



The Royal Star
& Garter Homes
Caring for the nation's military family since 1916



The ANNUAL REVIEW
2018

Registered Charity No. 210119

Welcome Letter

Every day The Royal Star & Garter Homes honours the promise that our country makes to the Armed Forces: to support veterans in their hour of need. Men and women with the courage to serve their country deserve the best care and support when they face the challenge of living with disability or dementia.



Andy and Tim reminiscing with resident Dick

Our residential Homes, as well as our Respite and Day Care services, support hundreds of veterans every year. Our staff offer loving care in wonderful homely environments. We maintain our high standards and seek to continually challenge ourselves to innovate.

Our future strategy sets out a bold vision to push further the boundaries of our services, while at least doubling the number of veterans we help by 2025.

To meet our exacting standards requires courage, commitment and a not insignificant investment. We are very grateful for the generous support of our many donors and volunteers, without whom we would not be able to achieve so much for our veterans and their partners.

We have made great progress in 2018 and we are delighted to reflect this through the voices of our beneficiaries, volunteers and staff in this Review.

We are hugely excited by the special year ahead with the opening of our new Home in High Wycombe and the opportunity to grow the Star & Garter family.

A handwritten signature in black ink, reading 'Tim Tyler'.

Major General Tim Tyler CB
Chairman, Governing Body

A handwritten signature in black ink, reading 'Andy Cole'.

Andy Cole OBE
Chief Executive

2018

186

RESIDENTS
SUPPORTED



81

MEN

105

WOMEN



Over

5,600 ACTIVITIES

OUTINGS & EVENTS
OFFERED TO RESIDENTS



Over

60

VOLUNTEERS



42,165

DAYS of
RESIDENTIAL CARE

32

ROYAL NAVY &
ROYAL MARINES
VETERANS



95

ARMY
VETERANS



59

RAF
VETERANS



960

SESSIONS
OF DAY CARE

11,700 SESSIONS

OF PHYSIOTHERAPY AND SPEECH &
LANGUAGE THERAPY PROVIDED



Our care

Understanding who we are, what we stand for and how we deliver care has always been important to us. So we took a look at the values that really define our care. They are: **With love; Living positively; As a family; Standing in their shoes; Take courage.**

The stories in this Annual Review illustrate how these values are embedded into the work and life in our Homes.



Retired teacher Margaret feels secure and loved

Love fuels the work that we do and defines our relationships. We **genuinely care** for our residents and the broader community we work in. We provide comfort and **reassurance**, we appreciate **good memories** and we work hard to create new ones.

With love



Our staff spend time with each resident, going at their pace. Carers develop a deep understanding of each resident so that they can support them with love.

“ The Royal Star & Garter Homes gives me a feeling of belonging, of worth.”
Margaret

Thank you

The Star & Garter Club is supported by a grant from the Aged Veterans Fund funded by the Chancellor using LIBOR funds.



In 2018, we welcomed

36 DAY CARE GUESTS

helping to support their families too.

A quarter of the guests at the Star & Garter Club became permanent residents when they decided they needed long-term care.

Resident Margaret explains how the friendship and love she saw in the Home as a Day Care guest inspired her decision to live with us.

“ I saw the advert for the Star & Garter Club (Day Care) and it was fate really. I thought it would suit me – I could live with this place! I quickly felt part of the set-up and enjoyed meeting different people. I like that the staff treat me as an individual. I came for a short break but it didn't take me long to decide to become a permanent resident.

There can't be anywhere better than this Home. Any reasonable request is readily met. It's not us and them. They look upon you as part of the family. Nothing is too much trouble, and the staff do everything they can to help. It gives me a feeling of belonging, of worth.”



About Margaret

Born in Birmingham in 1932, Margaret remembers the Blitz was a terrifying experience. She recalls hiding in her grandmother's

cellar as a child, “I was petrified, I used to go into shock, but on reflection it has a sort of bearing on the person you grow into.”

Margaret's husband Charlie joined the Army in 1950. During his military service, he served in the Korean War and in Hong Kong.

