



your healthcare

Annual
Report
2016/17

At the heart of the community



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Welcome to *your* healthcare and our annual report 2016/17

Welcome to Your Healthcare's 7th annual report. We are proud of being a financially stable social enterprise, providing the best possible health and social care that we can for the residents of Kingston and Richmond.

Our social enterprise provides more than 40 health and social care services to our community such as health visiting, school nursing, dementia care, speech and language therapy and district nurses.

As a social enterprise we are free to make a difference to our not-for-profit business and staff have the freedom to change processes for the better. The fact that we are a social enterprise means that we are

mandated to put back any surplus that we have into the organisation, giving residents of Kingston the full benefit of every penny invested in Your Healthcare.

We are proud to have a Manifesto which highlights the five freedoms that all staff have to innovate and improve services for all. These freedoms are indicated throughout this report.

We could not exist without our close working partnerships with the Royal Borough of Kingston, Staywell, GPs, Kingston Clinical Commissioning Group (CCG) and Kingston Hospital amongst others. Having the freedom to work with our partners results in us being able to

offer better value for money and allows us to innovate our services to provide more efficient ways of working.

Making a difference

All our staff are dedicated to looking after everyone who is in their care and this annual report seeks to highlight their professionalism as well as celebrate the many ways in which we **make a difference** to people who use our services from the first stages of life to the last.

We hope you enjoy reading our annual report.



Making differences in our community

The next few pages explore a variety of ways in which we help our community.

Our nurses are constantly out and about in the community, determined to keep people in their homes and out of hospital.

One of our teams at the forefront of trying to keep patients out of A&E and in their

homes is the Rapid Response team, an experienced group of nurses and paramedics who assess people at home, arrange medication if necessary and may make return visits. Most of the patients seen by the team are kept at home. Similar to district nursing, it's a seven day service.

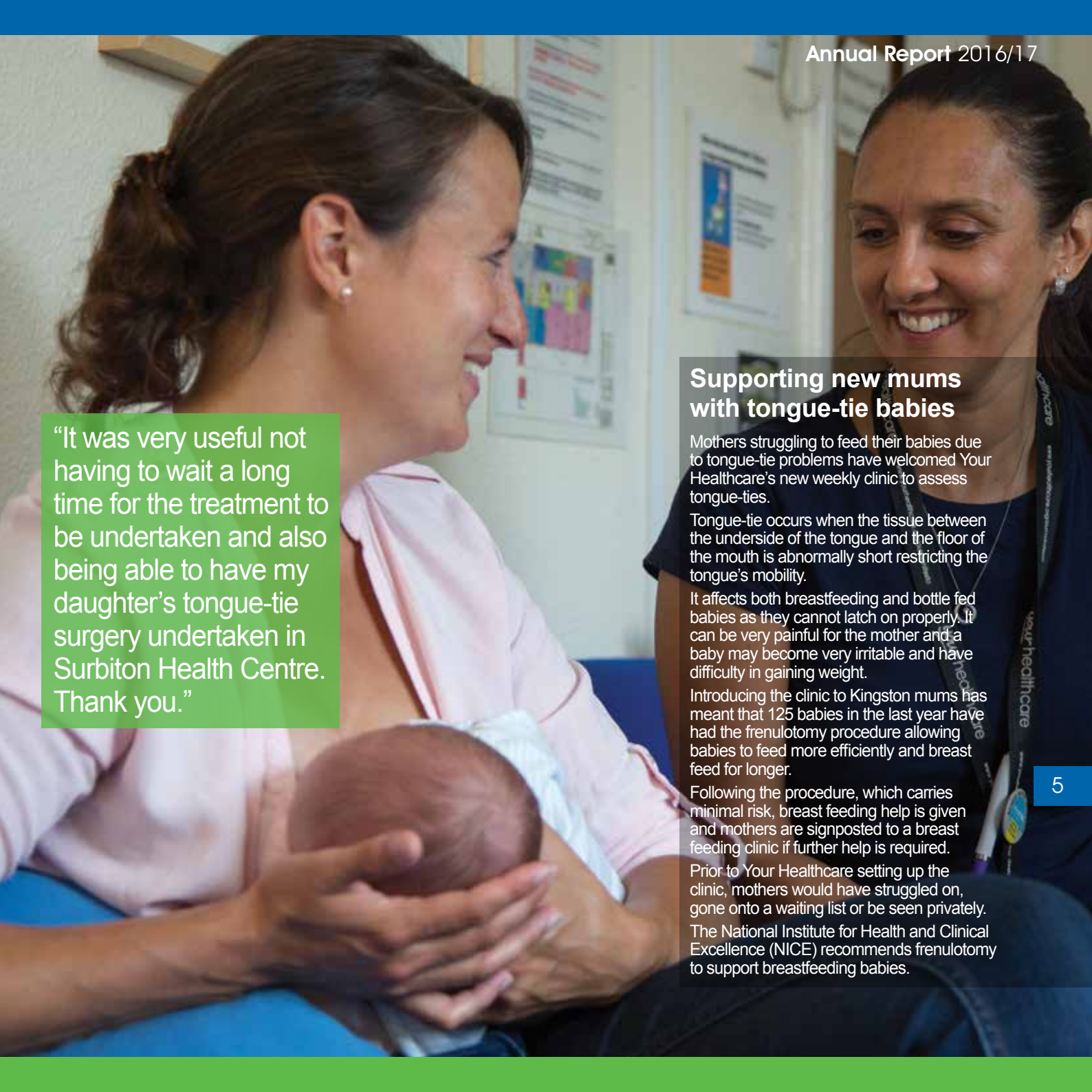
**Freedom
to change things
for the better**



