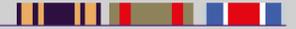


2019 Annual
Review





WELCOME

A message from our Chairman and Chief Executive

2019 saw Erskine establish its position as one of Scotland's oldest, most iconic Veterans' charities.

Approaching the 75th Anniversary of D-Day, we reflected upon the huge number of WW2 Veterans whom we have cared for and the over 100,000 Veterans and spouses that we have supported since 1916. We are proud to remain a recognised centre of excellence offering meaningful, relevant services to Veterans of all ages. We have also grasped opportunities to collaborate and project our expertise even further across the Veteran community in Scotland.

This year, we provided person-centred care and support to around 1,000 beneficiaries within our four Homes, our family and specialist housing and the Erskine Reid Macewen Activities Centre (ERMAC).

Last year, we saw how our Advanced Nurse Practitioner (ANP) could make important early clinical interventions to protect and support the wellbeing of our residents. This year, we invested in a Trainee ANP, to work closely with her colleague and create increased capacity and resilience for this vital role. Alongside our ANPs, we now have two Dementia Nurse Consultants, providing expert clinical care, whilst imparting knowledge and understanding among staff within all four Homes. This all ensures that the growing number of our residents who live with cognitive impairment or dementia, are well understood and compassionately and innovatively cared for.

Recognising our innovation, Erskine Park Home won the Best Care Home Initiative award at the Scottish Dementia Awards, for their soothing 'Namaste' Care Therapy. And the Erskine Park Home Manager has been joined by our Deputy Director of Care in receiving the distinguished title of Queen's Nurse. Veterans' families appreciate our work too. We have been inundated by letters of thanks from relatives, grateful for the care we offered their loved ones at the most difficult of times. We like to think that this is not only because of our compassionate approach to care, but also our ability to leverage our Veterans' heritage and spirit.

This indomitable spirit was evidenced by the rivalry and banter among Veterans in their 80s and 90s competing at the 2019 Erskine Sporting Senior Games. We had eleven teams competing - including some from neighbouring care homes and ERMAC. The event opened with a message read on behalf of our Patron, HRH The Prince Charles, Duke of Rothesay, who applauded the competitors' determination and sporting vigour. The Games were enjoyed by at least three generations of Veterans and our Physiotherapy Team (and fellow organisers from Glasgow Caledonian University) noted and recorded considerable physical and mental wellness benefits in residents as a result.

Erskine continued to be an outward-looking influencer. We played a key role in the Veterans Scotland organisation, where our Chief Executive, Ian, recently became Chair of the Health & Wellbeing Group and the Third Sector representative on the Scottish Government's Armed Forces and Veterans Health & Wellbeing Joint Group. Director of Care, Derek Barron, became Chair of the Scottish Government's Review of Forensic Mental Health Services. These are important and influential roles, which ensure Erskine remains a priority and a front runner in sector developments.

We have welcomed a large number of important guests this year. The Veterans' Minister, the Cabinet Secretary for Health and Sport, the Scottish Veterans Commissioner and the Nursing and Midwifery Council were all impressed by our facilities. Additionally, we were very pleased to host a group from the Care Inspectorate, who came specifically to better understand our exemplary use of the digital care systems within Erskine's homely environment.

WE HAVE CARED FOR 
100,000
VETERANS SINCE 1916

The Army Personnel Recovery Centre, at our Edinburgh Home, continues to shape our thinking on the health, accommodation and employment challenges which younger Service-leavers can face. We are therefore delighted to report that our 24 Transitional Supported Accommodation apartments are nearly complete. We intend to provide managers, mentors and caseworkers to help our youngest Veterans to recuperate, re-orientate and retrain in preparation for the next chapter of their lives. Our tenant partners - Scotland's Bravest Manufacturing Company - are an integral part of the offering available to younger Veterans on the Bishopton estate. We also work closely with Defence partners, local businesses and, in particular, the Defence Transition Service.

“You can see that 2019 has been both challenging and exciting, but the years ahead will offer even more for the charity and its beneficiaries.”



ERMAC will also play a role in helping these younger Veterans network, train and relax in the company of kindred spirits. ERMAC now has a vibrant membership of 170 Veterans, who travel from as far afield as Easterhouse in east Glasgow and Wemyss Bay on the west coast. Although many are over 65 years of age, some are much younger. Many live with a variety of challenges including post-traumatic stress disorder. ERMAC members enjoy a wide variety of meaningful activities such as arts and crafts, woodwork, outdoor pursuits, IT lessons, music-making, fitness & relaxation therapies and hot lunches. These activities bring our Veterans together, so that camaraderie, a common language and shared heritage come to the fore and imbue them with real positivity and tangible resilience.

We are also delighted to be actively engaged with Forres Community Council in pulling together a business case to allow trustees to assess the feasibility of creating a second activity centre in Morayshire in the former Leancoil Cottage Hospital building. This is consistent with our output from the 2019 Board Strategy Day which endorsed the expansion of this element of our provision.

You can see that 2019 has been both challenging and exciting, but the years ahead will offer even more for the charity and its beneficiaries. We remain acutely aware that none of our current and future services could be delivered without Erskine-wide collaboration among all departments and, of course, the unstinting support of our partners, volunteers and donors. We are extremely grateful to all of them and to all of you.

You make us what we are!

Left: Ian Cumming, Chief Executive. Right: Robin Crawford, Chairman.


Ian Cumming
Chief Executive


Robin Crawford
Chairman



CARE



Above: Advanced Nurse Practitioner, Laura talking through the Bladder Scanner procedure with Erskine Home resident, Janet.

Throughout the past year we have benefited from the contribution of our many supporters. This has allowed us to continue to develop our services and to innovate across the Care Directorate.

Residents have enjoyed a range of group and one to one activities, as well as outings to interesting and entertaining places. Outings included one of our residents visiting Glasgow Airport, enabling him to sit in the cockpit of a private jet, fulfilling a wish of his as an ex-Navy pilot. And thanks to our RAF colleagues he also had the delight of boarding the Queen's plane and sitting in her favourite seat.

During the year, residents in all our Homes enjoyed making use of the interactive OmniVista mobile tables which were purchased thanks to donations from our wonderful supporters.