We are here to make people's lives better, **happier** and more **fulfilled**. We find the good in every situation and our staff take pride in helping others to **enjoy life**.

Living positively



Our dedicated nursing and dementia care families, in-house therapies and a lively programme of activities support each resident in living positively. While our focus is on each individual's well-being, we invest significantly in extensive dementia care training for staff. We also work with Dementia Care Matters who help us to train staff and audit our work, ensuring that we deliver exceptional care.



We provided

185

**DEMENTIA CARE
TRAINING PLACES**

in 2018, to ensure the best care for our residents. This included five family members of residents in our Homes.

“Dad moving into The Royal Star & Garter Homes has enabled me to be his daughter again rather than his carer, as he is well looked-after by friendly staff and I know he is in good hands.”

Jean, Alan's daughter





Alan makes the most of every day

Resident Alan, who lives with dementia, makes the most out of every day and all of the activities, outings and socialising on offer. For Alan, being kept occupied and enjoying a good social life are some of the key benefits of the Home.

“ I enjoy the outings. I’ve been to pubs, I’ve gone tenpin bowling. They do various trips and I like to tag along. It’s nice to get out and breathe in the fresh air. There’s also a lot of activities within the Home every day, so I’m always being kept busy and I like that. You also get a lot of characters here.

The staff are great. They treat you naturally. They’re interested in you as an individual and it’s genuine. I think you get inside the place and the place gets inside you!”



Alan served in the Navy and Army

About Alan

Alan joined the Navy in 1943 and served as a signaller on HMS Meadowsweet, undertaking

minesweeping missions. In 1950, Alan joined the Army, until he retired in 1981. During this period he was a member of the SAS and Royal Signals, rising to the rank of Lieutenant Colonel.

Alan also served as Princess Anne’s bodyguard, mostly in Germany. Looking back on his career, he says: “I enjoyed the military life, I felt a sense of pride and honour to be able to serve my country.”

We work and live as **one team**, one family, one community. We look after one another. We consider our residents' **emotional**, social and physical needs but we also make sure that their relatives are welcomed, involved and **listened to**.

As a family



When a resident becomes one of the family, so do their loved ones and our doors are open to relatives and friends to visit whenever they wish.



Relatives and friends of our residents are welcomed into our Homes 24 hours a day

365 DAYS OF THE YEAR

“ Regardless of how busy they are, the staff all find time to chat and make us feel part of the Star & Garter family.”
Amanda, Freda's daughter





Freda and Amanda feel part of the family

Amanda, the daughter of Freda, one of our residents, describes her experience of the Home.

“ On leaving school my mum, Freda, became a civil servant in Naval Intelligence and, at the end of the war transferred to the Cabinet Office. Although demanding, she thoroughly enjoyed her work. Her spare time was devoted to playing sport, particularly cricket, through which she met her future husband.

Aged 40, Freda became a full-time mother to me and a carer for my war-injured father. She maintained a busy social life, fundraised for charities and travelled extensively. Sadly aged 94, with mobility deteriorating, nursing care was required for Mum. I could also see that her opportunity for social interaction was rapidly diminishing. I urgently needed a solution close to where I live. We visited The Royal Star & Garter Home near me and were immediately impressed with its beautiful purpose-built facilities and the friendly greeting we received.

During the time Mum has been here our initial reaction has been proven correct. The nursing staff,

carers and volunteers have all helped to make a home from home and the low turnover in personnel offers a consistency that is so important to the residents. The extensive events, activities and outings are far in excess of what we had hoped for.

From a personal position, Freda being at The Royal Star & Garter Home has given me peace of mind, knowing that she is safe and supported by professional, friendly staff at all times. The fact that in her 98th year Mum is still inquisitive and interested in other people and events both in and outside the Home is down – in no small part – to the effort of the staff. ”

We have **admiration** and respect for the people we care for. We never forget who they are or what they have experienced in life. We are **grateful** for their contribution to our country. We also **recognise** that they had homes and families, professions and hobbies.

Standing in their shoes



We understand that our residents have a wealth of life experience. We help them to keep up with old hobbies and friends, and to maintain links to military and social organisations, to support their well-being and connection to the world.

