



At the heart of the community.....

your healthcare

Annual Review

& Financial Summary

April 2020 - March 2022

Welcome

We are particularly proud to welcome you to this review of 2020-2022, an unprecedented period of time dominated by COVID-19.

The challenges faced by healthcare workers throughout the pandemic have been rightly well documented. At Your Healthcare we were immensely proud to see how staff members applied themselves, supported each other and service users, and worked closely and effectively with our partners. They faced challenges head-on and adapted and innovated to meet the ever-changing needs of the organisation, our communities and the surrounding health and social care landscape.

Our teams, clinical and non-clinical, worked tirelessly to keep service users and each other safe and well, and their dedication and hard work was recognised by many, both inside the organisation and within South West London.

Despite the pressures of Covid, there were many highlights during 2020-22. Some of them are reported in this review, although they are too great in number to be covered in one publication. Compliments from our service users and positive feedback from NHS England and our partners were also welcome themes throughout the year. Positive engagement levels, taken from the results of our members' surveys, also reflected the strong culture and organisational values which lie at the heart of Your Healthcare's manifesto.

The pandemic tested many people to their limits and few organisations were able to respond with the commitment and determination shown by our colleagues. We begin 2022-23 a stronger, more resilient organisation with renewed pride, confidence and ambition.



Ed Montgomery
Managing Director



Kevin Barrett
Chair

Ed Montgomery

Kevin Barrett

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About us

Established in 2010, Your Healthcare CIC is a social enterprise, not-for-profit organisation that delivers integrated health and social care services for residents in the Royal Borough of Kingston, and learning disability and autism services for adults in the London Borough of Richmond.

As a Community Interest Company (CIC), we reinvest any surplus that we generate back into our frontline services thereby benefitting our community. We were the first London NHS organisation to be established as a social enterprise (a Mutual) in 2010 and since then we have continued to invest in, and provide, a wide range of health and social care services, guided by what our local community, and our staff members, tell us is most needed.

We're guided by our local community and our staff members



We support our community

Our community is at the heart of everything we do. We are a socially responsible organisation with the ability to respond quickly and deliver integrated care that achieves the best outcomes for service users and their families.

Our support teams are vital to us. From Learning & Development through to Facilities and IT, they provide an efficient yet innovative platform for our frontline teams to deliver their services. Our frontline services provide a range of health and social care services for babies, children, parents, young adults, through to older people, and including those with the most complex needs. Our teams offer a person-centred approach, ultimately helping the individual to feel as comfortable as is possible.

We value our people

Everyone is valued, and are encouraged to 'have a voice' and to come together to own our environment so that it is one that we can all learn and thrive in, providing a positive platform for us to deliver the best health and social care possible for our community.

We care about our people, and their wellbeing is important to us. We ensure support and guidance is available including running Health and Wellbeing days that cover topics such as healthy eating, BMI checks, emotional and financial wellbeing support.

The essential principles of equality and inclusion are embedded within the very fabric of our culture. We treat everybody the same, fairly and with respect, and embrace the rich variety of views that diversity brings. Our ultimate aim is for all our staff members to feel included, be connected, enjoy work and deliver the best services available for our community and for each other.

We work in partnership

We value our relationships with commissioners, stakeholders and other local partners which ensures that the care we deliver is of the highest quality and is responsive to the needs of our local community.



Our people and our culture

We encourage all our members to have a voice. They contribute significantly to creating our values and a culture that supports learning, innovation and the delivery of high-quality services. We are all driven to achieving high levels of satisfaction from users of our services.

Our membership

Your Healthcare is a staff-owned membership organisation. We are made up from staff members who are employed by us, and community members, from the general public.

Both of these membership groups are elected to sit on our Membership Council. This provides an additional route for our staff members to influence our culture and operational aims, with a representative sitting on our Partnership Board.

The objectives of our Membership Council include:

- Connecting with communities
- Building structures which support collaboration and coproduction
- Delivering for social benefit
- Driving forward research and innovation

A culture that encourages learning

We encourage everybody to learn and develop.

Support is offered to ensure staff members have the knowledge and skills to work safely and effectively in their role, including completing mandatory training for their respective roles. Our learnings are also used to continually improve the quality of our services.

Our Freedoms

Our Manifesto helps drive us and contains our values and strategic objectives. 'The Exemplar Platform' is our model for continuous service improvement which supports the delivery of high quality and sustainable services.

Our organisation belongs to our multi-skilled staff who are our biggest asset

What our staff members said... Annual Member Survey feedback



Our Freedoms are included within our Manifesto and create a connectedness, motivation and energy, providing us with a platform to innovate and make changes happen where most needed.

