



Royal Star & Garter

Care with courage



Annual Review

2019



Welcome



**Royal Star
& Garter**

Care with courage

Every day we focus on providing outstanding care to those who have had the courage to serve their country.



We are proud to support veterans and their partners living with disability or dementia to ensure that they can live life to the full.

With the opening of our wonderful new Home in High Wycombe, we can now offer residential care to almost 200 veterans at any one time. We have also supported nearly 40 veterans through our day care services in Solihull and High Wycombe.

This year the COVID-19 pandemic has created huge operational and financial challenges for us. We are immensely proud of the extraordinary work our teams are doing to keep our extremely vulnerable residents safe and supported.

Our core value of care with courage has never been more true than today. We are extremely grateful to our family of staff, volunteers, funders and community partners who together make our Homes so special for the residents.



Thank you for your support,

Major General Tim Tyler CB
Chairman, Governing Body

Best wishes,

Andy Cole OBE
Chief Executive

About us

We provide loving, compassionate care to veterans and their partners living with disability or dementia.

Residents and relatives



“

I think it's fantastic here. Everybody seems to have such a caring nature. They come in and ask if I need anything, I don't feel forgotten. The love and care feels genuine. I feel very much part of a family.

Lily, WRAF



“

It's amazing here. The stimulation and what they do, the games and the music, is brilliant... This is as near to home as I could possibly ask for.

Kathryn, daughter of Army veteran Bunny



“

I love it here. Royal Star & Garter is a very homely place, people are very friendly. We felt the atmosphere as soon we walked in the front door.

Flo, WAAF



“

I know if I go first my wife will continue receiving the best care here. There's peace of mind for me.

Harry, Navy



“

The Home provides Gary with the care, compassion and understanding that a younger person who is dependent requires.

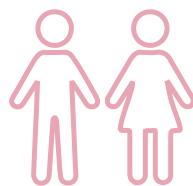
Christine, mother of RAF veteran Gary

Our impact

2019

205

residents
supported



84

men

121

women



Over

5,815 activities

outings & events
offered to residents



70

volunteers



44,343

days of
residential care

37

Royal Navy &
Royal Marines
veterans



97

Army
veterans



71

RAF
veterans

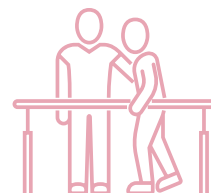


1,362

sessions
of day care

9,575 sessions

of physiotherapy and speech &
language therapy provided



“

Working for Royal Star & Garter, I feel part of a family. They genuinely care for us. And it's a privilege to care for the residents. They are a remarkable group of people. I'm proud to work for the charity.

Denise, Lead Health Care Assistant



Our day care service

In 2019, this new service was independently evaluated to establish its impact across a number of areas, including: well-being, enjoyment and engagement, social isolation and caring responsibilities.

88% of those attending the service agree or strongly agree with the statement 'My health and well-being have improved.'

75% of veterans report to their families that they enjoy attending the service.

100% of family members said their loved one has more opportunities to socialise.

83% say they are able to take time off from caring when their loved ones are at the service.

Eight day care guests have gone on to become permanent residents.

Our staff

The teams in our Homes show huge dedication to their work. We are proud of the development opportunities and support we offer them in return.

- Our longest-standing member of staff retired after 45 years' service.
- We supported six Health Care Assistants in becoming Nursing Associates.
- 90% of our staff feel proud to work for Royal Star & Garter.

Our achievements

A number of areas of our work were recognised for their impact on our residents:

- Our Solihull Home is rated 'Outstanding' in all five categories by the Care Quality Commission (CQC). This places it in the top 0.3% of CQC-inspected nursing homes.
- Our Surbiton Home retained its 'Outstanding' rating for care from the CQC.
- Our High Wycombe Home was nominated for a Pinders Healthcare Design Award.
- Our Solihull dementia care team gained special recognition at the Market Third Sector Care Awards.



How we change lives



Living positively is at the heart of our care and we support all aspects of our residents' needs to make their lives better, happier and more fulfilled.

When we welcome residents into our family, we focus on their health and well-being to make them as comfortable and content as possible in their new home.



Meet Brian

When Brian joined the Army in 1957 he was just 17. He had a long and distinguished career with the Royal Artillery. Brian rose to the rank of Regimental Quartermaster Sergeant, before retiring after 37 years of service. During that time he spent 17 years in Germany and served in Northern Ireland during the Troubles.

Brian suffered a serious stroke in 2019, leaving him incapacitated and unable to talk. Since moving to Royal Star & Garter, his recovery has been dramatic. He puts this down to working hard with our dedicated physiotherapy and speech & language therapy teams.