“ You can clearly see the bond between residents and staff from the way they talk to each other; a supportive hug or holding hands. ”
Jeremy, volunteer



Jeremy enjoys sharing his gardening skills with fellow veterans



Thank you

Our thanks to everyone who chose to support the veterans in our care with a gift in their Will.

“ I was a medical student in London during WW2, so appreciate how the Armed Services served us at great sacrifice to themselves. ”

Dr Isabel Pine, Legacy Pledger



This year we were supported by over

60 VOLUNTEERS WHO GAVE THEIR TIME

to residents particularly helping them with activities and outings. Our longest standing volunteers reached an amazing total of almost 100 years of collective service.



Jeremy's journey as a volunteer began in 2017 when he enquired about getting involved. He wanted to be able to give something back to ex-service personnel, having retired from the Army himself in 2008.

“ I was a bit apprehensive initially. I was not sure I would have the necessary emotional skills to cope but soon found that I didn't need to worry. I was provided with excellent training, which included a deeper understanding of what it means to live with dementia. This enabled me to feel confident when I started volunteering and empowered me to support residents in the best way.

From the start I was overwhelmed by the quality of care provided. The staff I meet are always welcoming, friendly and calm. They are all so

attentive that immediately you sense that feeling of a home; not a residential home but a proper home.

I love my time with the Charity. It balances well with my job in conservation and means that I have been able to draw on my own core skills. I've really enjoyed helping to create a sensory and scented dementia garden for residents.

The experience of being a volunteer has not only been shaped by what I do and the difference I make to residents' lives, it's also down to the exceptional way the Home is managed, run and staffed. I look forward to spending many more years volunteering.”

We do **what's right** and what's needed each day. We are open and **truthful**, we take responsibility, making difficult decisions when we need to. We **care** with courage.

Take courage



We are courageous in our approach to care, from developing new services and inviting scrutiny of our work, to caring with passion for each individual. We earn the trust of our residents, their families and the community.



In 2018, we cared for
41 PEOPLE LIVING
WITH DEMENTIA

By 2020, we will be providing over a third of the dedicated residential places for veterans living with dementia in England.

“ I'm proud that as an organisation we have the courage and vision to push ourselves further, challenging ourselves to expand our services to touch the lives of even more veterans. ”
Pauline, Director of Care





Army veteran Stephen shares a joke with Pauline

Pauline Shaw has been Director of Care for over 18 years. She is committed to improving the lives of older people and driving best practice.

“ In order to be successful in your job it is important to believe heart and soul in what you do and approach everything courageously. Promoting quality care requires absolute commitment to excellence, as we found when planning our new services. Day Care – the Star & Garter Club – is very popular. We have also committed to launching a service to care for younger veterans and Home Care. These will involve taking risks and a lot of hard work but we believe they will have a hugely positive impact on even more veterans and their partners.

On a more personal level, each day I see people taking courage in order to do their best for a loved one: from a daughter making the heart-rending decision to find a home for her beloved parent, a son who keeps visiting even though

his mother no longer recognises him or a carer soothing and softly singing to a much-loved resident as they lie dying.

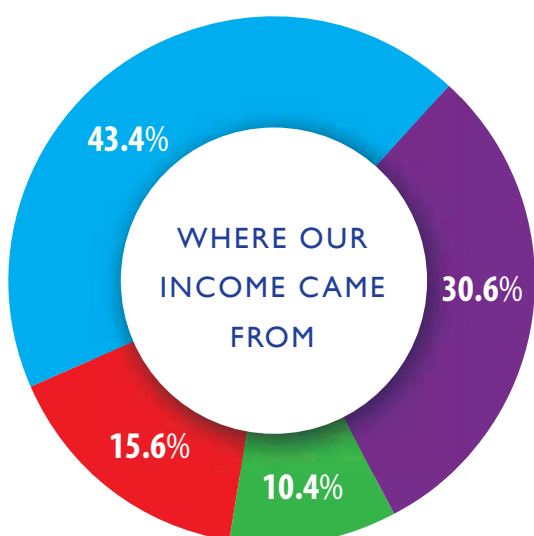
Two recent examples of courage at work really moved me and reminded me of the absolute power of our care. A volunteer decided that she didn't want to help in our dementia family, afraid of what she'd be facing. With our reassurance and support, she went along and loved it – now she always helps out in dementia care. Another time, I found a trainee Nursing Associate in tears, overwhelmed by her day. She had a cuppa and chatted with me about her feelings, then – calmly and with love – she went back to work. Such courage is inspirational.”