One patient said: *“The Rapid Response team is out of this world; to feel so ill and wretched and alone and a pair of angels appear, and things start to look up. They do not even seem to mind The Island - so many thanks for your help.”*

An extension of the team's care into the community is being part of the Extended Primary Care Service. The team work with other local nurse practitioners and GPs to provide walk-in clinics over the weekend for residents of Kingston at Surbiton Health Centre, Kingston Health Centre and Merritt Medical Centre.

Patients with urgent conditions can attend one of the clinics without an appointment and be seen and treated by a GP or nurse at the weekend.



“It was very useful not having to wait a long time for the treatment to be undertaken and also being able to have my daughter’s tongue-tie surgery undertaken in Surbiton Health Centre. Thank you.”

Supporting new mums with tongue-tie babies

Mothers struggling to feed their babies due to tongue-tie problems have welcomed Your Healthcare’s new weekly clinic to assess tongue-ties.

Tongue-tie occurs when the tissue between the underside of the tongue and the floor of the mouth is abnormally short restricting the tongue’s mobility.

It affects both breastfeeding and bottle fed babies as they cannot latch on properly. It can be very painful for the mother and a baby may become very irritable and have difficulty in gaining weight.

Introducing the clinic to Kingston mums has meant that 125 babies in the last year have had the frenulotomy procedure allowing babies to feed more efficiently and breast feed for longer.

Following the procedure, which carries minimal risk, breast feeding help is given and mothers are signposted to a breast feeding clinic if further help is required.

Prior to Your Healthcare setting up the clinic, mothers would have struggled on, gone onto a waiting list or be seen privately. The National Institute for Health and Clinical Excellence (NICE) recommends frenulotomy to support breastfeeding babies.

Making differences in our community

Helping mums combat mental health issues

Our Health Visitors help mums overcome post-natal depression and anxiety across Kingston. One of the ways in which they do this is Monday Mums, a peer support group for mums struggling after having a baby.

Four of the team facilitate the groups which are held five times a year and provide a safe, supportive and friendly environment for women to share their feelings in a confidential space. The groups follow an eight week programme.

The themed programme helps them to:

- Improve their mood
- Discover stress busting and relaxation methods

- Find ways to challenge negative and unhelpful thoughts
- Improve their communication, self-esteem and assertiveness.

Anne-Marie Walsh, Health Visitor, said: *“The mums enjoy the groups because it gives them a chance to talk to other women in the same situation as themselves. It can feel quite isolating being a new mum and a realisation that others are feeling the same is so important.*

“Many women often feel guilty when they don’t look like celebrities having given birth so this group helps them to share their feelings and experiences.”

The group is held at the Surbiton Children’s Centre and the mums can leave their baby in the crèche run by our partner, Achieving for Children.

After the course many of the women become friends and still continue to meet years later. Some even form WhatsApp groups!

Dear Anne-Marie and Brenda,

“Thank you very much for your kind help towards my post-natal depression.

Because of your class, I feel much happier and I can feel I’m getting better every day.

Hopefully, next time I see you, I can show you my happiest smile and big confidence.

Many thanks.”



Freedom to innovate

Housebound patients bypass A&E

In a bid to save housebound patients with possible deep vein thromboses (DVT) from visiting A&E, our Rapid Response team can now treat patients at home.

If a person has a suspected DVT and calls their GP, the GP can now give them two options – going to A&E or calling out our Rapid Response team.

The team will examine the person in the comfort of their own home and if they suspect a possible DVT, can now prescribe and administer the appropriate anti-coagulant.

Only a scan will confirm a DVT so the team will then book an appointment at Kingston Hospital's DVT clinic.

The brainchild of being able to treat possible DVT patients in the home, was a nurse in Rapid Response who visited an elderly patient with dementia with a possible DVT but she had no alternative to offer other than A&E.

Rosie Pease, Nurse Practitioner, said: *“Many of our patients are elderly and a trip to A&E is quite traumatic for them. If we can avoid A&E and treat them at home then we have achieved our goals of making sure the patient receives the right treatment, in the right place and at the right time.”*



Now the team has developed clear guidelines on how to manage a possible DVT and since the scheme went live in May 2016, they have received 48 referrals for suspected DVTs.

Close working with Kingston Hospital

has enabled the team to store the appropriate medications in the community making it possible for the team to administer it quickly as well as ensuring a smooth booking of scans with Kingston Hospital.

Being amongst our community



New Saturday Contraception and Sexual Health clinic opens

In response to patient demand, we opened an extra, free and confidential contraceptive and sexual health (CASH) clinic on Saturdays to provide more choice for people who need access to our services.