Our Freedoms ensure we review and improve our processes and systems, as well as encouraging our staff members to develop.

The Five Freedoms of our Manifesto

We have the Freedom to work as independently led teams and we ALL have the:

- **Freedom to change things for the better**
- **Freedom to ask questions**
- **Freedom to tell our great stories to help retain and grow our business**
- **Freedom to innovate**
- **Freedom to talk to partners about aligning services for greater gain for our community and best value for our commissioners.**

97%

We enjoy our jobs

90%

We have access to the learning and development needed to do our jobs well

96%

Individual differences are respected

97%

We feel safe at work

97%

We are proud of the services Your Healthcare provides

96%

We have been able to access our colleagues to share knowledge and ideas

98%

If a friend or relative needed treatment we would be happy with the standard of care provided by YH

93%

There is a clear and consistent set of values that governs the way we do business

97%

We agree that YH offers a safe and inclusive environment

97%

We know what we need to do to be successful in our jobs



Nursing Times Awards 2022

Recognising excellence and innovation

Our teams were nominated for two national Nursing Times Awards, showcasing their exceptional work and dedication.

The awards recognised the outstanding efforts of our **Learning Disability Community Nursing Team**

for their

Project 2020

(helping people with learning disabilities access appropriate healthcare) and

School Health Team

for their

Mental Health

Ambassadors Programme.

We take immense pride in the recognition of their innovative approaches, creativity and unwavering commitment to improving healthcare.

Project 2020

Reducing inequality for people with learning disabilities

Project 2020 aims to remove barriers to healthcare and screening, ensuring that everyone has equal access to essential services and support.

It addresses the specific needs and challenges faced by individuals with learning disabilities, including communication barriers, limited access to information, and a lack of tailored healthcare services. Our dedicated team works closely with individuals, their families, and other healthcare professionals to develop personalised care plans that consider their unique circumstances and requirements.

Project 2020 is making a tangible difference in the lives of those with learning disabilities, ensuring they receive the care they need and deserve.

Mental health ambassadors programme

This initiative aims to support children and young people in developing resilience, promoting well-being, and breaking down the stigma surrounding mental health problems.

The dedication of the teams involved in this programme has made a significant impact on the lives of those they support.

Through the Mental Health Ambassadors Programme, our team works closely with schools, engaging with students and providing them with the tools and knowledge they need to navigate mental health challenges. These ambassadors serve as role models and advocates for positive mental health, creating a safe and inclusive environment for students to seek help and support.

EDI (Equality, Diversity, and Inclusion)

Our commitment to fostering an inclusive and diverse workplace is reflected in the results of our 2021 equality, diversity and inclusion survey.

With over 50% of our workforce taking part, it is evident that our staff members are actively engaged in driving positive change. Following the survey, nearly 200 members expressed interest in joining network groups, with the most popular being focused on Race, Age, Disabilities (DiverseAbility), and LGBTQ+. By supporting these network groups, we can create an environment where all individuals feel valued, respected, and included.



Research and audit day Showcasing innovation and collaboration

The Your Healthcare Research and Audit Day is an annual event that serves as a platform for teams across the organisation to present their projects, research, audits, and service reviews.

This event offers a valuable opportunity to share learnings and celebrate the innovative service evaluations conducted within our community. Teams present their work through posters and oral presentations, and prizes are awarded by a judging panel. By showcasing our research and audit projects, we strive for excellence and promote a culture of continuous improvement.

Green plan

Environmental sustainability and social impact

We are dedicated to making meaningful changes in our daily operations to reduce our environmental footprint and demonstrate the social impact of our actions.

Our Green Matters Group, led and organised by our members, actively drives local impact changes within our control. As part of our green initiatives, we have successfully transformed the green spaces at Hollyfield House, incorporating biodiversity and biophilia principles. These spaces have been designed and planted with the well-being of our members and service-users in mind, fostering a sense of connection with nature and enhancing the overall well-being of all living beings.

We strive for excellence and promote a culture of continuous improvement

Apprenticeships

Apprenticeships offer members the opportunity to spend 20% of their time in college or university and the rest of their time working and learning in various settings.

Taking the apprenticeship route means members can develop their professional skills and gain degree qualifications at the same time.



Georgia Sparrow, YH SLT Assistant

“It has been great to learn skills at university that I can apply to my everyday work, it has really developed my understanding of the healthcare system in general”





COVID-19

Overcoming challenges and supporting our community

Throughout the COVID-19 pandemic, our dedicated teams, faced numerous challenges and made significant adjustments to services to ensure the well-being of our community. Despite the unprecedented circumstances, we remained committed to delivering exceptional care and support to those in need.