We believe in a future where all veterans are able to live life to the full and, with your support, we are committed to helping to deliver that.

Your support

HOW WE RAISED OUR INCOME

During 2018, we raised £17.3m to enable us to provide the highest quality of care for military veterans.

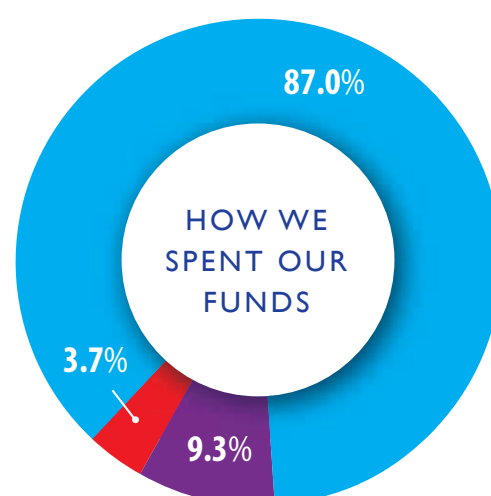


Fees for care services	£7.5m
Legacies	£5.3m
Investment income	£2.7m
Donations/other income	£1.8m

TOTAL INCOME	£17.3m
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HOW WE SPENT OUR FUNDS

We spent £14.1m on providing care and support to residents – 87p in every £1 we spent. We spent just 21p on fundraising for every £1 we raised during the year.



Care & support	£14.1m
Fundraising inc. legacies	£1.5m
Managing our investments	£0.6m

TOTAL EXPENDITURE	£16.2m
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Our future

Following the success of our Day Care trial in Solihull, we plan to roll the service out in our other Homes. We want more people to access our quality care, addressing social isolation and loneliness. By 2022, we will have extended our residential care to younger veterans with new Homes tailored to their needs. We will also offer care services in veterans' own homes, supporting those that need us but who are not ready to become residents.

Our drive for excellence continues in everything that we do, underpinned by significant investment in our staff development. We will continue to work collaboratively with other organisations and remain open to all ways of extending the Royal Star & Garter family.

PATRON

Her Majesty The Queen

PRESIDENT

HRH Princess Alexandra, the Hon. Lady Ogilvy, KG, GCVO

VICE PRESIDENTS

Vice Admiral Sir John Dunt KCB

Air Chief Marshal Sir David Parry-Evans GCB CBE

The Mayor of the London Borough of Richmond upon Thames

The Mayor of the Royal Borough of Kingston upon Thames

The Mayor of Solihull

CHAIRMAN

Major General Tim Tyler CB

CHIEF EXECUTIVE

Andy Cole OBE

MAJOR CONTRIBUTIONS IN 2018

We are grateful to the many organisations who have supported the Charity since its foundation. The generous gifts we receive enable us to provide excellent care for our residents. We would particularly like to thank the following for their support during 2018:

ABF The Soldiers' Charity

Aged Veterans Fund
(funded by the Chancellor using
LIBOR funds)

Compton Housing Association Limited

G M C Trust

Garfield Weston Foundation

H & M Charitable Trust

John Swire 1989 Charitable Trust

M B H Fund

Miss A W G Marriott Discretionary
Settlement

Queen Mary's Roehampton Trust

Rothera Family Charity Trust

Royal Air Force Benevolent Fund

Royal Navy & Royal Marines Charity

Santander UK Foundation Ltd

Scott (Eredine) Charitable Trust

The Albert Hunt Trust

The Jordan Charitable Foundation

The Peacock Charitable Trust

The Robert Clutterbuck Charitable Trust

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Registered Charity No.210119



PRIVACY POLICY

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