

2020 Annual  
Review



# WELCOME

A message from our Chairman and Chief Executive

**2020 has been an incredibly emotional and challenging year for Erskine and, we are certain, for all of you. As an iconic and historic independent charity, the COVID-19 pandemic has significantly influenced our delivery of support for Scotland's Veterans and impacted our fundraising efforts. We are proud to say that our staff have worked exceptionally hard, with courage and compassion throughout this period. Despite everything we have faced, we have overcome all challenges and helped more than 1,000 beneficiaries. We stand proud and true to Erskine's 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.**

Under unique circumstances, 2020 saw many important milestones for the Veteran community, including the 75th anniversaries of VE Day and VJ Day. Erskine's Veterans marked these in line with COVID-19 restrictions – The Erskine Home's residents enjoyed a socially-distanced VE Day party, with thanks to the support of ABF The Soldiers' Charity, and our Activities Centre members celebrated the anniversary with a lively and very well attended "Zoom Party" – joined by Veterans Minister, Graeme Dey.

Erskine's excellence in care delivery has been more difficult, but even more

crucial during the pandemic. All care was shaped in accordance with guidance issued by the Scottish Government, Care Inspectorate and Health Protection Scotland. We established substantial safety measures including extensive PPE, increased hygiene procedures, thermal imaging scanners and Perspex screens in resident areas. However, we never lost sight of the need to deliver meaningful, compassionate quality of life and a joy into our residents' lives, despite all this. We are incredibly proud and grateful that so many staff went beyond the call of duty, by volunteering in alternative roles, such as housekeeping and reception duties, during challenging periods. Through all of this, we are delighted that two Homes received Grade 6 – the highest grade – from the Care Inspectorate for a second consecutive year. Our other Homes were awarded Grade 5 ('very good') and 4 ('good'), demonstrating continued high standards of care.

Erskine also continued to lead by collaborative example in shaping, developing and delivering outstanding services. We were delighted to be able to appoint Professor Brendan McCormack as our first Honorary Nurse Consultant. Professor McCormack is Head of the Division of Nursing and Occupational & Arts Therapies at Queen Margaret University, Edinburgh. His substantial experience will help Erskine further develop our person-centred care and benefit from new collaborations.

Another great example of collaboration is our strong relationship with our tenants in the Veterans Village – Scotland's Bravest Manufacturing Company. We were visited by the RBLI's Chief Executive Brigadier Steve Sherry to discuss our joint future plans. Chief Executive, Ian, remained a member of the Veterans Scotland Executive Committee and represented the military third sector in numerous Scottish