The clinic opened in June 2016 and almost 230 people have now walked through its doors in Surbiton.

The Saturday clinic can also boast that it has delivered 100% of all STI screen results well within the national 10 day target, helping to reduce anxiety in those people screened.

It typically offers full sexual health screening services with tests for

chlamydia, gonorrhoea and blood tests for HIV, syphilis and for hepatitis B and C where appropriate. It also offers condoms including the c card scheme, contraception, emergency contraception, pregnancy tests and referrals to other services.

“Didn’t have to wait more than 5 minutes, very good service and happy with all my information.”

Another success of the Saturday clinic is the amount of men accessing the clinic.

Since opening, 24% of people who have attended were men. Often men find community CASH clinics difficult to access possibly due to inconvenient opening times and perceptions that they are just for women.

To help meet demand in all our clinics, we increased the number of staff which has led to reduced waiting times and improved patient experience. Clinics are open to men, women and young people.

Joan Coy, CASH Lead Nurse said: *“We’re really pleased that the Saturday clinic is so successful and clients have appreciated the service. We want it to be open to all. We’re also delighted that men in particular find the Saturday clinic accessible and we want everyone to know that they will receive a service that is friendly, professional and non-judgemental.”*

“The service is fantastic and the staff are all very friendly/informative.”

Free and Confidential
Contraceptive and Sexual Health Service
— open to everyone —

NEW Saturday Walk-in clinic,
11.00am to 1.00pm
Hollyfield House, Hollyfield Road

No appointment necessary. Visit here for health advice and information including advice on sexual health

020 8549 6323

Your Healthcare is a Community Interest Company with many years of expertise providing high quality health and social care services for residents in Kingston and Richmond as part of the NHS family.

Did you know? Kingston has the lowest teenage pregnancy rate in the UK

We provide a complete contraception and sexual health service, which is non judgemental, friendly, accessible to everyone, female, male, gay, bisexual and people of all ages.

KSH
www.yourhealthcare.org

KUT9

Preventing falls

Your Healthcare runs a falls prevention service to support people who have a fear of falling or have fallen. Causes of falling can be due to balance problems, muscle weakness, poor vision or long term health conditions.

This service offers risk assessments at home or in clinic, falls intervention exercise classes and home exercise programmes depending on the person's ability and needs.

Joan Kingsbury, aged 83 takes us on her journey with Your Healthcare.

"I've suffered from vertigo and had ear problems for quite a while now which makes me unbalanced and to top it all off, I had to have a hip replacement last year.

"When I was at home recovering, I had exercise instructor, James McDonnell, from Your Healthcare come to visit me frequently at home over six months. He gave me chair balance exercises to do and got me fit enough so I could get out of the house and attend the regular balance and strength classes in Worcester Park.

*"When I started the classes I was the only female which surprised me but that's really unusual! It's a small group and the instructor takes us through various exercises at the right speed and takes time to make sure we're doing it all correctly. James is really patient with us all and I can't praise him enough. **He's young, fit and healthy but hasn't given up on us old ones who are tottering around!***

"This class and the help that I had at home have given me such confidence as I was struggling so much before."



Making a difference for everyone

Bocketts Farm trip for Child Protection Children

In June 2016, one of our health visitors as well as a multi-agency team of health visitors, school nurses, social workers and the police, took 21 children who were on child protection plans on a day trip to Bocketts Farm.

The children aged between 4-11 years' old had a fabulous time handling the animals, playing on the indoor and outdoor play areas and had a tractor ride. They also had a lovely tea provided

by the multi-agency team involved in the trip.

Parents weren't invited as it was a day for different agencies to work together and make a positive impact on the children's lives. The joint venture was arranged between Your Healthcare, Achieving for Children, the police, schools, child protection managers and the probation service. The day also had funding from two private donors.



Why community nursing makes a difference

Hattie Domagala has been a community staff nurse for less than a year but is passionately committed to working with patients in the community. Here's her story.

During summer 2016, Hattie was a student nurse completing a 12-week placement with a district nursing team with no intention of going into community nursing as she thought she'd start working in a hospital environment upon completion of her training. But, when given a caseload of clients to see every day she soon felt the buzz of working autonomously in the community.

Whilst she was on placement, lone working, Hattie had to check a client's blood pressure. She realised the client was deteriorating rapidly and in that high-pressure situation made the decision to call an ambulance.

She said: "When I saw how unwell she looked, I was so thankful to be there and make a difference to her life and situation. Without me visiting that day, she could have become extremely unwell so getting her to a point of safety and learning from that situation made me determined to provide the best care for people in their homes."



Since becoming a community staff nurse, Hattie has done an immense amount of training to help her patients. For example, she is now trained in syringe driver, dementia, basic life support, anaphylaxis, wound care, venepuncture, safeguarding and more.

Hattie said: "Being a community staff nurse is a fantastic experience because it really allows you to build a rapport with a person at home which you wouldn't necessarily get in other areas of nursing. It also allows you to think on your feet as you often have to make quick decisions. With a supportive, encouraging environment and lots of training; community nursing is a rewarding career."