It has also been a year where our achievements have been recognised on the national stage. At the Scottish Dementia Awards the Erskine Park team won two awards for innovation in Care Homes. They won first place for their work with Namaste Care and runner up place for their use of the interactive OmiVista mobile tables. The award for Namaste care is significant, not only related to the positive impact it has had for residents and families, but also that this was a new project developed by Queen's Nurse, Lesley Wylie (Erskine Park Home Manager). Lesley now leads the training for staff across Erskine. Our Deputy Director of Care, Pauline McIntyre, was also awarded the prestigious Queen's Nurse Award further to also being recognised in the summer by the Royal College of Nursing with an Award of Merit for her significant contribution to nursing.

Residents enjoyed taking part in the Sporting Senior Games, the biggest so far with eleven teams registered to take part with over 70 competitors. The theme of physical activities has prevailed with our residents continuing to be enthusiastic about the regular visits to Castle Semple where they take to the water in speedboats and sailing boats, as well as enjoying cycling activities (funded by The National Lottery Awards for All Scotland). Scottish Ballet has also supported us to continue this 'active' approach with ballet classes being held with residents, as well as tap dancing classes.

We have been delighted to welcome a number of visitors to our Homes. As well as those mentioned by our Chief Executive and Chairman, we have also had international visitors from the US, Italy, New Zealand, Japan and Singapore to name a few. Visitors have come to see how we deliver services across a number of areas, primarily interested in the residents' experience of care at Erskine.

At the beginning of the year, following generous support, we were able to employ a Trainee Advanced Nurse Practitioner (TANP) and in early summer our new ANP joined us. Working together, they have significantly advanced the quality of care provided here at Erskine. While we are always mindful that this is our residents' home, we continue to innovate clinically – the ANP/TANP have introduced a bladder scanner (thanks to funding provided by the Kilpatrick Fraser Charitable Trust) and ECG machines (thanks to funding provided by the Rangers Support Erskine Appeal) to the equipment used to support our residents to stay at home for longer and, where possible, avoid hospital admission completely. Our Dementia Nurse Consultant (DNC) has been joined by a second DNC to support us in being the best we can be in caring for residents living with dementia – training and clinical assessment/guidance remains the core of their work.



Below: Residents enjoying a boat trip at Castle Semple with thanks to funding from The National Lottery Awards for All Scotland.

All creatures, great and small, have been entertaining our residents throughout the year from creepy crawlies through to cute lambs. Meerkats, dogs (all shapes and sizes) Shetland ponies and even a Clydesdale Horse have all been visitors into our Homes. When these furry friends haven't been available, residents have taken comfort in the interactive dogs and cats, purchased by kind donations.

Looking forward, 2020 will see the end of our three year Luminare Artist in Residence programme; the impact for and with our residents has been a delight to see and has left a range of skills and ideas for staff to continue using once the residency finishes. Having worked in Erskine Glasgow and Edinburgh Homes during this year, they will complete their final year at The Erskine Home.

“Throughout the year we have been delighted to welcome a number of visitors to our Homes.”



Above: Resident and Ex-Navy Pilot David, on his visit to Glasgow Airport.



Above: Namaste Room at Erskine Park



Above: Residents and staff using the mobile OmniVista interactive tables.

WE EMPLOY
408 CARE STAFF
88 REGISTERED NURSES
33 ACTIVITIES STAFF

50%
OF OUR RESIDENTS ARE CARED FOR IN SPECIALIST DEMENTIA SETTINGS



We are delighted to have received funding for our Trainee Advanced Nurse Practitioner from the Armed Forces Covenant Fund Trust, Veterans Scotland and the Mr & Mrs JMB Trust.

OUR PEOPLE AND VALUES

2019 was a special year for recognition. Scottish Care led the way with the winning award in the Ancillary and Support Staff category being presented to Jackie Kennedy, based in the Erskine Park Home. Caring UK quickly followed by awarding The Erskine Home the runner up award in the category of Care Home of The Year Scotland.



Top: Long Service Awardees. Left: Erskine Park's Jackie receiving her Ancillary and Support Staff award. Right: Queen's Nurse, Pauline McIntyre.

It was also a very special moment for Erskine when the Queen's Nursing Institute Scotland (QNIS) awarded our Deputy Director of Care, Pauline McIntyre, with the prestigious Queen's Nurse Award making her the third member of staff to receive such an accolade – following in the footsteps of Director of Care, Derek Barron and Erskine Park Home Manager, Lesley Wylie.

The Long Service Awards for staff and volunteers recognised the contribution and dedication of our people. It was our pleasure to mark the anniversary of their service with an Award event hosted by Director of Human Resources, Jane Scobie. Chief Executive, Ian Cumming MBE, presented the awards which acknowledged 750 years of combined service by staff and volunteers. We were delighted when our 25, 30 and 40 year award winners came along to The Erskine Military Ball in September 2019; a fantastic evening of celebration was had by all.

Erskine President, The Right Honourable, Lord Provost of Glasgow, presented awards in the annual "President's Awards" recognition programme. Winners, staff and volunteers were nominated by fellow colleagues in several categories, for their willingness, not just now and then, but consistently, to go that extra mile.

Staff development remains a priority for Erskine and we continue to provide development opportunities for all our staff. Learning opportunities include professional qualifications such as SVQs or Masters, e-learning and a wide range of soft skills. Two Senior Care Assistants were accepted on to the 'Widening Access to Nursing' course, which offers the opportunity to further apply for the BSc (Hons) Nursing through the Open University in January 2020.

“A first for Erskine in January 2019 was the introduction of an in-house Occupational Health Nurse tasked with providing support and assistance to staff.”

As we continued to maintain our core staff base we were delighted to welcome 146 new staff members. All participated in our comprehensive induction programme specifically designed to integrate staff into the working world of Erskine at the earliest opportunity. The Erskine Recruitment Open Day in Bishopton was very successful in allowing us to identify staff required to meet our high care standards.

We further raised awareness of our profile by attending both the Edinburgh Napier University Open Day and UK Careers Fayre in Edinburgh and Glasgow.

Erskine has six Modern Apprentices across care and business administration. During 2019 three MAs completed their two-year apprenticeship. Now full-time employees, these apprentices continue to be supported by West College Scotland and West Lothian College to achieve their SVQ Level 2 (SCQF6) qualifications in Health and Social Care.