The impact of Covid on Services:

As the outbreak began, our community faced a critical need for a Kingston COVID-19 discharge team. In response, we swiftly organised our reablement team enablers and therapists to provide face-to-face assessments and support services.

Despite limited testing and personal protective equipment (PPE), our team visited individuals in the community, many with complex needs, attending to them multiple times daily. We supported them and their families, including in their final moments.

Service adjustments to serve the community through Covid:

In the early days of the pandemic, we encountered changing guidance and limited resources, including PPE. Nevertheless, our team worked tirelessly to ensure fast-track discharges of COVID-19 positive patients from hospitals and provide support in the community.

The cardiac rehab team worked hard to move patients onto virtual programmes and started to use a web-based cardiac rehabilitation programme called 'Activate Your Heart' (AYH), offering online support to patients.

“The whole team deserves praise for their efforts at a particularly difficult time”

Royal Borough of Kingston
commissioners

Counselling and wellbeing to support staff:

Recognising the immense pressure our staff members faced, we established a counselling and wellbeing service to provide the necessary emotional support.

Our dedicated counsellor provided virtual counselling sessions, established support groups and shared resources to help individuals cope with the pressures of the pandemic. An intranet hub was also developed offering mental health support/resources.



“The wellbeing of our members is extremely important to us. We knew early on in the pandemic that everyone was going to be facing unprecedented, challenging and, at times, distressing situations, alongside having worries about their own families and friends.

It felt important to set up a range of different support mechanisms for the teams, and also to make sure we did this quickly. I am really proud of how creatively and flexibly everyone worked to make this happen.”

Karen Long,
Service Lead - Frontline Services



Innovation in patient care:

Despite the challenges, our teams embraced innovative approaches to ensure continuity of care.

Senior community staff nurse Sarah Parson, facilitated video consultations between patients and their GPs, allowing for joint assessments and involving the patients' families. This multidisciplinary approach proved effective, highlighting the potential of technology in caring for patients. We remain dedicated to finding new ways to deliver high-quality care and enhance collaboration within the healthcare system.



“In one of my unplanned cases, I visited my patient at home, and then contacted his GP Practice to see when a doctor would be available for a video consultation. Through Microsoft Teams we were able to jointly assess the patient with his family.

Although my patient had to be admitted to hospital this was the best and most effective way to help him.”

Sarah Parson,
Senior Community Staff Nurse





Supporting our partners and community:

We extended our support beyond our immediate services, recognising the importance of collaboration.

Our Single Point of Access (SPA) team worked tirelessly, undertaking early and late shifts, seven days a week, to address the concerns and referrals of our community members. We provided reassurance and timely transfers of referrals, breaking records for the number of referrals processed during the peak of the pandemic with a total of 1696 referrals in one month. Our efforts were appreciated by those who sought comfort and assistance during these distressing times.

Wellbeing initiatives and acts of kindness:

Throughout the pandemic, we remained committed to supporting the well-being of our staff and service users.

Our wellbeing packs, hand-delivered to those feeling isolated and vulnerable, served as a source of comfort. We were also able to provide care packages to service users with complex needs who were feeling isolated, vulnerable and lonely. These initiatives aimed to foster a sense of community and remind everyone that they were not alone during these challenging times.

Vaccination efforts:

As COVID-19 vaccines became available, we played a crucial role in facilitating vaccination efforts within our community.

Our team collaborated with local health authorities to set up vaccination clinics, provide information about vaccine eligibility and safety, and assist individuals in scheduling their appointments.

We witnessed the hope and relief on the faces of those receiving their vaccinations, knowing that they were taking a significant step towards protecting themselves and their loved ones.





Covid WhatsApp:

One of the three objectives outlined by Your Healthcare CIC (YH) is people focus. This means providing and investing in a wide range of community-based health and social care services for local people, when and where they need them. During the pandemic, unexpected situations required innovative solutions, and one of these was a WhatsApp communication initiative.

It was identified that people accessing YH's hospital-based services were isolated from their family members and there was a risk of their wellbeing deteriorating. Staff members from various teams across the organisation, including School Health and Neurodevelopmental Services, designed a new service over a matter of days, for patients to see and speak to their relatives using WhatsApp video calls. Cedars Ward in Teddington Memorial Hospital was the main site for the project.

Samsung tablets were provided by Your Healthcare to support the project and a rota was created so every day of the week calls were offered. Patients in the hospital ward were approached daily to see if they would be interested in a call.



"We used WhatsApp to support a gentleman at the end of life, so his wife, son and daughter could have a video call with him. He passed away peacefully as the family read a poem to him."