*Hattie Domagala
Community Staff Nurse*

Freedom
to tell our great
stories

Working with partners to make a difference

Freedom
to talk to partners
about aligning services
for greater gain for
our community and
best value for our
commissioners

Smoothing the path from hospital to home

The choice between going home or staying at hospital is an easy one. Most of us would choose home any day and our Better at Home project is helping people aged over 65 in Kingston Hospital to be discharged home quickly.

The Better at Home project has grown out of our community in-reach programme which was initially a team of Your Healthcare occupational therapists working in Kingston Hospital's Acute Assessment Unit (AAU) helping to refer appropriate people to Tolworth Hospital for inpatient rehabilitation.



Maria Casunuran, Integrated Therapy Practitioner, said: *"Since we started the community in-reach programme we have worked tirelessly to get people back in their familiar environments.*

"During the last financial year we assessed 932 people and had a medically appropriate discharge rate of consistently over 88%. This means we are discharging people in a timely fashion supporting the reduction of hospital length of stay and allowing patients to maintain their independence at home following an acute illness."

Better at Home simply means that once a person is well enough to be discharged from hospital but needs possible support, the In-Reach team will take the patient home to assess them. If appropriate, they will remain at home, however, if the person is unsafe at home then they will be discharged to an appropriate destination within the community or go back to Kingston Hospital for further investigation.

The team who achieves this outcome consists of GPs, advanced nurse practitioners, a dementia nurse specialist, the Impact team, a social worker, district nurse support, occupational therapists, physiotherapists, senior enablers and Staywell.

This was so successful it was transformed into a multidisciplinary integrated community in-reach service to provide more accessible, integrated and consistent urgent and emergency care services in October 2016.

Its extended reach now supports the discharge of people from A&E, AAU and ward patients who can be managed in the community. The service addresses high risk people, identifies an appropriate level of monitoring and professional involvement to reduce hospital length of stay to prevent crisis and hospital readmission.

Nursing for 40 years

Claire Kibble is one of our senior nurse practitioners and prescribing nurses. She explains how she feels she's made a difference to people in the community.

Claire always wanted to be a nurse and as soon as she could, trained to become a nurse in 1977. She then worked in hospitals for Surrey & Sussex. Since 1995, she transferred to working as a district nurse in the community and hasn't looked back since.

As a district nurse, Claire cared for people in their homes who had long term conditions, palliative care needs and end of life care.

She says: "Working with people in their homes is so rewarding. Once you walk through their front door, you're in their domain and it's up to you to build up the trust and respect they deserve. It's a very challenging role but is very varied and enjoyable."

"Once inside someone's house you create a holistic assessment of that person. It lets you build a more accurate picture of them by seeing their environment, physical state and mental health."

From district nursing Claire advanced her training to become a senior nurse practitioner in our Impact team which focuses on hospital prevention. Many of the team, including Claire, are also independent prescribers who can diagnose and devise management plans for people and prescribe appropriate medication, **freeing up GP time.**

The team visit people in nursing homes and provide clinics in sheltered housing. People can come to the clinics for blood tests, advice and health education; again giving people an alternative to visiting their GP.

However, her favourite part of the job is palliative care.

She says: "If it is a person's wish to pass away at home, I feel it's a privilege to make sure that their wishes are upheld. It's so important to give emotional support to them, their family and provide the privacy and dignity they deserve. This way they can pass in a safe, familiar environment with music and pets, if they wish, surrounding them."



Freedom
to tell our great
stories

Making a difference in the

Doug's story

Child evacuee of the Blitz and former semi-professional footballer, Doug Markham, spent eight years visiting his wife at Amy Woodgate, our specialist resource centre for people with dementia and now attends himself.

This is his family's story of the care given to him, his wife and support for his daughters who are very involved in his care and wellbeing.

"My wife was cared for at Amy and I visited her every day. We were so happy. When she died in December 2013, I carried on coming here because everyone became my friend and I volunteered to help out.

"I appreciate everything that's done for me and I think the best thing about Amy is the people that work here. Patients have dementia and many have other handicaps too but the staff are wonderful with them. My wife was looked after so well when she was here.

"Even if someone has dementia there's still someone in there. They are just a bit forgetful. What they need and get here is a caring hand around the shoulder to say 'how are you?' and it makes you feel wanted.

"I think time is the valuable thing and we get that at Amy. We can talk about the old times – good and bad. Everyone is kind to me. For me it has lots of memories."