A first for Erskine in January 2019 was the introduction of an in-house Occupational Health Nurse tasked with providing support and assistance to staff. During the year this new post has proved to be very successful with a reduction in our sickness absence figures. In support of this the Erskine Health and Wellbeing programme continued with ongoing initiatives such as the ever popular Cycle2Work, Step Challenge, Yoga, daily fresh fruit and updates on various health topics. Our staff have further benefited from the new Erskine Staff Benefits Scheme, in partnership with Sodexo.

Erskine's People and Organisational Development Strategy 2019-2023 was agreed and implemented. It clearly articulates the intricacies and complexities of managing, administering and training a mixed workforce over a number of sites. Erskine will manage a number of changes and improvements through policy, technology, communication and consultation with our most valuable resource – our people.

Throughout 2019 we continued to promote employee relations through partnership working with our recognised Trade Unions – Unison and RCN. We continue to provide appropriate terms and conditions and policies along with a fair and equitable job evaluation scheme based on equal pay.

It was another memorable year for our 224 volunteers who contributed to approximately 17,000 service hours including supporting residents during meal times, providing companionship and assisting with activities. Volunteers Week was busy with Long Service Awards, a Christmas 'Jingle & Mingle' the Summer Gathering and an Edinburgh High Tea, all of which were well attended. As always we recognise the essential and valuable contribution volunteers make towards Erskine.

We welcome the new decade with a comprehensive Employee Engagement Survey giving staff the opportunity to express their views. We look forward to implementing an upgrade to our Recruitment On-Line technology. This upgrade will ensure that candidates have the best experience and remain firmly supported by our values: Communication, Accountability, Respect and Excellence, the solid foundation from which our renowned high standards grow from.

WE HAVE
224
VOLUNTEERS 



We encourage **COMMUNICATION** and an honest, open culture.

We take responsibility for the way we behave and are **ACCOUNTABLE** for the work we do.

We **RESPECT** ourselves and those around us.

We strive to deliver the highest standards of **EXCELLENCE** in everything we do.



FACILITIES



Over the last year the Facilities and Support Services Team have had a busy time providing 380,000 meals, over 2,500 hairdressing appointments and supporting over 2,400 outings and activities for our Veterans.

We have also completed the refurbishment of 339 resident rooms across all four homes, which included all flooring and soft furnishing being renewed and upgraded to complement the care provided to our residents.

Our five Assisted Living Apartments have been fully occupied since they were opened in November with the tenants making full use of the facilities available, such as meal provision, laundry and housekeeping services. The feedback from the tenants is extremely positive. Through regular chats, our Head of Facilities & Support Services, Dougie Beattie, has been told that they feel a full part of the Erskine Veterans community and they thoroughly enjoy living in the apartments.

We have continued to hold regular meetings with the Veterans and their families staying in our 44 cottages on the estate. These meetings are invaluable to gauge the community feeling amongst those residents and also to ensure they feel part of the community on the estate.

Through these meetings we discuss common issues affecting the properties and can plan to rectify them, such as a full refit of all gutters which were inadequate and causing issues for the tenants.

Our block of 24 flats is still under construction after experiencing some delays which were out of our control. However, they are still progressing and on track to provide our transitioning younger Veterans with accommodation of the highest standard, with thanks to significant funding support from The MacRobert Trust, Susan H Guy Charitable Trust and Scott (Eredine) Charitable Trust. This accommodation will be the base for these Veterans to embark on the next chapter of their lives with a structured support package in place, aiming to provide them with the skills and training to, hopefully, secure full time employment and permanent accommodation within their two years stay in Erskine.

The activities room and physiotherapy department in our Edinburgh home were identified as being in need of renovation to meet the changing needs of our residents. The projects were undertaken simultaneously to minimise the disruption to residents, visitors and staff.

We increased the floor space in both areas to ensure that as many of our Veterans as possible could attend the activities that are provided daily and also to allow the Physio team to provide their service in an environment which is fit for purpose.

We continue to provide the building, facilities and support to the Army Personnel Recovery Centre in Edinburgh, which operates to provide treatment and training to Service Personnel to either prepare them for discharge or return to service life. They occupy 16 rooms and also have a training suite, dining room, gym and other facilities which Erskine is responsible for maintaining.

We are currently planning to carry out refurbishment work to ERMAC to make it fully accessible, winterise the building and provide updated facilities for the members. We will also be upgrading our laundry facility in Edinburgh to ensure we can continue to provide an excellent laundry service to our residents.



THE MACROBERT TRUST

With Special Thanks to The MacRobert Trust who have gifted £100,000 towards the Erskine Transitional Supported Accommodation.

IN 2019 WE PROVIDED



380,000 MEALS



2,600 HAIRDRESSING APPOINTMENTS



2,424 OUTINGS AND ACTIVITIES

“We can continue to provide an excellent laundry service to our residents.”



Opposite Left: Refurbished resident bedroom.

Opposite Right: Assisted Living housing in Bishopton.

Above: Erskine Home, Senior Housekeeper, Agnes



ERSKINE REID MACEWEN

ACTIVITIES CENTRE

“ERMAC only operates with thanks to loyal supporters to whom we are extremely grateful.”



Above Left: The winning 'Craftex 2019' group. Above Right: ERMAC member George, polishing his woodwork skills.



Over the two years that Erskine Reid Macewen Activities Centre (ERMAC) has opened its doors to Veterans living in the community, we have provided meaningful support for almost 200 members (including spouses and carers). I think everyone would agree that is our success story.

On an average day 24 Veterans will visit the centre. However that's where the average ends; our members create a hive of activity and form the unique atmosphere we all have the privilege of sharing, from the banter to the comradeship it is a pretty special place to be.

Our 2019 journey took us from The Trades Hall of Glasgow to The Battle of Waterloo to an evening in the great outdoors, putting recently learnt skills to the test.



'Craftex 2019' saw our woodwork group's talents acknowledged when they brought home first prize of £1000 from the annual skills competition at Trades Hall. The winning group subsequently paid forward their prize money to social enterprise 'Green Aspirations' by using their funds to go back to basics, learning traditional whittling crafts, before spending the evening under the stars camping in the woodlands.