"A patient's wife was abroad and unable to get home and had not seen or spoken to her husband since his admission to hospital a number of weeks previously. We were able to arrange supported daily calls with her husband."

"We were able to help a lady get her glasses delivered to the ward so that she was then able to see and speak with her family. She was also hard of hearing so we sent over some amplifiers for her. She could then see, hear and engage better."

"A gentleman was able to speak to his daughters and his wife. English was not his first language and the ability for him speak to his family was very emotional for them all."

Comments from the Cedars Ward Team

Feedback was extremely positive with **95%** of those giving feedback rating the video calls as **good or very good**

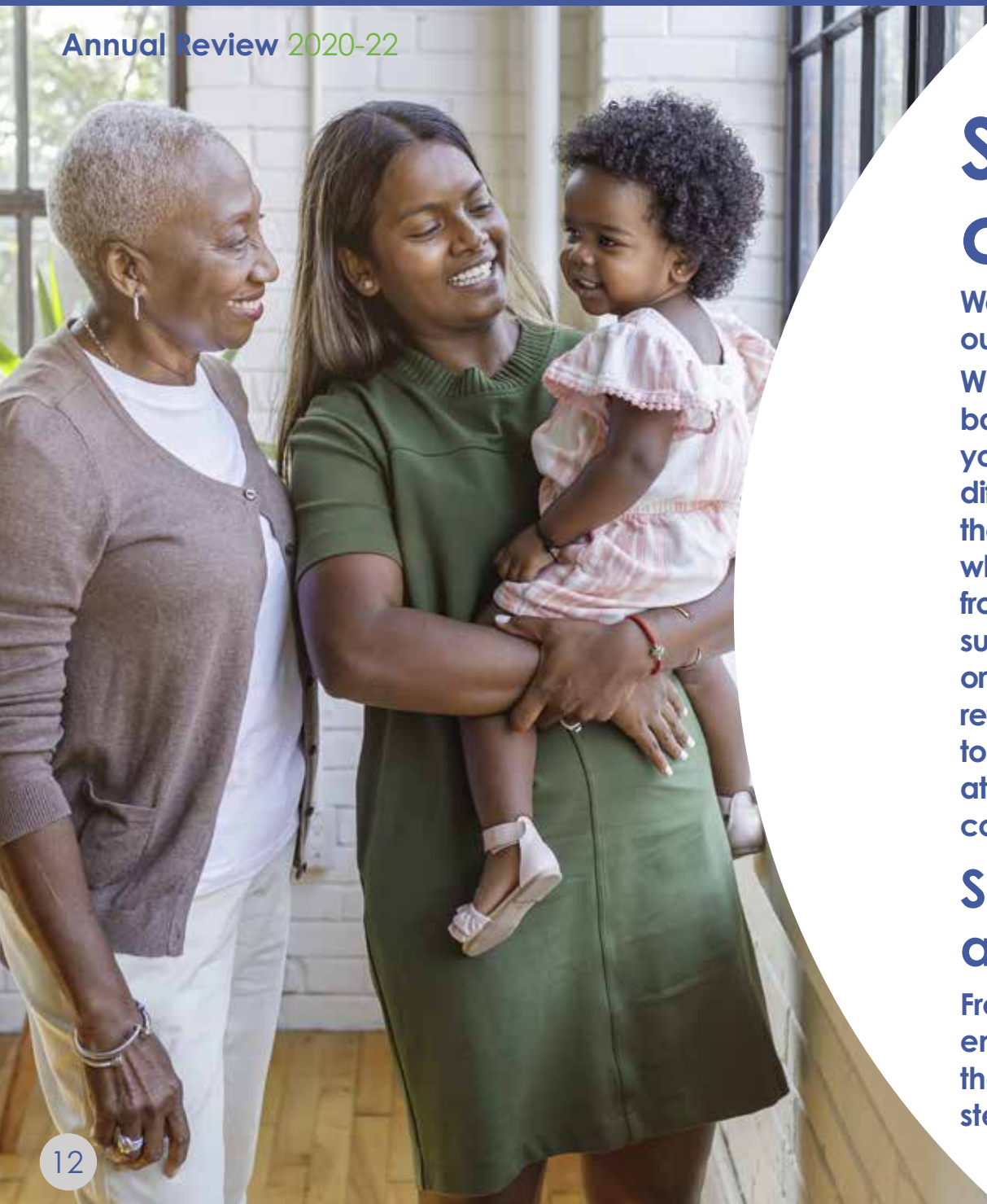


Reflecting on our journey:

Looking back at our healthcare journey during the COVID-19 pandemic, we are proud of our resilience, compassion, and unwavering commitment to the well-being of our community.