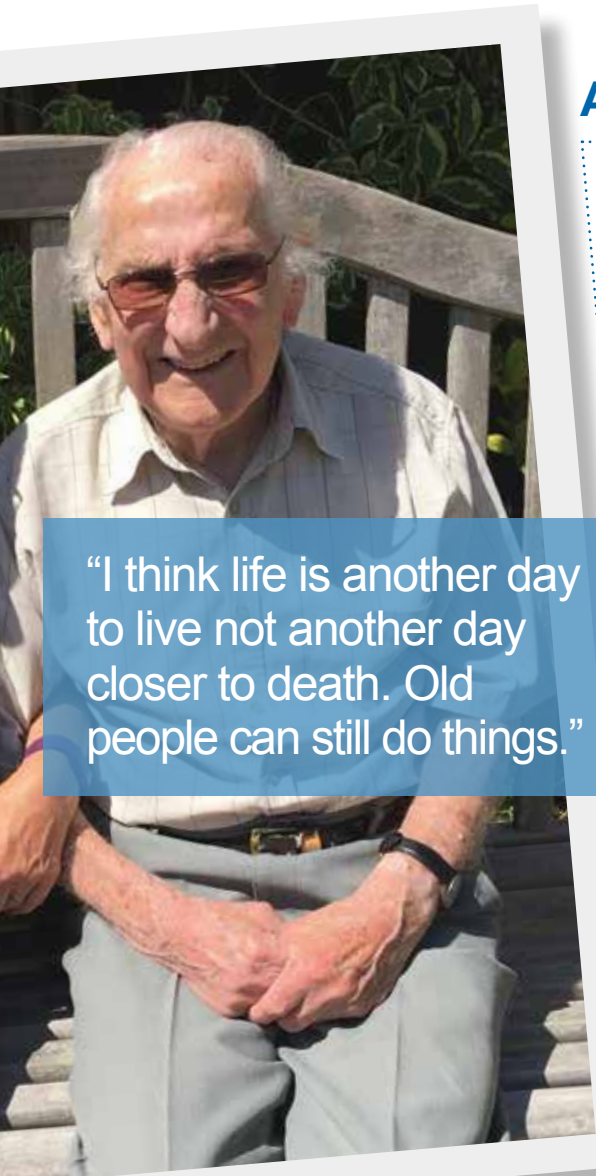
Doug is 90 years' old. He was in the Armed Forces and worked as an engineer for BT (British Telecom) for 48 years. He also visited schools to speak to children about the war and what it was like being a child evacuee. He represented the UK in athletics.

He now attends Amy Woodgate as a day centre user two times a week.

"Everyone at Amy is so thoughtful and forward thinking. It's a wonderful place."



the battle against dementia



“I think life is another day to live not another day closer to death. Old people can still do things.”

Anne's story, Doug's daughter

“Mum was at Amy Woodgate for eight years before she died. Dad didn't want to put her in but he couldn't cope caring for her anymore.

“When we visited Amy for the first time, we were impressed. The lady knew all the residents by name and was more interested in them than us. It didn't smell of food or stale urine. She showed Mum where she could have a cup of tea.

“When she was moved from Coombe Hill to Amy Woodgate, it was done in a brilliant way. Her belongings were put into her new room first so it looked like a familiar environment to her.

“While she was at Amy, it was my parents' 60th wedding anniversary and the staff took my parents out to lunch at a local pub. They also held a family party for my parents at Amy and many carers past and present, came to celebrate the event.

“When she died everyone at Amy came to say goodbye.

“Now my dad has dementia. He kept falling and didn't remember falling. He stopped eating and wasn't smartly dressed or clean shaven anymore.

“Going to Amy has turned him around and given him his dignity back. The staff are brilliant. Many staff members are still there from eight years ago and I like that continuity. It's well managed, staff talk to the residents and you can visit at any time of day or night; it's not restricted.

“It's all about the little things too, like the food being freshly cooked. When my mum needed puréed food it was all puréed separately so still looked colourful and appetising on the plate.

“A resident soiled themselves and to preserve their dignity a member of staff walked in front and one behind to shield that person.

“I can't sing their praises enough.”

Creating differences

Innovation grant

We are so proud of our Community Neurological Rehabilitation Team (CNRT) who won an innovation grant from the Health Innovation Network to provide a neurological exercise programme based in a community leisure centre.

Once people are discharged from the healthcare system after suffering a neurological impairment they still need regular cardiovascular and strength training, but many feel uneasy exercising in a leisure centre.

Winning this grant will enable members of CNRT's physiotherapy service to provide a 12 week (twice a week) exercise programme for people with neurological conditions in a local gym. The programme will also include educational sessions promoting the benefits of exercising whilst giving people the opportunity to discuss relevant issues that matter to them.

CNRT Lead, Darren Beales was delighted to accept the grant on behalf of the team. He said: "The grant allows the CNRT team to help people with neurological conditions to exercise together in the community."

The innovation grant was collected by Darren at the prestigious Innovation and

Diffusion Awards in London. These awards promote the adoption of innovation in health, care and education across south London.

The classes are due to start in June 2017.

Darren said, "Many people we work with often feel isolated and unconfident in local gym settings and our aim is to make these individuals feel comfortable enough so that they will continue to exercise locally.

"We will also work collaboratively with Public Health Kingston to provide other future joint initiatives if possible."



**Freedom
to innovate**

Child Health Team win £1m contract

We are delighted that our Child Health Information Services team won a £1.2m contract from NHS England to become the lead provider of NHS child health

information services across south west London.

This will allow us to provide online access to parents who want to see their child's health and development records. It's also invaluable for healthcare professionals too as they can see all the necessary information from all involved

organisations on one platform.