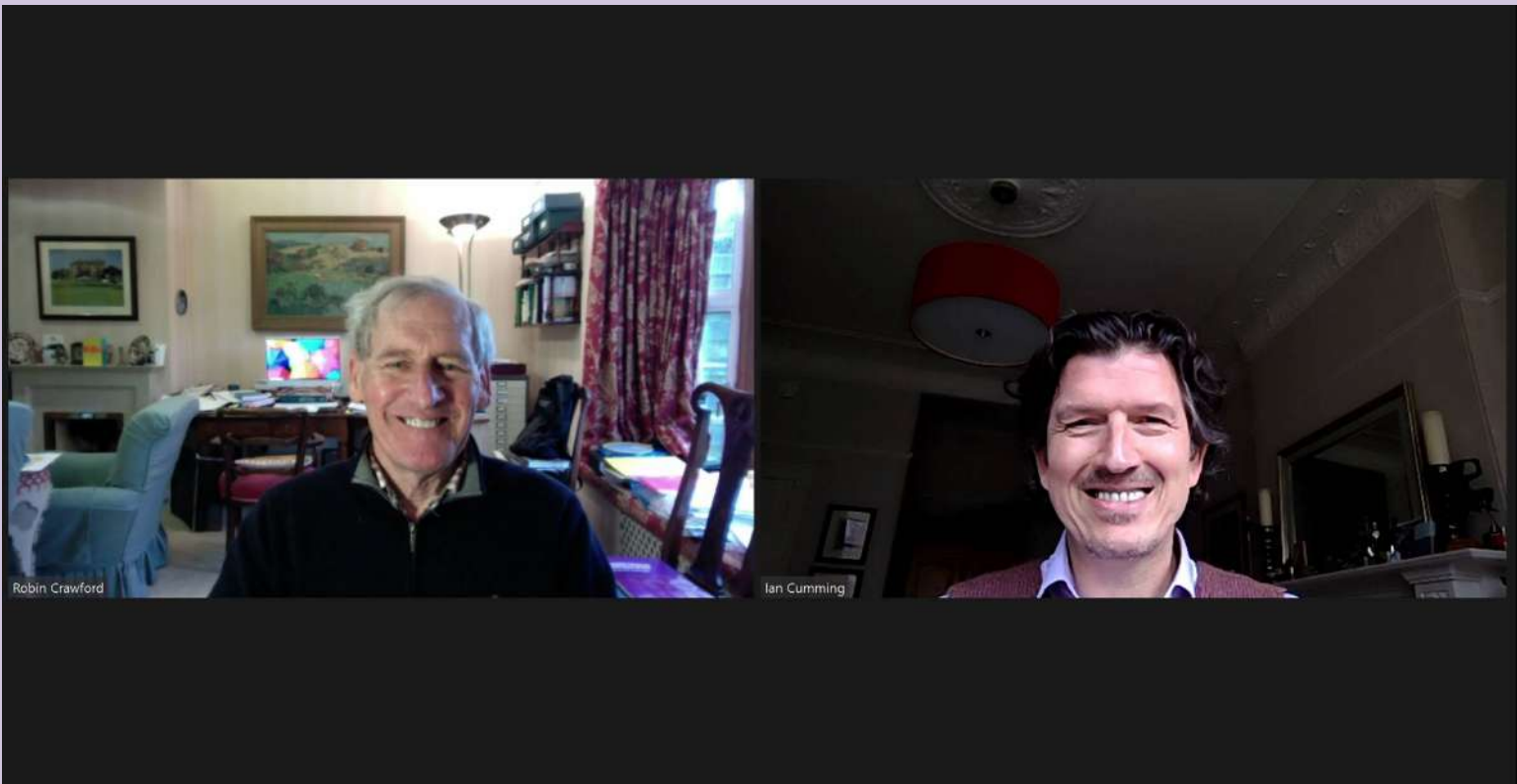
Government working groups relating to Armed Forces and Veteran health & wellbeing. Ian also wrote an article for the 2020 Parliamentary Review, which shared details of best practice and how Erskine has evolved to meet the changing needs of Veterans. Furthermore, the Scottish Parliament recognised our Homes with a motion congratulating their outstanding inspection performances.

Erskine's Activities Centre continued to provide social opportunities, recreation and support to nearly 200 Veterans who live in the wider community. In March, our Centre temporarily closed due to COVID-19 but our team quickly adapted to deliver remote support to our socially isolated Veterans. We provided one-to-one support and a regular programme of video calls to help our Veterans enjoy their usual banter, try new activities and access additional support. We will shortly complete the Centre's refurbishment, allowing us to support even more Veterans upon reopening.

We remained in regular contact with the tenants of our 44 Veterans Village cottages to assist them during the pandemic. We also adapted and increased our support to those living independently in our five assisted living apartments, to ensure they were fully catered to and never left feeling lonely during the lockdowns. We are looking forward to soon being able to open Erskine's Transitional Supported Accommodation: 24 beautiful modern apartments, with on-site support for Service-leavers and Veterans of working age. Our aim is to help them transition to post-Service life and to live well – giving back to their community, as we know former military personnel are well-placed to do.



**Our Mission Statement:** To lead by collaborative example, in shaping, developing and delivering outstanding, person-centred care, accommodation & holistic support - so that Veterans in Scotland are valued and enjoy a sense of fulfilment in every phase of post-Service life.



The pandemic has caused sharply increased costs, a significant reduction in fundraising and in investment values, all giving rise to a substantial loss. Yet, we continue to operate our much-needed services thanks to our remarkably generous family of supporters, all of whom have made a significant difference to our Veterans' lives. We are extremely grateful to The American Friends of Erskine who raised \$38,000 towards additional costs accrued due to

COVID-19. We must also give special mention to the Rangers Supporters Erskine Appeal, which has fundraised since 2007 and this year reached the phenomenal total of £1 million raised for Erskine over the period since then! The trustees are engaged in a substantial strategic review to ensure that Erskine remains sustainable and relevant to the needs of veterans going forward.