'The Great Game', the biggest ever historical table top war game took our model makers to the Kelvin Gallery at Glasgow University to be a part of the world record breaking recreation of Napoleon's final defeat. Our Veterans supported by painting 28mm high armies which were historically accurate, from the detailing on the uniforms and weaponry used in the battle, to scabbards and muskets.

ERMAC only operates with thanks to loyal supporters to whom we are extremely grateful. With thanks to all the individuals and charitable bodies who have supported this project throughout 2019, including: ANT Foundation, Armed Forces Day Grants, Broughton Charitable Trust, Martin Connell Charitable Trust, Mr & Mrs JMB Trust, Tesco Bags of Help and William Dawson Trust.

The Veterans Woodwork Group has received dedicated support and funding from Bishopton Community Development Trust and Trades House of Glasgow Commonweal Fund as well as a generous donation in memory of Ms Grace Gibson, ensuring that the woodwork group will be a key focus for ERMAC's refurbishment plans scheduled to begin early 2020.

More information about the Veteran's Woodwork Group can be found on Pg. 19.

Plans for the refurbishment of ERMAC have been developed as the result of a generous grant of £250,000 (towards the overall cost of £800,000) from the Aged Veterans Fund (LIBOR funding) as part of our membership of the Unforgotten Forces Consortium.

It is suffice to say that working in partnership with the 50+ organisations we have had contact with since we were established has definitely been key to enhancing our provision. This is the form we plan to continue for 2020 when we look forward to welcoming the new tenants from the Transitional Supported Accommodation, undergoing our refurbishment plans and developing the plans for our next centre.



Alexander Bremner RAF

With thanks to



RAF Veteran Alexander Bremner might be approaching his 85th birthday but he remembers distinctly his National Service and how much he loved it.

As a Leading Aircraftman in 1956 Alexander's apprenticeship with the LMS Railway Company stood him in good stead for the specialised work he would be doing as an electrician in the RAF.

After completing his square-bashing training at RAF Bridgenorth, Shropshire, Alexander was sent to work on the three models of aircraft known collectively as the "V Bombers". The planes, at that time, were Great Britain's strategic nuclear strike force.

Alexander loved his work, the camaraderie and friendship. However, his time in the RAF was to come to an abrupt end when he got news that his mother was very ill. With his brothers and sisters now living across the water, Alexander was the only one left who could care for her. A decision was made to give him a compassionate discharge from the RAF. He returned to Glasgow and, once settled, he met his wife in Glasgow's Famous Locarno Ballroom! They had three children who have made him a grandfather and great grandfather, which he is delighted about!

Alexander has only been in Erskine a short time but says: "It is like a hotel and my family are delighted as they know I am safe, cared for and happy here. I really enjoy the activities down in The Bridge (Erskine Glasgow Home's activities room) and going to the football matches of my favourite team. Even the food is good!"

 **26%**
OF OUR RESIDENTS SERVED IN THE RAF

Alexander recalls: "They were known as the Valiant, Vulcan and Victor, they had very powerful engines, electrical systems and lots of them were modified to accept the nuclear stand-off Blue Steel missile".





DID YOU KNOW?

All information and figures were collected in January 2020

DURING A BUSY YEAR WE HAVE PROVIDED THE FOLLOWING:



339
ENSUITE ROOMS



ACROSS 4 CARE HOMES
BISHOPTON, GLASGOW
AND EDINBURGH



SUPPORT TO
1,000
MEMBERS OF THE
VETERAN COMMUNITY
IN SCOTLAND



3,420
1:1 PHYSIO
TREATMENTS

OUR VISION

A Scotland in which all Veterans and their families are valued and respected, and where high quality care and support enable them to maximise their potential and quality of life.



44
VETERAN FAMILY
COTTAGES



5
ASSISTED LIVING
APARTMENTS



170
ACTIVITIES
CENTRE
MEMBERSHIPS

HOW OLD
ARE OUR RESIDENTS



48
YOUNGEST RESIDENT

104
OLDEST RESIDENT



192
PET THERAPY VISITS
OVER FOUR HOMES



2,600
PODIATRIST
APPOINTMENTS



644
DENTIST
APPOINTMENTS



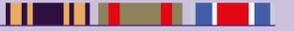
800
SPEECH & LANGUAGE
THERAPY SESSIONS




55% MALE
45% FEMALE



2,440
PHYSIO GROUP
ATTENDANCES



OUR HOMES

Edinburgh

The Erskine Edinburgh Home has continued to flourish in 2019. Our care inspection in March was our first inspection under the new Care Standards and inspection process. We are happy to report that we maintained our grades of Five “Very Good” in all areas of the inspection with no recommendations or requirements. A fantastic start to the year!



At the start of the year we were invited to join the Teach & Research Care Home Project (TORCH) with a view to changing realities and perceptions of the care of frail older people in care homes. Through TORCH, we are looking at several development areas including the use of electronic care plans, electronic medications, student placements, Namaste therapy, Palliative Care Training, ANPs and the use of the 4AT (Rapid Clinical Tests for Delirium) to aid early identification and treatment of delirium. We were able to share ideas and how they have been taken forward at the first TORCH Conference, held in September.

Above: Erskine Edinburgh Head Chef, Rab Anderson in the gardens.

The allotment gardens have thrived this year to the point where we had too much produce to use in our kitchen alone, so we offered our extra crop to relatives and visitors as well as cultivating seeds for next year. We had our first harvest from our fruit trees, the juicy pears were enjoyed by our residents who work on the allotments.

Working with our Artists in Residence we joined the Luminare Festival and opened our doors at the home and gardens for our exhibition called “Art Adventures in Nature”. The exhibition showcased artwork created by residents in the home in collaboration with Erskine’s Artists in Residence. Residents, relatives and the local community were invited to share in this gentle journey and enjoy an immersive sensory experience into the natural world; meet all the artists and explore the Art Adventures studio.

We are always striving to improve our staff knowledge and expertise, and we have done this through two specific areas – palliative care training and Namaste therapy training. We are currently training care staff on the MacMillan Foundations in Palliative Care. We held six training cohorts which resulted in 23 staff successfully completing the training. Our Acting House Manager took on the role of Namaste Trainer in the home after completing training with Lesley Wylie, and we now have eight Namaste Practitioners in the home providing Namaste therapy to our residents.