During 2017, the team will consolidate and build a single clinical record system which will provide child health information for 0-19 year olds for parents and relevant clinicians.

Marjan Daneshpour, Head of Information and Child Health, said: *"We were incredibly pleased to win this contract. It's a fantastic opportunity for us to work with our partners to help parents access information.*

"The new system will allow information about a child to be in one place; information can be updated immediately and healthcare professionals can access it online at any time or place. Clinicians will be able to log in and see the same information which should improve decision making and reduce the risk of missing information."

We will work with our partner organisations: St George's Hospital and System C (the technology and IT system provider) to create the system.

We hope to provide online access for parents in 2018.



Proving we make a difference

CQC Inspection

Your Healthcare is registered with the Care Quality Commission (CQC) and uses the CQC's Key Lines of Enquiry (Safe, Effective, Caring, Responsive and Well Led) to support our monitoring of the quality and safety of the care we deliver and to ensure that as a provider, we do not fall below these set standards.

There were three CQC inspections within our services in 2016/17, with an important Provider Inspection in November 2016,

which covered all our health services.

Staff welcomed the inspection as it was an opportunity to demonstrate the great work they do in providing a safe and caring environment to our community. The organisational overall rating given by the CQC was **GOOD**. We thank our staff for all their hard work in assisting the inspectors during the inspections.

The services covered during the 2016/17 inspections were:

- Community Health Inpatient Services
- Community Health Services for Adults
- Community Health Services for Children, Young People and Families
- End of Life Care
- Shared Lives
- Wesley Lodge

Recommendations were made within the inspector's report dated November 2016 to improve certain areas of working. We are pleased to say that we have worked hard to implement all the recommendations.



Inspected and rated

Good



Shared Lives

Our Shared Lives scheme was inspected by the CQC in February 2017 and we were delighted to receive a good rating overall. The scheme

allows an adult with care needs to live with an approved shared lives carer.

Wesley Lodge

The CQC made an unannounced visit to Wesley Lodge in September and we received a good overall rating. Wesley Lodge is a care home for up to eight people who have a learning disability, physical disability and complex needs.

A word or two from our Membership Council

The Membership Council has consolidated its role and continues to make a difference by acting as an internal counsel to Your Healthcare as well as trying to foster and maintain links with the community.

We have been delighted to contribute to the second edition of the community newspaper and are pleased that this is now a regular contributor to create a dialogue with the community and people

that Your Healthcare serves.

The Council has provided a sounding board in its role as internal counsel for several teams who wished to gain some community insight for some new and exciting initiatives.

We were particularly delighted to work with the Neurodevelopmental Services team who shared the materials they had created on domestic violence for people with learning disabilities as well as the Project Team for Kingston Coordinated Care.

We continue to investigate the role of volunteers at Your Healthcare and had an excellent case study presented to us by Anna Abrahams, one of our own Speech and Language Therapists who is an active volunteer with Dyscovery.

As Your Healthcare approaches its eighth year we will be reviewing the role of the Council. We will ensure we are fit for future challenges and opportunities and to make sure that Your Healthcare makes a real and tangible difference to the community that it serves.

Freedom
to ask
the questions



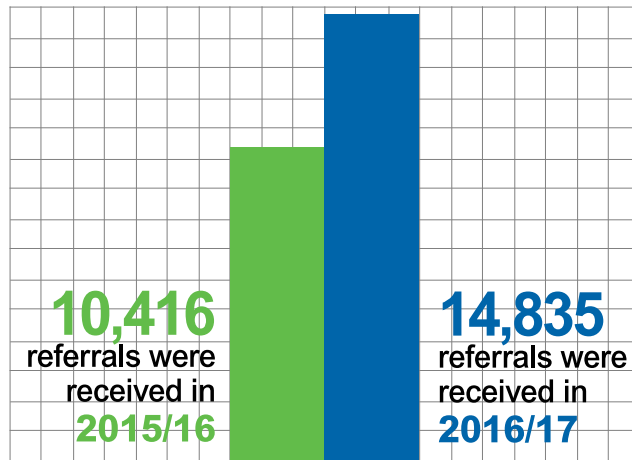
Company facts

REFERRALS

This year there was a

42%

increase in referrals through our **Single Point of Access (SPA)**



RAPID RESPONSE NURSES:

Rapid Response nurses received **2,374** referrals in **2015/16** and **3,102** in **2016/17**

30.7%

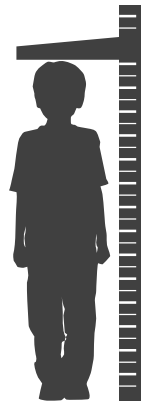
increase in referrals received by Rapid Response Nurses this year

NATIONAL CHILD MEASUREMENT PROGRAMME

This programme assesses overweight and obesity levels in primary schools

99.4%

Child Measurement Programme **Participation** rate for Reception class



98.7%

Child Measurement Programme **Participation** rate for Year 6

Of Kingston school pupils:



84% of the **Reception Children** are in the healthy weight range



66.9% of the **Year 6 Children** are in the healthy weight range

CQC RATED: Good all round

Inspected and rated

Good



OUR CARE HOME SUPPORT (IMPACT) TEAM VISITED:



Nursing Homes



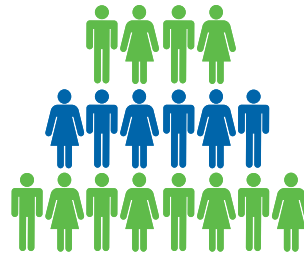
Residential Homes



Sheltered Homes

EMERGENCY PREPAREDNESS

We undertook a range of emergency preparedness activities to ensure YH is resilient and ready to respond to threats, hazards and major disruption. Assessed against the NHS England Core Standards for Emergency Preparedness, Resilience & Response, we achieved a compliance rate of 98.2% (up from 83.75% achieved the previous year).