“

For four months I didn't know anything really. I couldn't speak, I could barely move. But I really began making an improvement when I moved to Royal Star & Garter. I'm gradually getting better. Physiotherapy is helping my recovery tremendously. I can stand up now, I couldn't do that before moving here. And therapy has really improved my speech.



Brian in his Army days

It's remarkable, and a real achievement for me. I feel proud. The care they provide is amazing.

27



In 2019, we supported 27 residents with short-break care, giving family carers a break too.

As a family



Our nurses, carers and therapeutic teams work together to ensure residents' health issues are well managed, with support from external health professionals if needed. We promote strength and well-being through physiotherapy and exercise, while our speech therapists and dieticians address each resident's needs.

Before coming to Royal Star & Garter, many residents found that their horizons were narrowing. When they become part of our family, they feel supported in enjoying former pastimes like gardening and music or going on outings such as theatre visits or pub lunches. These activities provide stimulation and enhance their daily lives.



Our work also touches the lives of families, who may have been acting as carers or were worried for their parent alone at home. Now they know their loved one is safe and happy.

“

I was a wreck when I came here, I couldn't move. Now I've put on weight and I can walk with a frame. My boys don't have to worry about me. They now know I'm being taken care of.

John

I know that Mum is somewhere safe and looked after by people that really care about her. I've not met anyone here who has not impressed me with their dedication to the job.

Graham, Bet's son

You won't believe the peace of mind I have knowing Mum is at Royal Star & Garter. She looks healthier now than she did 12 months ago!

Charles, Joan's son



Our new High Wycombe Home



April 2019 saw the arrival of the Home's very first resident and the start of a new Royal Star & Garter family.

'Standing in their shoes' is key to the care we offer. It means we understand and empathise with each individual. We get to know their background, families and interests to ensure their care and well-being needs are met. When we opened the new Home, we selected staff who understand how to make a difference to residents' lives and to care with love.

Meet David and Kate

RAF veteran David, who lives with dementia, was the first resident to move into our High Wycombe Home last April. His daughter Kate shares her thoughts on our care:

"I have been overwhelmed by how good and comprehensive the care is. The detailed level of support is great.

“

I like it here, I just feel it's a remarkable place.

David, RAF veteran



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High Wycombe cared for 31 residents and three day care guests, April to December 2019.



David in the RAF

“So much thought has gone into making life as easy as possible for Dad. There is a chair near the kitchen that Dad loves sitting on so that he can see everything. The Home is full of lovely communal spaces, there aren’t just chairs in front of a TV.

“Dad loves gardening, he always has done and finds it therapeutic. When Dad moved in, staff told him he could plant and grow whatever he wanted. Now he can go outside and potter about. He planted runner beans and then ate them for tea, which is lovely. It’s linked him back to something he’s always loved. That helps lessen anxiety and confusion, and that’s a big thing. It gets him outside and exercising.

“Staff know Dad, they know his preferences and what he likes. It all helps to keep his anxiety levels as low as possible. I would say Dad receives an outstanding level of care.”

“

It means I can sleep at night, because I know he’s safe, and loved, I know he’s cared for and he’s part of the family. And this way we get to do the fun things rather than the boring things. I get to enjoy Dad and Dad gets to enjoy life.

Kate, David’s daughter



Naming the floors

The floors of our High Wycombe Home are named to commemorate four local veterans. Their families and friends attended a special ceremony in May.



Frank Adams

Frank served in the Army, Royal Flying Corps and RAF during both Wars.



Edward Brooks VC

Army veteran Edward was awarded the Victoria Cross for bravery in 1917.

Anthony ‘Bugs’ Bendell

Former resident Wing Commander Bugs was among the RAF’s most talented Cold War pilots.



Lettice Curtis

Lettice served with the Air Transport Auxiliary in WWII and delivered 1,467 aircraft.



Our day care service

We live and work as one family: staff and residents welcome veterans from the community into our Homes to benefit from day care.

Launched in our Solihull Home in 2017 through a grant from the Aged Veterans' Fund (funded by the Chancellor using LIBOR funds), our day care service is person-centred and welcoming.

Guests have the opportunity to join in activities and outings, share mealtimes and have well-being checks. The service addresses issues linked to loneliness and self-confidence as well as offering much-needed respite for families. Our guests become an integrated part of the Home's daily life and many form strong friendships with the residents.

An independent evaluation of the service concluded that:

75% of guests looked forward to attending the service.

100% said they would recommend day care to others.

100% said they would consider becoming a resident in the future as a result of attending.



“

All I can say is that he is happy when we take him, and he is happy when we pick him up and we know that he has had a nice time. We can tell. That happiness continues all the way home.