Erskine Park



Erskine Park Home has continued to build the programme of Namaste Care within the Home.

Above: Erskine Park Resident, Alastair, enjoying the sunshine.

Namaste Care provides sensory engagement with residents with advanced dementia and at end of life, ensuring they have meaningful person-centred interactions until their very last breath. The Namaste work being carried out in Erskine Park was recognised at Scotland’s Dementia Awards when the Home won the Best Care Home Improvement Practice Award. Staff and residents were delighted to attend the award ceremony to collect the award.

The gardens of the Home are a vital outdoor space for residents and were further developed this year when an activities garden was created for residents and relatives to enjoy as part of our activities programme. Residents voiced the desire and importance for their grandchildren to be able to play when they visited the Home and, as such, a children’s play area was built into the design.

The activities and outings throughout the year were varied with our residents proving age is no barrier to driving speed boats, wanting to drive Porsches and heading to the races for a wee punt on the horses. Wishes were fulfilled no matter how small, and those that were more complicated were completed in an innovative way, with a Taste of the Caribbean and a Taste of Mexico evenings for residents wishing to visit their favourite holiday destinations again.

The year ended with the recognition by the Scottish Social Services Council of our Home Administrator Jackie Kennedy as she won Best Support and Ancillary worker for the compassion she shows within her role to the residents living in Erskine Park. Jackie can often be seen with residents working alongside her during the working day.

Glasgow

Erskine Glasgow enjoyed another successful year in 2019. Generally, occupancy was at 100% and the quality of care the Home provided was recognised by The Care Inspectorate awarding grades of Good or Very Good for all areas of inspection. The Home’s environment benefited from a total replacement of carpets, curtains and furniture.

Right: Erskine Glasgow Residents on tour.

The residents of the Home enjoyed a full and varied programme of activities throughout the year. Especially successful were the weekly music therapy sessions in partnership with Nordoff Robbins. During these sessions, residents enjoy singing as part of a choir or playing instruments. The Home is delighted that financial support has ensured that the music therapy will continue throughout 2020. Erskine Glasgow residents also benefited from stimulating visits to many places of interest, including monthly trips on the Forth & Clyde canal and regular pub lunches courtesy of the Garelochhead Station Trust, who deliver services to Veterans and their families.

One of the highlights in the Home was the Summer Garden Party. Celebrating the 75th anniversary of D-Day, the event was enjoyed by many residents, relatives and staff.



Of course, the Home lost many dear friends over the year. However, the gratitude expressed by relatives made the losses easier to bear, an example being:

“The quality of life my uncle had in Erskine Glasgow was above and beyond anything I could have hoped for. The staff were truly his family and friends for the 12 years he lived there, they made my uncle’s life worth living, and I can’t tell you the difference that also made to my life.”



OUR HOMES

The Erskine Home



As usual The Erskine Home has had a very busy year. The staff in all departments have been working hard to maintain the grades awarded by the Care Inspectorate at the last inspection.

Left: Activities Assistant, Lucinda and resident, Peggy.

Right: The Erskine Home gardens

We continued to develop intergenerational relationships including linking with Enchanted Forest Nursery and Erskine Community Nursery to build on our programme of events. This involved children from the nurseries visiting the Home and Erskine residents visiting the nurseries, during which they all took part in activities together that encouraged cooperation and interaction between the generations.

Scottish Ballet, Erskine Community Nursery and Langbank Primary School also joined forces to deliver workshops with our residents, over an eight-week period, culminating in a wonderful group performance in The Bunker (The Erskine Home's activities room).



The Bunker's garden was upgraded thanks to a donation from Scotmid Co-operative. This included new raised flower beds allowing residents to learn new skills, and enabling other residents who once enjoyed gardening, but were no longer able due to wellbeing and physical changes, to relish in the hobby once again.

As soon as the days became drier the residents, with the support of staff from the Houses, were out and about on the estate, making use of the adapted bikes – and making the most of the Scottish summer!

Thanks to Lesley Wylie, Erskine Park Home Manager, staff from all houses took part in Namaste Care training, which is now being delivered in all houses. This has been visibly beneficial not only to resident's joy and comfort, but also their families.



James Gorrie Army

James 'Jim' Gorrie (now 91-years old) left school to work at the London, Midland and Scottish Railways as a Signal Boy, until at the age of 18 he was conscripted to the 1st Battalion of Seaforth Highlanders.

Leaving his family, childhood sweetheart and job behind he travelled to the Commonwealth country of Malaya which had been liberated from Japanese occupation two years earlier.

Jim and his comrades protected the valuable rubber plantations. However, just as the end of his mandatory two years was approaching the order came from above that "demob" had been delayed for six months. Jim was not fazed in the slightest by the delay.

He said: "I was young, I thought it was a fantastic adventure".

Jim said: "We met at primary school and were married at 20 for 62 very happy years. We had a wonderful life together and a lovely family".

Jim cannot speak highly enough of the staff who look after him in The Erskine Home: "They are unbelievable. I feel very safe here and there is always someone around when I need help. It is a home from home, and as my home was very special and important to me, this is high praise indeed."

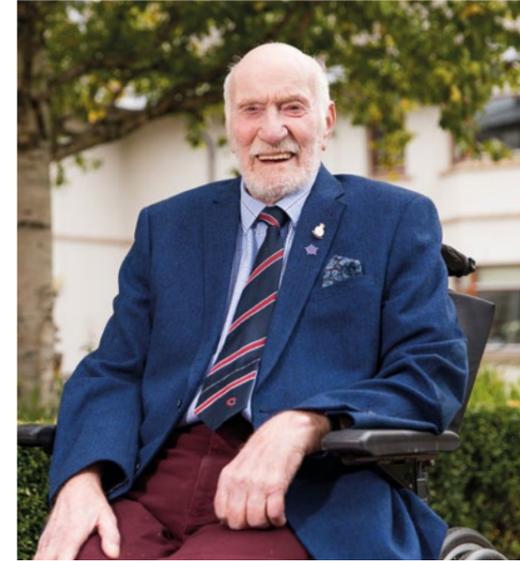
Although recently confined to a wheelchair after a bad fall, Jim has been able to continue his recovery as a result of the dedicated physiotherapy treatment and care he receives in Erskine.