CARING FOR OUR COMMUNITY:

31,440

local people offered
care and support on

294,586

occasions

On

67,431

occasions people's
care was
supplemented with
additional action by

your **healthcare**
staff

PERSONAL SOCIAL AND HEALTH EDUCATION SESSIONS:

Our school
nurses delivered
**70 Personal Social
and Health
Education (PSHE)**
sessions to **10**
secondary schools

...and **180**
sessions to
24 primary
schools

BREAST FEEDING:



73%

of infants at the age
of 6 - 8 weeks are
**totally or partially
breastfed**

Looking ahead

Kingston Coordinated Care

You can read more about our exciting project, Kingston Coordinated Care, in our social accounts but we are very excited to announce that in the coming year, our multi-disciplinary teams will include all Kingston GP practices and our locality teams and wellbeing teams will be developed even more. Our Single Point of Access and Triage team for health and social care will also help to improve the pathway for people to access services.

The core principle of KCC is for clinicians to seek a better understanding of a person's problems and wishes at the earliest opportunity. With the person, we will develop mutually agreed plans that can be delivered, reviewed and revised through a more coordinated, consistent and person centred approach.

Improving the lives of people living with dementia

Staff at Amy Woodgate are constantly seeking new, innovative ways to improve the lives of people in their care. Some ideas they hope to implement in the coming year are:

- To achieve the **National Gold Standards Framework (GSF)** for end of life care. The GSF provides training to frontline members of staff providing end of life care. Staff hope to instigate memory evenings, information packs on end of life care for senior staff and a memory walk in the garden at Amy. They hope to be accredited during 2018.



Freedom
to talk to partners
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- **To further establish Remind Me Care (ReMe)** - a software package to link families' and people's life stories to automatically sourced internet content.
- **Playtime Day Nursery** - Staff want to introduce links with children from a local nursery. Recent research has demonstrated positive effects for both older people and the children from having regular contact with each other.
- **Tovertafel** - Staff hope to invest in Tovertafel (Magic Table). It projects interactive light games on a table encouraging people to move and just have fun with one another. It's been designed specifically for people with dementia.
- **Sports Memory Network** - The team at Amy hope to develop Sports Memory Network groups at Amy and in the local community. They hope to work with people in the early stages of memory loss to come together and share sporting memories as a way of relieving isolation and loneliness.

Developing international partnerships

Janine Lane, our Community Dementia Nurse Specialist, has worked closely with our partnership organisation Heythorp Healthcare, over the last year and will be seconded to work full-time with Heythorp in China during 2017/18.

Janine will be seconded for up to a year to help Heythorp train nurses to deliver high quality person-centred dementia services and oversee ongoing service development to ensure there is continued evidence and research based best practice in dementia care in China.

Heythorp delivers elderly care and rehabilitation services in parts of China and with Your Healthcare, hopes to introduce and develop a range of dementia services. This includes a residential dementia care home, a day care centre and a memory centre to assess and support those living with dementia.

Financial statements

The audited accounts for year end March 2017 show an operating surplus of £1.1M (2015/16 £1.5M). This surplus is available for reinvestment for delivering further benefits to the community. The company has invested £661,000 in capital expenditure for the year to 31 March 2017.

Below and overleaf details the income and expenditure and balance sheet for year end March 2017.

Income and expenditure account	Year end 31 March 2017 £	Year end restated 31 March 2016 £
Turnover	34,412,390	31,989,710
Cost of sales	(29,581,652)	(27,347,907)
Gross surplus	4,830,738	4,641,803
Administrative expenses	(3,714,807)	(3,168,602)
Operating surplus	1,115,931	1,473,201
Financial net income/(net cost)	5,948	(54,946)
Surplus before tax	1,121,879	1,418,255
Tax on surplus on ordinary activities	(258,212)	(305,937)
Surplus for the year	863,667	1,112,318

Turnover for the year to March 2017

Turnover for the year of £34M was mainly generated from clinical service provision, with 86% of this being received from Kingston Clinical Commissioning Group and the remainder from other NHS organisations and local authorities. This income has been generated in line with the company's objectives to provide high quality health and social care services, accessible to the local community.

Commissioned by Kingston Clinical Commissioning Group and the Royal Borough of Kingston (RBK), we have developed a combined health and social care provision for our local community.

Balance sheet

All amounts relate to continuing operations and comprehensive income.