Relative of a day care guest



Minibus appeal

Our campaign, run during 2019, raised funds to help us buy six minibuses which benefit both residents and day care guests.

Residents and guests enjoy outings to pubs, garden centres, theatres and shops, travelling comfortably and safely in specially-adapted vehicles. The minibuses are also used for hospital visits.

Our day care service collects guests and takes them home, ensuring their time is enjoyable and stress free: “Having the transport gives me independence and freedom – I’d rather get the minibus here than muck up my daughter’s day,” commented one guest.

38

In 2019, we welcomed 38 day care guests, helping to support their families too.



Meet Alf



Former Leading Aircraftman Alf struggled to cope following the death of his wife in 2016. When he was diagnosed with dementia, care at home became difficult.

He first came to Royal Star & Garter as a day care guest in June 2018 before becoming a long-term resident.

His daughter Trudi said his time in day care helped with the difficult transition to permanent care:

“You see the quality of care, and it gives you peace of mind. You get to know the surroundings, and the staff, so when you arrive here full-time, you see the same faces.”

“

I love it here. We have a good laugh. When I first came here I had an infection and had stopped walking. But I went to physiotherapy and they taught me how to walk again. I used to be in a wheelchair and I felt terrible. But now I can walk and dance. It's fantastic!

Alf, day care guest then resident

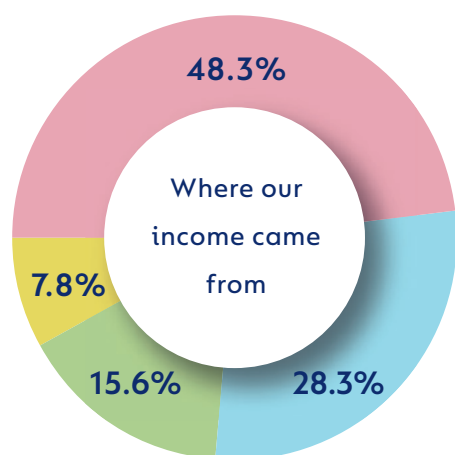


Your support

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.

How we raised our income

During 2019, we raised £18m to enable us to provide the highest quality of care for military veterans and their partners.

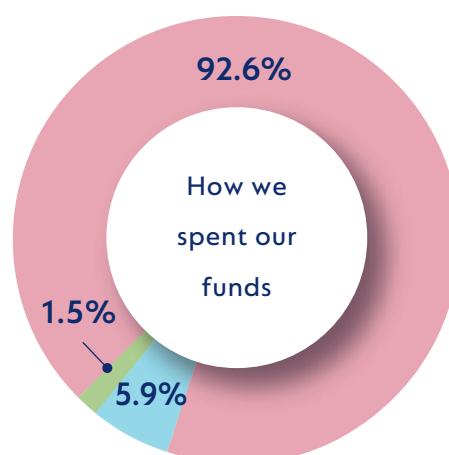


Fees for care services	£8.7m
Legacies	£5.1m
Investment income	£2.8m
Donations/other income	£1.4m

Total income	£18.0m
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How we spent our funds

We spent £19m on providing care and support to residents - 93p in every £1 we spent. We spent just 18p on fundraising for every £1 we raised during the year.



Care & support	£19.0m
Fundraising inc. legacies	£1.2m
Managing our investments	£0.3m

Total expenditure	£20.5m
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Our future

Our strategy sets out a bold vision: to push further the quality of our services, while at least doubling the number of veterans, partners and families we help.

To meet our exacting standards requires passion, commitment and significant financial investment. We challenge ourselves to improve so that our care can be provided to veterans and their partners who will

increasingly experience social isolation and loneliness. Our development of services, such as day care and support provided in a veteran's own home as well as specialist living for younger veterans, will ensure that we meet this ambition.

There is no doubt we will continue to face a threat from COVID-19, but we will meet this head on with the extraordinary positivity and courage that has been shown since March.

Partnerships

We are extremely grateful to the funders who help us to care with courage every day. All the gifts we receive make a lasting difference.

From funding our activities programme to helping us buy specialist physiotherapy equipment or developing new services, all donations and grants enable us to provide a model of care that supports all areas of our residents' well-being.

The value of this cannot be underestimated and one of our supporters, Brigadier (Ret'd) Robin Bacon, Chief of Staff at ABF The Soldiers' Charity, adds: "We are proud to support Royal Star & Garter. Our partnership goes back more than ten years which shows just how valuable the charity is to our veterans and their families in their time of need.

"This year, we awarded a grant of over £100,000 to help buy a specialised coach to accommodate up to six wheelchairs, enabling residents to attend activities and outings. We would like to say a massive thank you to all the staff for everything they do."