We at Erskine were delighted to receive an incredible gift of £150,000 from ABF The Soldiers' Charity in 2019, towards the provision of care and support services for Army beneficiaries living in our homes. Approximately 57% of all Erskine residents are Army beneficiaries. This wonderful contribution has undoubtedly enabled us to transform the lives of residents from the British Army family, whom we are trusted and honoured to care for.

 **57%**
OF OUR RESIDENTS SERVED IN THE ARMY

Jim and his fellow Highlanders worked along with Cameronians, Scots Guards and Royal Engineers to protect the people of Malaya by quelling unrest and keeping the peace.

Six months later, demobbed, he returned to civilian life in his hometown of Glasgow, his family, job, and most importantly the girl who had waited for him, Muriel.





LEGACIES

What does a Legacy look like?

Leaving a gift in your Will is a big decision. But it's one that could make a real difference to the Veterans at Erskine.

After you've taken care of those closest to you, it's amazing what a difference even a small percentage could make. A legacy gift of any size will go towards the care provided to Veterans.

For example, if your estate was worth £200,000 and you left 1% to Erskine, that would be £2,000. That's a huge amount, and definitely not to be taken lightly – but equally you are still leaving the remaining 99% to those you care about.

Legacies come in all shapes and sizes, but every gift has the power to save and change lives. Over the years here at Erskine, we have been so lucky to receive gifts of all levels; from one lady who regularly gave £25 and left her last gift in her Will which bought a specialist set of cutlery for our dementia unit, to the incredibly generous legacy of £3.1m which allowed us to build new cottages on the Erskine estate for Veterans in need of accommodation.

One of our supporters who has let us know that he's leaving us a gift in his Will said "I fell in love with Erskine the minute I walked through the doors. It just felt like home".

He served in the Army for 20 years and reached the rank of Staff Sergeant before he left to return to civilian life. After so many years of being told what to do and where to be, he found it incredibly difficult to return to being in charge of his own destiny; *"I wish I'd known about Erskine before now, I have found the whole place such a breath of fresh air"*.

After visiting Erskine, he decided that having no family meant he would like to leave a gift in his Will to Erskine *"I found the whole process to be really very simple. Once I had made my mind up, I made an appointment at my solicitors who wrote my Will for me and a few weeks later I returned to sign it. They talked me through the whole process and made it as simple as possible. It really was that easy. Now I can rest easily knowing that if anything happens to me, Erskine will get a much needed injection of cash"*.

Since communicating that he has decided to leave us a gift, Sarah Morgan, Erskine's Legacy Officer, keeps him up to date with latest news and invites him along to any events that may be coming up. It's also a great way for us to say "thank you" as with many legacy gifts we don't always get the chance.

Our Promise to You

Legacies are a hugely important part of the income raised at Erskine, and we wouldn't be able to continue with our good work without them. We recently introduced a Legacy Promise to put any fears to rest:

- We absolutely recognise that those closest to you come first in your Will
- We will never ask you the size or type of gift if you decide to support our work by leaving us a gift in your Will
- We promise not to intrude on your privacy by telephoning you about this method of giving
- We will never ask you to tell us your intentions, but if you decide to tell us we can say "thank you"
- We fully understand that you may change your Will and decide not to leave us a gift, and that is your right to do so
- We promise to use your gift wisely and for the benefit of our Veterans

In 2019 we launched our legacy giving marketing campaign, which has been rolled out across radio, outdoor media, social media and cinema (including the WWI epic 1917).

Erskine care for around 1,000 Veterans each year and rely on your support

www.erskine.org.uk



IF AND WHEN THE TIME IS RIGHT, PLEASE REMEMBER ERSKINE IN YOUR WILL
legacies@erskine.org.uk | 0141 814 4520



Heart of Erskine

Erskine Workshops were established in 1920 to produce artificial limbs for the war wounded and progressed over the years into surgical bootmaking, upholstery and furniture repairs, printing, basketry and cane furniture making.

Today the Erskine Reid Macewen Activities Centre is home to The Veterans Woodwork Group. One of the many opportunities provided by the centre, the group encourages Veterans to utilise their skills and creativity whilst supporting teamwork and comradeship.

All the products designed within the group and are produced using seasoned oak or other local hardwoods.

The 'Heart of Erskine' keepsakes created by the Veterans woodwork group are available to buy on our website:

www.erskine.org.uk

For any information relating to Legacies, please contact

Sarah Morgan, Legacy Officer, Erskine, Bishopton, PA7 5PU.

Email: Sarah.morgan@erskine.org.uk

Telephone: 0141 814 4520

Our legacy campaign is based around our Buddies creative, featuring two close friends serving in WWII. The cinema advert also features much loved Erskine Bishopton resident Peter Knowles, who has lived at Erskine since 2015. Keep your eye out for our campaign as we roll it throughout 2020.

With thanks to



Frank Coyle Royal Marines

Courage, Determination, Selflessness – these are the qualities that make the Royal Marines the world’s most renowned commando force. And these are three qualities that Frank Coyle has in abundance.

93-year-old Frank, from Govan, has attended Erskine Reid Macewen Activities Centre (ERMAC) since October 2018 where he has made many friends.

Frank was just 18 in October 1944 when he was called up to serve with the Royal Marines 42 Commando. After 12 weeks training he was on a landing craft travelling the long, arduous journey to the Far East.

Arriving in Trincomalee in Sri Lanka, Frank and his comrades were moved around to keep the peace, spending time in Singapore, Saigon and 18 months in Bangkok.

His memories of serving are clear and vivid. Frank recalls releasing two POW camps where the prisoners were Dutch and Australian. The 140,000 allied prisoners of war captured by the Japanese during World War II endured horrific cruelties and a comparatively high percentage did not survive.

Frank said: *“It was tragic to witness the prisoners on release. They were so thin, skeletal. Their reaction was of confusion.”*

Frank himself did not survive the war unscathed. He was hit by a sniper when in Bangkok and remembers the pain was like whiplash. He fell unconscious and woke up in an army tent where he stayed for three days before being transferred back to base. But even worse was to come when Frank became ill with life-threatening malaria. He spent a month in hospital and recalls feeling incredibly unwell.