We faced numerous challenges, adapted our services and extended support in various ways. We saw the strength of collaboration, the power of empathy, and the importance of prioritising both physical and mental health.

As we move forward, we remain dedicated to learning from our experiences, embracing innovation and continuing to provide exceptional care to all those we serve.



Supporting our community

We pride ourselves on being able to make a difference to our community no matter what the person's need is. Whether supporting a parent to feed their new-born baby, assisting a child or young adult who may have difficulty communicating with their friends, an older person who needs to come home from hospital and needs subsequent care afterwards, or helping somebody referred to us from their GP to rehabilitate after a heart attack, we are there for our community.

Social impact is an important deliverable at YH and as a Community Interest Company (CIC) we are able to invest back into front line services, where it is needed most.

Supporting our children, young adults and their families

From a new-born baby through to young adults we ensure that a family receives the care and support they need. Our 0-19 service supports families every step of the way.

Help from birth

As well as the joy of a new-born baby, we understand that for some families this can also be a stressful time.

Our health visitors provide reassurance, guidance, and care ranging from help with breast and bottle feeding through to hosting support groups where parents can share their experiences.

Therapy during the critical years

The critical stages in a child's development are between birth and 5 years of age. Our Children's Speech & Language Therapy team provides support for those having difficulty communicating, eating or drinking with their aim being to help service users to improve or overcome these difficulties.

To ensure there is a constant and cohesive journey throughout their development, our Health Visitors and Children's Speech & Language teams work closely with our partners at Achieving for Children, the local provider of integrated services for children with disabilities, as well as with local schools.

Coping with more complex needs

Sometimes children and young adults require more specialist support. Our Specialist Outreach team provides this type of support for conditions that may require different levels of intervention, including Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD).

Pre-school age children can be referred to our partners at the Moor Lane Centre as needed. We contribute in the Royal Borough of Kingston's SEND (Special Educational Needs and Disability) planning process, deciding which specialist education setting best meets their needs, and will also provide care when they arrive at school.

Health & wellbeing, including at school

Pupils who are emotionally and physically healthy are best placed to get the most out of their education, and our School Health Service works within schools to promote healthy lifestyles.

To understand a pupils' needs we use the National Child Measurement Programme and also a new School Entry Health Assessment. We also regularly run group activities, drop-in sessions and health promotion talks.





Engaging young people in our community

Our School Health Team (SHT) delivers a Mental Health Ambassador (MHA) programme which aims to prevent mental health (MH) problems by supporting schools in Kingston to create an environment that promotes resilience and positive wellbeing.

The programme seeks to reduce stigma around mental health so that problems can be identified at the point they emerge and interventions put in place to prevent escalation of problems.

Mental Health Ambassadors

Delivery of an annual mental health conference by the School Health Team launches the programme.

The conference brings together Year 9 pupils from schools across the borough who want to become mental health ambassadors.

The conference has the following objectives:

- Raise awareness about mental health and wellbeing
- Support ambassadors develop an action plan to implement peer-led activities that promote resilience and wellbeing in the school community, supported by the School Health Team and school staff

- Develop confidence and resilience in the pupils who participate
- Support schools to develop links with each other and with mental health partners.

Following the conference, the team supports schools to deliver their action plans.

A voice of support...

The mental health ambassadors provide a pupil voice to support schools in their role to promote mental health and wellbeing in their communities, thereby increasing the capacity within schools to deliver their action plans with minimal external input.



“We have done assemblies to raise awareness and put up posters on boards throughout the school with websites that often help those struggling with their mental health.

We also made a video of a tour of our school so pupils would know where they needed to go in order to talk to trusted adults within our school.”

Staff feedback



SERVICE IN THE SPOTLIGHT:

Children's speech and language therapy team

Children's Speech and Language Therapy supports children and young people to develop communication and/or eating and drinking skills so that they have greater independence, confidence and participation in their community.

We achieve this by working collaboratively with parents and education colleagues and others in our community to empower them to support children and young people.

Over the year we have developed the range of support we offer as close to referral as possible.

An advice line is available twice a week for parents and professionals to contact and speak to a therapist for advice, support and resources. We share age-appropriate webinars for our pre-school children which provide information about speech, language and communication development and ways in which these can be supported. We aim to offer suitable support as early as possible. This may include parenting programmes or weekly group sessions.

We provide training to schools and health visitors. Our team works closely with our local education authority services (Achieving for Children), providing services to both specialist and mainstream settings. We do this

through consultation with each school, offering training programmes where needed and assessment and care plan writing.

