

Chairman's Report 2013.

We started 2012 with an outstanding report from CQC and I am delighted to confirm that 2013 was no different! The inspectors arrived in January 2013 and provided a highly encouraging report, which everyone associated with Homesdale, believes is richly deserved. I congratulate Lisa Richardson and her staff teams in both Homesdale Residential Care and the Domiciliary Care Unit for their outstanding achievement. Naturally, no individual working within the organisation is prepared to "stand on his or her laurels" – we continue to strive for nothing but the best possible standards of care throughout the complex.

In the background, a whole raft of other activities have been undertaken to develop and improve the efficiency, safety and effectiveness of the organisation. These have included all the statutorily required activities we are obliged to complete ranging from Component Accounting, Fire Risk Assessments and implementation of new pension schemes and Electrical Testing. Furthermore, all staff contracts have been updated; a Visiting & Response team engaged; a rolling programme of bathroom upgrades in Sheltered Housing researched ready for implementation in 2014; the creaking Tunstall call system has been replaced by a more technically superior Tyntech system allowing remote access for Warden calls to flats and public/private messaging; an Open Day held in June and so the list just goes on and on! None of all this innovation would have been possible without the dedicated work staff undertake week in and week out and I place on record my thanks to Sarah, Julie and Mina who have led on these particular areas.

The organisation has also moved into the 21st Century with electronic banking. New sets of internal controls were developed and the tyranny of the weekly cheque signing by Committee Members has been reduced to a handful of cheques a year. Suppliers plus Residents and their families, have welcomed the changes, which have streamlined payments and improved security. In the spirit of technical innovation we also engaged a Search Engine Optimisation firm who have improved our Internet hit ratings, ensuring that our presence on the net is suitably high profile.

At Committee level we were sad to say farewell to Luis Fuentes who found himself forced to resign due to pressure of work often competing with his attendance at meetings. We were very sorry to lose Luis who brought his business and retail expertise to the Committee as well as his wise counsel. We have worked hard to find a replacement but finding people in Churches with the required skill sets, able to commit to the demands placed on Committee Members, has proved difficult. The on-going search for new members is likely to be a focus in 2014 and the production of an updated skills matrix, is likely to be a necessity? I would place on record my thanks to all the Committee Members who work so hard and who bring their own professional expertise and Christian commitment to the work.

The collective staff love and care expressed daily for our residents is precisely what makes Homesdale so unique. The staff team has once again remained remarkably stable and I thank them all once again for their professional expertise deployed during the year. I have mentioned Lisa but also need to highlight the vital role the senior staff, Tonia, Joyce, Sheila and Amanda have within the Home and of course, Julie, Sandy and Elaine within Sheltered Housing. Similarly, I would record thanks to Matt and Ruth for all of their undertakings within the pastoral support work. Last but not least, considerable thanks are due to our Chief Executive Peter, who skilfully coordinated all aspects of the work during the year. Homesdale (Woodford Baptist Homes) Ltd remains an outstanding success because of the high calibre of staff it has engaged and developed over many years.

The other unique aspect of Homesdale (Woodford Baptist Homes) Ltd. is the fact that it is a faith centred organisation and we give praise to God for all of his many blessings showered upon as we seek to serve Him through this avenue of Service.

Keith Hawkins (Chair)