It only remains for us to state that Erskine's Trustees and Executive Team are hugely thankful to all staff, volunteers and supporters for their outstanding efforts to help our Veterans during this unprecedented year. We enter 2021 with a positive outlook, remaining focused on delivering even better and more accessible services for Scotland's Veteran community.

**Ian Cumming**  
Chief Executive

**Robin Crawford**  
Chairman

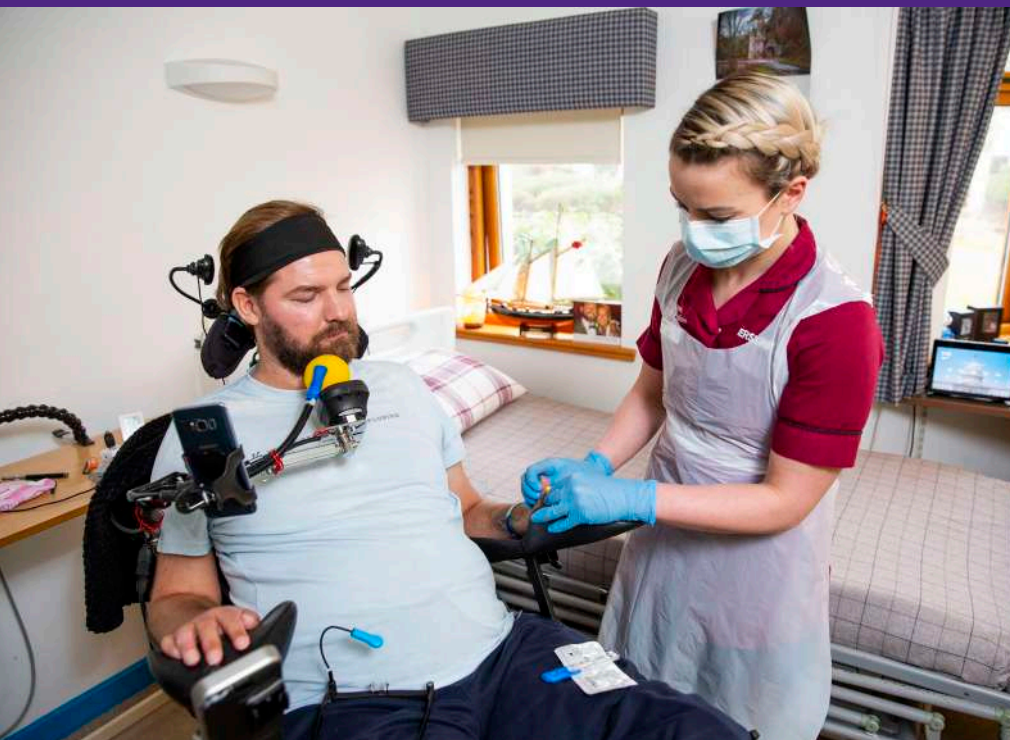
WE HAVE  
CARED FOR  
**100,000**  
VETERANS SINCE 1916



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



# CARE



Above: Procalcitonin testing

As we began 2020 there was an air of expectation for our nurses; it was a year designated as the 'Year of the Nurse and Midwife' by the World Health Organisation. We had great plans; monthly videos post on the 12th of each month (Florence Nightingale's birthday was 12th of May 1820), a conference planned for May with guest speakers including the Minister for Mental Health, as well as other events coinciding with International Nurses' Day. We could not have foreseen the year that 2020 would turn out to be! Although we had to cancel the planned events, we still produced monthly videos from 12 registered nurses.

We were delighted to welcome the Nursing and Midwifery Council, led by their Chief Executive and Registrar, to our Edinburgh Home at the end of 2019. The Council were having their meetings in Edinburgh and were keen to engage with registrants, and of course to meet

our residents and non-nursing staff. They left impressed with what they saw and shared positive feedback via social media, as well as formally to us.

We have continued to use Procalcitonin testing as a support to clinical decision making around early intervention when an infection is suspected. This supports good antimicrobial stewardship. With thanks to the Kilpatrick Fraser Charitable Trust for funding this year's supply, House teams work with the Advance Nurse Practitioners to ensure we wrap early intervention care round our residents.