The focus of the work we do is based around the child and family at the centre. We listen to and work with the hopes and aspirations of children and families. As a team we are open, knowledgeable, reflective and supportive of each other.

Here are some comments that have been shared with us:

"Thank you for your patience, for listening to us and most importantly for visiting (our son) and listening to him. I'm really pleased that we are on our way to getting the plan and provisions right for him so that he can demonstrate what he is capable of achieving as we move closer towards secondary education."

"The support and tools the team gave us undoubtedly started us on a successful journey to help our child speak and communicate. We can't thank you enough for this!"

"Thanks again for coming and seeing us yesterday. It has been really useful to get your input on how best to support my son."



Working in Partnership: Collaborating for better care



Working in partnership has transformed the way we deliver healthcare in Kingston and Richmond. As we continue to work together, we strive to further enhance the health and well-being of the community we serve, embracing innovation, and responding effectively to the evolving healthcare landscape.

Integrated Care System (ICS)/Kingston Place Shaping the Healthcare Landscape

In response to the changing healthcare landscape, we have embraced collaboration and formed a strong partnership with Hounslow and Richmond Community Healthcare (HRCH).

Together, we established a Committee in Common, enabling us to make joint decisions and deliver services across organisational and geographical boundaries. This partnership is a testament to our commitment to providing the best quality of care to the residents of Kingston and Richmond.

Working in partnership with HRCH has allowed us to make significant progress in several key areas. We have focused on the "big 5" priorities, including the implementation of virtual wards, utilising the benefits of digital technology, and enhancing urgent community response.

By pooling our knowledge and resources, we can tackle these areas collaboratively and ensure that our patients receive the highest standard of care.

Urgent Care Response (UCR)

Enhancing Care Delivery with Paramedics

In an innovative pilot scheme, we have joined forces with community health providers across South West London and the London Ambulance Service (LAS).

This collaboration brings together the skills and expertise of paramedics and our UCR nurses to deliver care in the community. By assessing and treating patients who do not require hospitalisation, we can provide appropriate care and refer them to other community services as necessary. In the initial weeks of the pilot, we successfully treated 300 patients at home, preventing unnecessary ambulance calls and hospital visits. This not only ensures that patients receive the right care at the right time, but also relieves the strain on emergency resources, allowing ambulances to respond promptly to life-threatening emergencies.

Long Covid

Recognising the challenges posed by Long Covid, we support the Kingston & Richmond Long-Covid Steering Group. This group brings together the NHS, voluntary sector and social care services, to provide integrated support for individuals experiencing Long Covid.

Through this collaboration, patients are provided with quicker access to help, practical advice and ongoing support to manage the symptoms and impacts of Long Covid.

Digital

Through the development of digitally enabled self-care, such as the post-Covid patient portal, patients can receive more care in the comfort of their own homes, reducing unnecessary trips to hospitals and clinics. Virtual appointments, both individual and group, have become an integral part of our care delivery.

We have supported virtual ward technology and transfer of care hub technology, enabling streamlined reporting of demand and capacity across the system.

Virtual Ward

Our virtual ward has revolutionised care delivery for patients with respiratory or heart problems who meet clinical criteria.

Through the use of technology, patients can receive specialist care and monitoring from the comfort of their own homes. The dedicated multi-disciplinary team, consisting of doctors, nurses

and physiotherapists, ensures that patients receive comprehensive care while freeing up capacity at the hospital.

Urgent and emergency care

Sustaining Flow

To enhance the flow of urgent and emergency care, we launched the transfer of care hub, facilitating early discussions on complex cases to expedite safe patient discharge.

Our operational urgent community response, available from 8am to 8pm, seven days a week, ensures a single point of access for patients in need. We have dashboards to enable information sharing on patient status across the system, enabling efficient tracking of progress against targets. Additionally, we have a streamlined referral process into community beds, ensuring appropriate and timely care for patients.

COVID-19 Response

Vaccinations and effective crisis management

Throughout the COVID-19 pandemic, we have been actively involved in supporting vaccination programmes in the community.

Our dedicated teams worked tirelessly to administer vaccines, ensuring that as many individuals as possible receive the protection they need. By actively participating in vaccination efforts, we contributed to the collective goal of controlling the spread of the virus and safeguarding the health of our communities.

Voluntary sector collaboration

Promoting health and wellbeing

We actively support Kingston's 'Community Health and Wellbeing Days' for vulnerable populations, including people experiencing homelessness, asylum seekers, and refugees. These events provided attendees with access to COVID-19 and flu vaccinations, as well as a range of other health and wellbeing services.

We contributed by offering blood pressure checks, sexual health information, podiatry services, and the support of our high intensity users lead. These initiatives aim to address the specific needs of these communities and promote their overall well-being.