Frank was demobbed in 1947. He missed home, so was happy to see his mother again. The next year he married Helen, who he met at the dancing in Partick and with whom he enjoyed a 58-year marriage. Frank is now a great, great grandfather!

With the help of carers, Frank still lives independently at home in Govan and attends ERMAC twice a week.

He said: *“It is first class here. They cannot do enough for you. I enjoy the company and the shared tales the most but I take part in so many activities from mindfulness to tai chi to learning the ukulele. Coming to the centre brightens me up.”*

When asked how he feels when he is thanked for his bravery and service, Frank says he is no hero.

 **17%**
**OF OUR RESIDENTS
SERVED IN THE NAVY**

He said: *“You never thought about fear but I do feel proud when I think back to that time. Serving with the Royal Marines during WWII was hard, but it made a man of you.”*

And what a man Frank is!

We were delighted to receive a grant of £40,000 this year from the Royal Navy and Royal Marines Charity, and its partner funder Greenwich Hospital, in support of our Navy and Marines veterans. The Charity has generously supported our work for over ten years, ensuring that Scotland’s elderly Royal Navy and Royal Marine veterans can continue to enjoy the best possible quality of life at The Erskine Home.

THANK YOU TO ALL OUR SUPPORTERS

As a charity, Erskine depends on donations. You may support our Veterans by direct debit, with ongoing gifts, by attending an event – or organising your own, as a Trust funder or within your workplace. Whatever you have done to support Erskine – thank you! Here are just some of the things that have been going on across the year:



Memorial Plaques

13 plaques were bought and placed in The Erskine Garden of Reflection in memory of loved ones. Each plaque holds a thousand memories and are appreciated by hundreds of residents, families and the wider community, every year. Memorial plaques can be ordered at www.erskine.org.uk

American Friends of Erskine Visit Scotland

Our friends from across The Pond have been working tirelessly to raise awareness and funds for Erskine, for which we are truly grateful. We were thrilled to welcome visitors from the American cohort to Erskine, to see the updates on our Bishopton estate and they also attended The Erskine Military Ball.

Corporate Support

We are delighted to have expanded our corporate support this year and have welcomed new partnerships with companies including: Bruce Stevenson Insurance Brokers, Lovell Homes, Renfrewshire Leisure – Paisley 10k and A&D Logistics.

We have enjoyed working with ongoing partnerships. Loch Ness Bakery, for one, continues to support Erskine by donating a percentage of their profits each year. This year, they presented Erskine with a generous donation of £3,000.

Fundraising

Our fantastic supporters have been busy baking, singing, walking, rowing, running, cycling and so much more, all in order to raise vital funds for our Veterans. Erskine runs a number of challenge and social events throughout the year, but always welcomes supporters who like to come up with their own ideas.

Supporter, John Baillie, raised awareness and over £8,000 by rowing one million metres!

Police Scotland’s Mountain Rescue Team created their own challenge, ‘The Arrochar Cross’ which saw the team of 14 take on a half marathon through the mountains followed by a 20-mile mountain bike ride – and raised an impressive £4,025.

By April 2019, the Rangers Support Erskine Appeal had raised over £868,190 since they started in 2007. They have been continuing their amazing fundraising efforts and will achieve their first £1m by 2020!

We also received an incredible, unexpected donation of £80,000 from a private donor.

Trusts and Foundations

This year, we must give special thanks to The Mr and Mrs JMB Trust who have supported our Trainee Advanced Nurse Practitioner with an incredible sum of £58,980 gifted to help fund this post over the next three years. Furthermore, they have pledged £180,000 to develop our

Yarrow House gardens into a stimulating dementia-friendly environment. Work for this will begin in 2020. In addition, a gift of £2,000 from the Trust allowed us to purchase materials for ERMAC.

Row Fogo Charitable Trust, Elizabeth Frankland Moore and Star Foundation and Cruden Foundation supported our Erskine Edinburgh Home with funds to create a designated cycle path and purchase assisted bikes.

Music Therapy continued to be of benefit to residents in our Glasgow Home, especially those living with dementia, thanks to gifts from: AMW Charitable Trust, Royal Caledonian Charities Trust, Jimmie Cairncross Charitable Trust, Bellahouston Bequest Fund and the Incorporation of Bonnetmakers & Dyers of Glasgow. Further funding was donated to our dementia specialist care at Glasgow by the Cadogan Charity.

We were able to invest in additional specialist equipment thanks to donations from the Miss MJM Smith Trust for the purchase of two assisted baths and Glasgow City Council Area Budget for the purchase of specialist equipment for the benefit of residents living at Erskine Glasgow Home.

Without the vital support of Trusts and Foundations like this, and all our individual supporters, Erskine would not be able to provide the care that we do. We wish to thank all our supporters who help to ensure that Erskine continues to care for Veterans and their spouses.

Top: Frank competing at the Sporting Senior Games alongside around 70 fellow competitors. With thanks to support from Aberbrothock Skea Trust.

Bottom: Frank and fellow comrades in Bangkok.



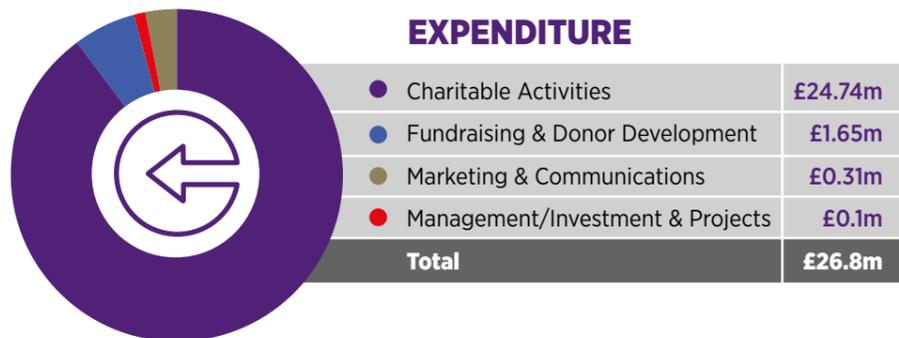
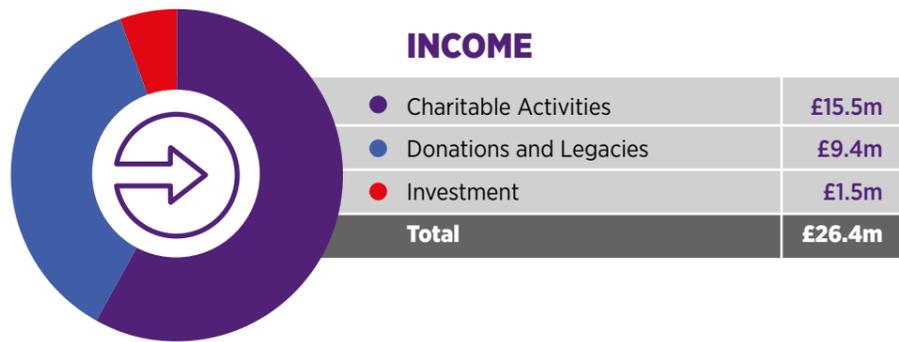
FINANCIAL SUMMARY

