG will continue to provide the essential services to the elderly and vulnerable citizens in our community and will endeavour to have additional older people avail of the services of our organisation which have been highlighted as necessary and essential during the Covid-19 pandemic. Clients attending the Day Care Centre are very much missed by us all. Covid-19 has caused isolation and loneliness to many. We hope that when the Day Care Centre is again operating fully more people will avail of our Centre and all the services provided by our organisation.

Reviewed by the Board of Directors of Senior Citizens Concern CLG and
APPROVED

This 26th day of April 2021

SENIOR CITIZENS CONCERN CLG

April 2021