We had to learn to do things differently this year. The wearing of PPE has become the norm. Staff adapted well to having to wear a mask throughout their entire shift, given that it isn't actually a pleasant thing to have to do, and residents have become used to seeing

staff with masks on. Staff were also conscious to be more deliberate in their communications given that facial expression is not as easy to see/read when a mask is worn. Our teams' normal bright smiles are hidden. Our Speech & Language and Activity teams have adapted to provide physically distant interactive group work. The Physiotherapy team adapted by providing more one-to-one sessions - when group sessions were able to resume they were also physically distant with less residents able to come to the gyms at any one time.

We are thankful to the Armed Forces Covenant Fund Trust: Covid-19 Impact Programme for a generous grant of £250,000 and the Scottish Government Wellbeing Fund for their significant gift of £100,000 towards the additional costs that we have faced as a result of these necessary adaptations to continue to provide quality care in 2020.

This year we have been involved in PhD research, 'Expressing sexuality in people living with dementia' which was then presented at the European Dementia Conference (this can be watched on YouTube). Our own, partially funded, PhD student, Angela Gregory, has continued her groundwork and will expect to start her fieldwork in 2021, with the topic 'Meaningful activity for people living with dementia'.

Erskine has been involved in a number of national groups which have helped direct us during the pandemic, this has included the Clinical Professional Advisory Group (CPAG), providing advice to the Chief Nursing and Medical Officers at the Scottish Government. Sub groups that we have been involved in include the 'data' group and the 'visiting' group. These groups provide advice on how best to implement safe visiting using the national data to inform progress.



## “It is appropriate to recognise the contribution of staff across Erskine who have been on the frontline every day.”

Erskine was one of the lead organisations in the development of the national ‘Safety Huddle’ tool – enabling health boards, public health teams and the Scottish Government to have an overview of what is happening across all care homes in Scotland, for the first time.

Additional national work has been undertaken by the Director of Care, Derek Barron, who was asked by the Scottish Government, to chair a review into the Delivery of Forensic Mental Health Services in Scotland. Although the work was suspended in the early part of the pandemic, it was restarted in June 2020 and the 2021 report will provide recommendations for how forensic mental health services should change.

During the year we have had large periods of time when we have been unable to welcome relatives into our Homes due to government guidelines and restrictions – this has been difficult for residents and relatives alike. It placed an additional responsibility on staff to take on that ‘extended family’ role to an even greater extent than would be the norm – they have stepped up to this admirably. We developed different ways to communicate with relatives during this period using a variety of digital platforms.

On a daily basis, we kept families informed and updated on the lives of their loved ones through the digital app, Workplace. We have over 800 family members using this platform to maintain contact and see photos and videos of what residents have been up to.

Although not as engaging as face to face, we were able to use video calling to maintain connections and our residents, families and staff have all made the very best of what we can do. There has been much joy and laughter during these calls and more than one Zoom birthday party.

Of course digital engagement isn’t new for us, all our electronic records are digital and are used to plan and record care and support the administration of

medicines. This year, we won the Access Group’s ‘Freedom To Do More’ Award, in recognition of how well we use digital solutions to support care delivery.

As the pandemic continues, it is appropriate to recognise the contribution of staff across Erskine who have been on the frontline every day and who have continually put themselves in harm’s way, especially in the early days when we knew little about the virus. Thanks to them all, and to everyone who has supported us with donations ranging from a small monetary gift, to cakes and chocolates to keep the staff going, to the significant gifts that have supported us in purchasing equipment which has enhanced the lives of our residents. Our sincere thanks to everyone.



Above: NMC Visit



Above: A resident enjoying a zoom call with family

 **WE  
EMPLOY**  
**408 CARE STAFF**  
**88 REGISTERED NURSES**  
**33 ACTIVITIES STAFF**

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

With thanks to the Armed Forces Covenant Fund Trust: Covid-19 Impact Programme, Scottish Government Wellbeing Fund, The Robert Barr Charitable Trust and Susan H Guy Charitable Trust for their generous grants which helped us maintain and deliver care for residents and Veteran members through the 2020 Covid-19 pandemic.