	Year end 31 March 2017 £	Year end restated 31 March 2016 £
Tangible fixed assets	6,114,489	6,515,302
Investments	286,666	189,166
Current assets		
Debtors and cash	8,756,436	7,075,213
Current liabilities		
Creditors	(7,198,847)	(5,683,777)
Net current assets	1,557,589	1,391,436
Long term creditors and provisions	(3,088,029)	(4,318,456)
Net assets	4,870,715	3,777,448
	-	-
Reserves	4,870,715	3,777,448

Comprehensive income

There was also comprehensive income of £229,600 (2016: £587,120)

Declaration of directors' interest

Regulations require that Non-Executives and Executive Directors declare any conflict of interest if they have any links with companies undertaking or seeking to undertake business with YH. They have to make an annual declaration in a register which is updated annually.

In 2016-17, the following declarations were recorded in the register:

Non-Executive Director	Declaration
K Barrett	Trustee of Staywell Third party suppliers to YH
S Brennan	CEO of Staywell Third party suppliers to YH
J D Budd	Director, Attain
Executive Director	
S Clarke	Nurse Member, City and Hackney CCG; Director Albion CIC
M Ford	None (Retired 31/3/17)
E Montgomery	Shareholder of Ultrasis
K S Kumaran	None
J Sherlock	None

The last word

Another successful year for Your Healthcare; we are proud of the fact that in a year of cuts to services we not only continue to deliver excellent health and social care but also remain financially robust.

Our staff work tirelessly to look after the local community and the Board, Membership Council and Managing Director would like to extend a very special thank you to all staff. Their dedication and hard work ensure that our service users receive exceptional service, whether this is frontline delivery or back office support.

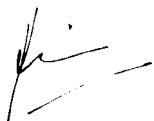
Your Healthcare has offered just under 31,440 residents care and support on over 294,586 occasions this year, with another 67,431 residents having contact with us. These figures demonstrate how important our service delivery is to our community and this was recognised by the CQC who gave us an overall rating of **GOOD** when they inspected us during 2016/17.

We would also like to thank the staff who put together this annual report. We think you will agree they have done a very good job. The report provides a snapshot of our activities throughout 2016/17. Our work on Kingston Coordinated Care, a project to provide an integrated community health and social care pathway, is already providing benefits to our community.

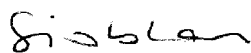
We are proud to be a Mutual organisation as this has given us the ability to respond rapidly to the changing health and social care landscape where pressures are ever increasing.

Being a Mutual gives our staff the freedom to decide how best to deliver their services and respond to the challenges presented to us. Their contribution has helped shape how we deliver our services.

We would like to thank our Membership Council for their supporting role with Your Healthcare and thank those Members who are stepping down this year: Sue McDonagh, Lead Nurse Rapid Response and Trish Chilton our Membership Council staff representative on the Partnership Board.



Kevin Barrett
Chairman
Your Healthcare



Siobhan Clarke
Managing Director
Your Healthcare



Liz Ogilvie
Chair Membership Council
Your Healthcare

A special
thanks to the
Membership
Council
Members:

Trish Chilton

Heather Cummins

Lesley Elsdon

Ann MacFarlane

Sue McDonagh

Liz Ogilvie

Michael Nutt

Bob Phillips

your healthcare

Your Healthcare is a Community Interest Company, providing high quality, person-led health and social care services for residents in Kingston and Richmond as part of the NHS family. www.yourhealthcare.org

Company No. 06762290

Annual Report

Your Healthcare

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If you require this document in any other language or format, please e-mail the Your Healthcare Customer Care Team within Front of House who will be happy to help.

چنانچه این سند را به زبان یا در قالب فرمت دیگری نیاز دارید، لطفاً از طریق ایمیل contact@yourhealthcare.org با تیم پشتیبانی مشتریان Your Healthcare تماس بگیرید تا با کمال میل به شما کمک کنند.

إذا كنت تحتاج هذه النشرة في أي لغة أو شكل أخرى، يرجى الاتصال بفريق خدمة الرعاية الصحية للعملاء الذي سيكون سعيداً للمساعدة
contact@yourhealthcare.org

이 문서를 다른 언어나 형식으로 원하신다면,

귀하의 헬스케어 고객관리팀

(contact@yourhealthcare.org)으로

이메일을 보내주시십시오. 기꺼이 도와 드릴 것입니다.

Jeśli chcieliby Państwo otrzymać ten dokument w dowolnym innym języku albo w innym formacie, prosimy o skontaktowanie się z zespołem ds. opieki nad klientem Your Healthcare pod adresem e-mail contact@yourhealthcare.org.

இந்த ஆவணத்தை வேறு ஏதேனும் மொழியில் அல்லது வடிவத்தில் பெற விரும்பினால் contact@yourhealthcare.org ஏனும் முகவரியில் உங்கள் நலப்பராமரிப்பு வாடிக்கையாளர் சேவை மையத்திற்கு மின்னஞ்சல் அனுப்புங்கள். அவர்கள் உங்களுக்கு மகிழ்ச்சியுடன் உதவுவார்கள்