It is only because of Erskine's wonderful supporters that we are able to continue to be there for Veterans in Scotland, when they need us. We are continually humbled by such generosity and the amazing fundraising efforts which ensures that Erskine continues to evolve to meet the changing needs of the Veteran community.

Erskine's charitable activities income overall rose by £0.48m to £15.52m. Within the care facilities the average occupancy achieved was 97.8%, which is 0.4% higher than last year. The annual cost of providing our charitable activities increased by 3% to £24.74m. This is partly due to the impact of local authority rates and our commitment to pay all staff the Scottish Living Wage along with increasing pay levels, coinciding with recent NHS Scotland pay rises. Therefore, this year we have recorded a loss of £426k, before investment gains/losses and other recognised gains. Included within charitable activities expenditure is the ongoing cost of operating the Activities Centre which commenced operations in January 2018.

Donations and legacy income increased by £0.6m to £9.38m. Expenditure for Fundraising, Marketing and Communications was £1.96m compared with £1.74m last year. The cost of fundraising against recorded income from donations and legacies equates to 17.5% of income raised, excluding marketing and communications costs.

We are so grateful for all your support as it is so important that we never take our ex-Service men and women's contributions for granted nor should we ever forget them.



FOR EVERY £1 WE SPEND

17P IS SPENT ON FUNDRAISING

83P IS SPENT ON SERVICES TO SUPPORT VETERANS

Figures taken from average over 3 years

EVENTS 2020

April

Kiltwalk Glasgow
Sunday 26th

May

Edinburgh Marathon Festival
Saturday 23rd – Sunday 24th

Erskine Motorbike Meet
Erskine Bishopton Estate
Sunday 31st

June

Kiltwalk Aberdeen
Sunday 7th

Ideal Home Show Partnership
SEC, Glasgow
Thursday 11th – Sunday 14th

August

Dog Jog Glasgow
The Helix, Falkirk
Saturday 1st

Dog Jog Edinburgh
Holyrood Park, Edinburgh
Sunday 2nd

Kiltwalk Dundee
Sunday 16th

Erskine Golf Day & Dinner
Tuesday 25th

Mens 10K
Glasgow City Centre, Glasgow
Sunday 30th

September

Kiltwalk Edinburgh
Sunday 13th

October

Erskine Victory Ball
Doubletree by Hilton Glasgow
Friday 2nd

Loch Ness Marathon
Loch Ness
Sunday 4th

Firewalk
Oldmeldrum, Aberdeenshire
Friday 9th

Sporting Senior Games
Glasgow Caledonian University
Saturday 10th

Men's 10k
Edinburgh
Sunday 25th

November

Christmas Cracker Shopping Fayre
Ingliston Country Club
Sunday 22nd – Monday 23rd

December

Tree of Honour
All homes
Thursday 3rd

Bothwell Carol Concert
Bothwell Parish Church
Friday 4th

Edinburgh Carol Concert
St Cuthberts Church
Thursday 10th

Board of Trustees

The Board of Trustees, who are the Directors for the purposes of Company Law and the Trustees for the purposes of Charity Law, during the period covered by these accounts and up to the date of approval of the financial statements, consisted of the following:

Mr Robert Crawford LLB CA
Chairman

Mr Stuart Aitkenhead BSc CEng FIMechE
Lieutenant Simon David Allbutt FCIPD RN

Dr Claire Copeland
(appointed 20 March 2019)

Dr Brian Cowan
(resigned 20 March 2019)

Professor Rosslyn Crocket MBE
(resigned 20 March 2019)

Ms Rani Dhir MBE BA GradIPD DipHS FCIOH FCIOSB
(appointed 19 June 2019)

Mrs Maria Clare Docherty
(appointed 19 June 2019)

Captain James Fraser

Mr Douglas Griffin MA (Hons) DIP ACC CA

Lieutenant Colonel David Harrison
OBE BA (Hons) MBA

Group Captain Robert Kemp CBE QVRM AE DL

Mrs Lyndsay Jane Lauder

Mr Ian Lee BA CA CPA

Mrs Rosemary Lyness MBE RGN SCM MBA

Mr Ian Reid

Mr Alan Seabourne

Miss Elizabeth Simpson MA CA

Mrs Brenda Wilson BSc

Wing Commander Ian Cumming MBE
Chief Executive

Captain Andrew Cowan RD LLB RNR
Company Secretary



The Erskine Home

Bishopton, Renfrewshire, PA7 5PU
Tel: 0141 812 1100

Erskine Edinburgh Home

468 Gilmerton Road, Edinburgh, EH17 7SA
Tel: 0131 672 2558

Erskine Park Home

Bishopton, Renfrewshire, PA7 5QA
Tel: 0141 814 4633

Erskine Glasgow Home

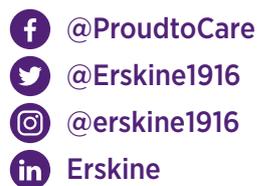
200 Dorchester Avenue, Glasgow, G12 0BZ
Tel: 0141 338 6300

Erskine Reid Macewen Activities Centre

Bishopton, Renfrewshire, PA7 5PU
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Email: enquiries@erskine.org.uk

Website: www.erskine.org.uk



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