# OUR PEOPLE AND VALUES

**The first half of 2019/20 progressed well. We continued to champion Erskine as an employer of choice, working to our values and adapting systems and methods to ensure best practice at all times.**

What we had not banked on was the unprecedented situation we found ourselves in just a few months into the year - that of a pandemic! Covid-19 hit us hard in more ways than one and it made us challenge ourselves in more ways than we ever thought possible.

The priority was, and continues to be, to care for and keep our residents, service users and staff safe. Thankfully, Erskine staff quickly displayed their resilience and adapted to new ways of working both in care and support functions.

Our IT team mobilised an infrastructure to facilitate working from home for those staff who did not need to be in the care environment, therefore reducing footfall in the care homes. This was a mammoth task for our small but highly effective IT team. We now have staff working from remote offices throughout the organisation. This proactive groundwork has ensured Erskine is fully prepared, equipped and flexible for the future, whatever it may bring.

Our care and support staff quickly adapted to working under extremely difficult circumstances, working together to maintain upbeat spirits of colleagues, residents, service users and members. A tremendous team effort of which has been recognised by colleagues and families alike.

Every year, we take the time to nominate and celebrate the achievements of our

colleagues, this year was no exception. In January 2020, staff and volunteers were nominated for the annual Erskine reward and recognition programme 'The Presidents Awards'. The presentation event in its usual format was halted by the pandemic. However, this did not get in the way of recognising our colleagues for: creativity and innovation; leading by example; volunteering; people and team award for going the extra mile. The event was significantly reduced in numbers to maintain social distancing and keep all attendees safe. We were delighted that

WE HAVE  
**224**  
VOLUNTEERS 



**Above:** Long Service Awardees with Erskine's Chairman and Chief Executive



# “The Erskine team has demonstrated impeccable resilience, strength, courage and flexibility ensuring essential care and support services were delivered to those in need”

our President, The Lord Provost of Glasgow, Philip Braat was able to record a video message for all nominees and award winners.

Our Long Service Award employees this year had accrued a combined service of 715 years! Once again, the pandemic prevented the usual ceremonies but we recognise and thank each and every one of you for your dedicated service.

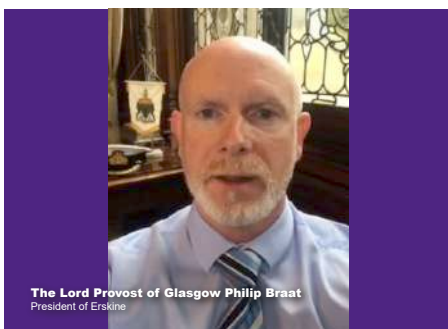
We were also delighted to welcome 141 new employees to the Erskine family, this year.

Erskine's staff are vital and extremely valued. Erskine strives to create learning and career enhancing opportunities for all. Over the last year, we delivered 64 training courses and a range of resources to support the continuous learning and development of staff, providing the opportunity to grow both professionally and personally whilst ensuring they are

appropriately trained to deliver their roles.

We are also extremely proud that we were able to support 49 staff to successfully achieve SVQs in a range of specialisms including Care, Business Administration, Digital Marketing, IT and Telecommunications and Hospitality.

The Erskine team has demonstrated impeccable resilience, strength, courage and flexibility ensuring essential care and support services were delivered to those in need, in the most difficult and unprecedented circumstances. Regrettably as we leave 2020, it appears that challenges faced and handled, will continue to present themselves in the fight against COVID-19. Yet, if this year has been an indicator of how well we can cope in the face of adversity, we are confident that team Erskine will continue to deliver service excellence in Care and Support.



**Above:** Lord Provost of Glasgow, Philip Braat addressing Long Service Awardees on video

**Right:** Care staff take to TikTok and social media to plead supporters “Stay at home”



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



**During what was a particularly strange and challenging year, the Facilities and Support services team continued to provide an essential support service to our Veterans and Staff across four care homes, 44 Cottages and five Assisted Living Apartments.**

The COVID-19 pandemic brought about some unique challenges to the team with enhanced safety protocols introduced to minimise the risk of infection to our residents and their visitors. The greatest impact in support services was felt by the Housekeeping and Laundry teams due to the increased level of infection control and frequent, sometimes several times daily, changes to legislation and protocol as new information became available.