Summary of our financial statements 2020-2021

The audited accounts for year end March 2021 show an operating deficit of (40,794). The company has invested £516,630 in capital expenditure for the year to 31 March 2021.

Taken from our 'Report and Financial Statements for the year ended 31 March 2021'.

Income and expenditure and balance sheet for year end March 2021.

Income and expenditure account Year ended 31 March 2021		Year ended 31 March 2021 £	Year ended 31 March 2020 £
Turnover	2	30,388,223	29,754,624
Cost of sales		(25,474,359)	(25,439,756)
Gross surplus		4,913,864	4,314,868
Administrative expenses		(4,922,260)	(3,972,806)
Operating surplus	3	(8,396)	342,062
Financing net income		27,446	71,030
Surplus before tax		19,050	413,092
Tax on surplus on ordinary activities	5/6	(59,844)	(100,494)
Surplus for the year	17	(40,794)	312,598

Notes:

1. All of the above results are derived from continuing operations.
2. Rental income from tenants at Hollyfield House of £153,883 (2020: £269,955 inclusive Hawks Road) is included in the above turnover.

Turnover for the year to March 2021

Turnover for the year generated mainly from provision of community care services increased by 2.1% to £30,388k (2020: £29,755k). Of this, 94% was received from NHS organisations (including social care and public health) with a further 6% from other sources. Approximately

87% of the Company's income for the year was received from NHS South West London CCG (including the Royal Borough of Kingston contracts for adult social care and public health).

Balance sheet

All amounts relate to continuing operations and comprehensive income.

Balance sheet As at 31 March 2021		Year ended 31 March 2021 £	Year ended 31 March 2020 £
Tangible fixed assets	7	5,129,614	5,337,225
Investments	18	103,768	108,500
Total non current assets		5,233,382	5,445,725
Current assets			
Debtors	8	1,145,030	1,730,793
Cash at bank and in hand	15	7,002,524	6,102,009
		8,147,554	7,832,802
Creditors: amounts falling due within one year	9	(4,554,354)	(5,067,315)
Net current assets		3,593,200	2,765,487
Total assets less current liabilities		8,826,582	8,211,212
Creditors: amounts falling due more than one year	10	(1,688,418)	(1,803,312)
Provisions	19	(737,737)	(271,239)
Net assets		6,400,427	6,136,661
Capital and reserves			
Called up share capital	13	2	2
Retained surplus	17	6,400,425	6,136,659
Reserves		6,400,427	6,136,661

The financial statements of Your Healthcare Community Interest Company, registered number 06762290 were approved by the Board of Directors on 20 July 2021.

Approved by the Board and signed on its behalf by E Montgomery, Managing Director.

Comprehensive income

There was also comprehensive income of £263,766 (2020: £566,938)

Statement of comprehensive income Year ended 31 March 2021	Year ended 31 March 2021 £	Year ended 31 March 2020 £
Surplus for the year	(40,794)	312,598
Other comprehensive income		
Surplus arising on remeasurement of net defined benefit liability	376,000	314,000
Deferred tax current year charge	(71,440)	(59,660)
	304,560	254,340
Total Comprehensive Income for the Year	263,766	566,938

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 Your Healthcare. They have to make an annual declaration in a register which is updated annually.

Below reflects the declaration of interests made at Audit and Assurance Board meetings and in the Declaration of Interests made annually.

Non-Executive Directors	Declaration
Kevin Barrett	Nil
Shane Brennan	Nil
Jeremy Budd	Director of Strategic Commissioning & Partnerships, NHS Barnsley CCG Director, Barnsley Estates Partnership Ltd Director, Belenus Consulting Limited
Elizabeth Corrado	Nil
Anne Nazemetz	Avegen Limited (HealthMachine software): financial interest (shareholder)
Executive Directors	Declaration
Edward Montgomery	Director of Albion Companies – Albion Outlook, Albion Care Alliance CIC, Albion Health Alliance Ltd (YH Ownership) Director of Yourcare Partnership Ltd
Grant Henderson	Nil
Siva Kumaran	Represents Your Healthcare at Albion Outlook, Albion Care Alliance CIC, Albion Health Alliance Ltd (YH Ownership)
Julie Sherlock	Nil

Summary of our financial statements 2021-2022

The Company delivered a deficit after tax of £431k for the year to 31 March 2022 (2021: £41k deficit). Prior year surpluses which, together with capital funding provided by the Kingston CCG, were used for investment in capital expenditure and service development in order to deliver further benefit to the communities the Company is proud to serve.