Major contributions

We would particularly like to thank the following for their support during 2019:

ABF The Soldiers' Charity
Aged Veterans Fund (funded by the Chancellor using LIBOR funds)
Armed Forces Covenant Fund Trust
Birmingham International Tattoo
Compton Housing Association Limited
Dickinson Family Charitable Trust
H & M Charitable Trust
Lest We Forget Association
Scott (Eredine) Charitable Trust
Shirley Ladies Circle
The Jordan Charitable Foundation
The M B H Fund
The Peacock Charitable Trust
The Royal British Legion
The Veterans' Foundation

By 2025

550 veterans and partners supported at our Homes.

1,600 relatives and loved ones supported as part of our wider military family.

100 day care guests in three locations.

Four residential Homes, including specialist provision for younger veterans.

One-third of the places for veterans living with dementia in England.

Consolidated accounts

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 December 2019

	Unrestricted Funds	Restricted Funds	Permanent Endowment	Total Funds 2019	Total Funds 2018
	£000	£000	£000	£000	£000
Income and endowments from:					
Charitable activities	8,659	-	-	8,659	7,541
Donations and gifts	972	360	-	1,332	1,645
Legacies	5,127	-	-	5,127	5,276
Investments	2,791	-	-	2,791	2,710
Other trading activities	109	-	-	109	132
Other income	10	-	-	10	12
TOTAL	17,668	360	-	18,028	17,316
Expenditure on:					
Charitable activities	18,841	143	-	18,984	14,112
Raising funds	1,496	-	-	1,496	2,073
TOTAL	20,337	143	-	20,480	16,185
NET (DEFICIT)/ INCOME BEFORE INVESTMENT GAIN/ (LOSS)	(2,669)	217	-	(2,452)	1,131
Net gain/ (loss) on investments	10,871	-	8	10,879	(6,158)
NET INCOME/ (EXPENDITURE)	8,202	217	8	8,427	(5,027)
Transfers between funds	694	(694)	-	-	-
OTHER RECOGNISED LOSSES					
Actuarial losses on defined benefit pension scheme	(951)	-	-	(951)	(211)
NET MOVEMENT IN FUNDS	7,945	(477)	8	7,476	(5,238)
Total funds brought forward	144,419	520	51	144,990	150,228
TOTAL FUNDS CARRIED FORWARD	152,364	43	59	152,466	144,990

For the full financial review, including a breakdown of our assets and reserves, please refer to the 2019 Annual Report, available on request, at www.starandgarter.org and at www.charitycommission.gov.uk



BALANCE SHEETS

At 31 December 2019

	Group		Charity	
	2019	2018	2019	2018
	£000	£000	£000	£000
FIXED ASSETS				
Tangible fixed assets	52,215	50,434	53,251	51,421
Investments	94,317	94,439	94,317	94,439
	146,532	144,873	147,568	145,860
CURRENT ASSETS				
Stocks	3	2	3	2
Debtors: amounts receivable within one year	977	719	1,050	771
Cash at bank and in hand	8,122	1,918	8,056	1,881
	9,102	2,639	9,109	2,654
LIABILITIES				
Creditors: amounts falling due within one year	(1,716)	(1,758)	(1,723)	(1,773)
	7,386	881	7,386	881
NET CURRENT ASSETS				
	153,918	145,754	154,954	146,741
NET ASSETS EXCLUDING PENSION LIABILITY				
Defined benefit pension scheme liability	(1,452)	(764)	(1,452)	(764)
	152,466	144,990	153,502	145,977
TOTAL NET ASSETS				
	152,466	144,990	153,502	145,977
THE FUNDS OF THE CHARITY:				
Unrestricted funds:				
General fund	18,852	20,164	18,852	21,151
Less: Pension reserve	(1,452)	(764)	(1,452)	(764)
	17,400	19,400	17,400	20,387
Fixed asset funds	52,215	50,434	53,251	51,421
Designated funds	82,749	74,585	82,749	73,598
Total unrestricted funds	152,364	144,419	153,400	145,406
Permanent endowment fund	59	51	59	51
Restricted funds	43	520	43	520
TOTAL CHARITY FUNDS	152,466	144,990	153,502	145,977

Approved and authorised for issue by the Governors on 24 June 2020 and signed on their behalf by

A S Francis

Amanda Francis DSS BSc ACA
Treasurer

**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

Malcolm Chapple BSc, Barrister at Law, FCI Arb

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

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Keeping in touch - our privacy policy

Royal Star & Garter uses your details to send you information about our work. We have updated our Privacy Policy so that it is clearer to understand how we use and store the data you provide us with. Please see the Privacy Policy on our website www.starandgarter.org for more information.

You can change your contact preferences at any time by contacting us on 020 8481 7674 or emailing info@starandgarter.org.

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