

Chairman's Report 2014.

I am delighted to be able to confirm that Homesdale (Woodford Baptist Homes) Ltd. has continued to enjoy outstanding success on a range of different levels. Naturally, as a Care Provider it is the standard of care that matters much more than anything else to us as, put simply, anything less than perfect is entirely unacceptable in our eyes. As always, CQC arrived unannounced but this year they did so on two occasions. After both visits, they awarded 5 green ticks – the best possible rating for both the Care Home and the Domiciliary Care Service.

The inspection framework will change next year with published KLOE's (Key Lines of Enquiry) that we will be judged against and a new final rating system, will award one of 4 possible outcomes rather than the current system. Naturally, we aspire to "Outstanding" although realistically, we recognise that the physical limitations of our converted Victorian building will mean that to achieve all of the KLOE's will be something of a challenge? However, we look forward to working with the Inspectors as both they and we become familiar with the new system.

As part of our on-going quality control systems we routinely survey residents and families and publish the statistics and recommendations that are derived from the raw data. We were very pleased to note that a significant number of residents families had responded to the carehome.co.uk national survey and we were delighted to be selected and awarded the "Top 20" award for 2014 with an approval rating of 9.7 out of 10. The fact that we are permitted to display the logo on our website ensures that visitors are instantly made aware of our standards. I once again congratulate Lisa Richardson and her staff teams, particularly the seniors, Joyce, Tonia and Sheila in Homesdale and Amanda in the DCU, for their dedication, loyalty and commitment in ensuring that our residents receive the best possible service.

The residents in Sheltered Housing continue to have the opportunity to take part in a wide range of activities organised in the main, by Julie and the Warden team. The Tenants AGM minutes boasted a long and impressive list of activities on offer for those who wished to participate. The Tenants Committee also works extremely hard and organises a range of extra events. Sarah meanwhile ensures not only that the flats are filled with the barest minimum of void periods but also she ensures that the buildings are well maintained and safe. In addition to the myriad of external inspections she manages, Sarah also worked with an independent H&S inspection team paid for by our new Insurers. Apart from some minor suggestions, they gave us an entirely clean "bill of health". Sarah is also working with our Architect on developing a new lounge at the rear of Mountier Court – I rather suspect there will be much to report on this topic next year.

At Committee level we were sad to say farewell to Sheila Banks who felt the time was right to stand down. We were very sorry to lose Sheila who brought a unique insight in to Care Practices as well as providing her wise counsel in a range of different decision making areas. Between February and December this year, ten individuals were approached as potential replacements and we will be welcoming one of these to the Committee in 2015. As always, I would place on record my thanks to all the Committee Members who work tirelessly for Homesdale and who bring their own professional expertise and Christian commitment to the work. I would also record my thanks to Matt and Ruth for all of their work within the pastoral support area and of course, my sincere thanks to our Chief Executive Peter who has coordinated the work during the year.

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Homesdale is a Christian organisation navigating its way through what seems to be an increasingly secular world. We are an Industrial and Provident Society, an exempt Charity and a Housing Association with a spectrum of Regulators whom it appears, at least at times, seem not to understand our Christian ethos and heritage. This brings unique challenges as we navigate the paths ahead but we give thanks to God that He is leading us forward and that He will continue to sustain and guide us.

Keith Hawkins (Chair)