Taken from our 'Report and Financial Statements for the year ended 31 March 2022'

Income and expenditure and balance sheet for year end March 2022.

Income and expenditure account Year ended 31 March 2022		Year ended 31 March 2022 £	Year ended 31 March 2021 £
Turnover	2	30,836,398	30,388,223
Cost of sales		(26,059,371)	(25,474,359)
Gross surplus		4,777,027	4,913,864
Administrative expenses		(4,922,260)	(4,922,260)
Operating surplus	3	216,965	(8,396)
Financing net income		16,479	27,446
Surplus before tax		233,444	19,050
Tax on surplus on ordinary activities	5/6	(664,949)	(59,844)
Surplus for the year	17	(431,505)	(40,794)

Notes:

1. All of the above results are derived from continuing operations.
2. Rental income from tenants at Hollyfield House of £149,423 (2021: £153,883) is included in the above turnover.

Turnover for the year to March 2022

Turnover for the year generated mainly from provision of community care services increased by 1.45% to £30,836k (2021: £30,388k). Of this, 94% was received from NHS organisations (including social care and public health) with a further 6% from other sources. Approximately

87% of the Company's income for the year was received from NHS South West London CCG (including the Royal Borough of Kingston contracts for adult social care and public health).

Balance sheet

All amounts relate to continuing operations and comprehensive income.

Balance sheet As at 31 March 2022		Year ended 31 March 2022 £	Year ended 31 March 2021 £
Tangible fixed assets	7	5,120,217	5,129,614
Investments	18	103,768	103,768
Total non current assets		5,223,985	5,233,382
Current assets			
Debtors	8	1,393,217	1,145,030
Cash at bank and in hand	15	9,717,682	7,002,524
		11,110,899	8,147,554
Creditors: amounts falling due within one year	9	(6,302,040)	(4,554,354)
Net current assets		4,808,859	3,593,200
Total assets less current liabilities		10,032,844	8,826,582
Creditors: amounts falling due more than one year	10	(2,382,361)	(1,688,418)
Provisions	19	(1,014,959)	(737,737)
Net assets		6,635,524	6,400,427
Capital and reserves			
Called up share capital	13	2	2
Retained surplus	17	6,635,522	6,400,425
Reserves		6,635,524	6,400,427

The financial statements of Your Healthcare Community Interest Company, registered number 06762290 were approved by the Board of Directors on 20 September 2022

Approved by the Board and signed on its behalf by E Montgomery, Managing Director.

Comprehensive income

There was also comprehensive income of £235,097 (2021: £263,766)

Statement of comprehensive income Year ended 31 March 2022	Year ended 31 March 2022 £	Year ended 31 March 2021 £
Surplus for the year	(431,505)	(40,794)
Other comprehensive income		
Surplus arising on remeasurement of net defined benefit liability	1,119,000	376,000
Deferred tax current year charge	(452,398)	(71,440)
	666,602	304,560
Total Comprehensive Income for the Year	235,097	263,766

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 Your Healthcare. They have to make an annual declaration in a register which is updated annually.

Below reflects the declaration of interests made at Audit and Assurance Board meetings and in the Declaration of Interests made annually.

Non-Executive Directors	Declaration
Kevin Barrett	Nil
Shane Brennan	Nil
Jeremy Budd	Director of Strategic Commissioning & Partnerships, NHS Barnsley CCG Director, Barnsley Estates Partnership Ltd Director, Belenus Consulting Limited
Elizabeth Corrado	Nil
Janine Lane	Nil
Anne Nazemetz	Avegen Limited (HealthMachine software): financial interest (shareholder)
Executive Directors	Declaration
Edward Montgomery	Director Director of Albion Companies (on behalf of YH)
Grant Henderson	Nil
Siva Kumaran	Nil
Julie Sherlock	Director of Surbiton Health Educational Trust

yourhealthcare

Established in 2010, we are a social enterprise not-for-profit organisation that delivers integrated health and social care services for residents in the Royal Borough of Kingston, and learning disability and autism services for adults in the London Borough of Richmond.

If you require this document in any other language or format, please email 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 chciałby 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 அனுப்பங்கள். அவர்கள் உங்களுக்கு மகிழ்ச்சியுடன் உதவார்கள்

Your Healthcare CIC
Head office,
Hollyfield House,
22 Hollyfield Road,
Surbiton, Surrey KT5 9AL
T: 020 8339 8000
www.yourhealthcare.org



Company no. 06762290

Our Locations

1. Cedars at Grace Anderson, Teddington Memorial Hospital
2. Hollyfield House
3. Sheridan House
4. Surbiton Health Centre

We run services from the locations below as well as other community sites, such as local schools.