Everybody pulled together and, through exceptional team work and dedication to resident safety, ensured that the highest standards of infection control were maintained throughout.

Early in the pandemic, we sourced a number of Fogging Machines which provide an extra level of protection over and above the already excellent infection control measures we have in place. These machines allowed for more

thorough cleaning of infected areas, in addition to the robust deep clean measures we already employed, to give staff, residents and visitors comfort and reassurance that we were doing everything we possibly could to ensure their safety.

When visiting was re-introduced we sourced thermal imaging cameras, helped by a sizeable donation from Royal Navy and Royal Marines Charity, which gave an immediate indication if someone passing through had an increased temperature, thus reducing the risk of infection entering the homes and Activities Centre. These cameras are not only useful during the current situation, they will give us ongoing assurances that we are managing possible infections entering our home, particularly through the seasonal flu periods we encounter every year.

Our catering department continued to provide an amazing menu across all our homes, despite some challenging times with disrupted supply chain and deliveries. Unfortunately, we were forced to close Harry's Café in the main Bishopton home for some time, an area which has always been a vibrant hub of activity providing a communal area for residents, visitors and staff to come together in an open and welcoming environment. Although, not as frequent,

our residents still required transport to hospital or dental appointments and, this was carried out by our dedicated team of Support Service Operatives in our newly modified COVID-19 safe fleet of vehicles. Our hairdressing service was cancelled to help safeguard our residents and, when it was reintroduced, it became clear just how important this service is to all of the residents judging by the number of appointments which were arranged for the first few days.

The Erskine Transitional Support Accommodation (ETSA) and Erskine Reid Macewen Activities Centre (ERMAC) refurbishment projects were both paused as a result of the Government restrictions on non – essential construction work. Although disappointing, it was understandable and once the restrictions were lifted, both projects recommenced in July with enhanced social distancing measures in place. The result is we expect to have both projects complete and ready to use by our Veterans in Spring 2021.

Our ETSA Support Worker was recruited and appointed to commence the work of designing bespoke support programmes for those Veterans leaving the Armed Forces, or transitioning through another period of their post- service life. This post was made possible, thanks to funding from the Scottish Veterans Fund.





The programmes are intended to give Veterans the best chance of sourcing employment and long term, suitable, accommodation as they complete their transition. We have built relationships with a number of local and national organisations who support our project and have indicated a willingness to help our Veterans achieve their goals.

We continued to liaise with, and support, our non-care Veterans across the Bishopton estate in the Cottages and Assisted Living Apartments. This was a particularly challenging time for everyone, especially those living alone and far from their closest family or friends. However, through regular communication we were able to identify any issues that we could assist with and provide solutions for the most vulnerable tenants.

The Army Personnel Recovery Centre (PRC) adjoining our Edinburgh home continued to function at a reduced capacity. We continued to support them in their service delivery and took the opportunity to enhance the environment for their Wounded, Injured and Sick (WIS) Servicemen and Women to aid their return to service or transition to civilian life.

Looking ahead to 2021 and, hopefully post-pandemic normality, we plan to refurbish and upgrade our garden area at Yarrow House in Bishopton. This project has been funded by the Mr & Mrs JMB Trust and will provide an area which is vibrant, stimulating and relaxing all at the same time for the residents of Yarrow. We also have some essential maintenance work and improvements to carry out to ensure all of our Veterans are living in the safest and best possible environment we can provide for them.

## IN 2020 WE PROVIDED



**380,000  
MEALS**



**2,424**

**OUTINGS AND  
ACTIVITIES**



**2,600**

**HAIRDRESSING  
APPOINTMENTS**

“The Facilities and Support services team continued to provide an essential support service to our Veterans and Staff across four care homes, 44 Cottages and five Assisted Living Apartments.”



**Above:** Erskine Home  
Chef, Michael Jones

**Opposite Left:** Installation of Thermal  
Imaging cameras.

**Opposite Right:** Erskine Transitional  
Support Accommodation

With thanks to:



ERSKINE REID MACEWEN

# ACTIVITIES CENTRE

With thanks to



**Our 2020 journey took us to places we could never have predicted. It is testament to the community that we have created at The Erskine Reid Macewen Activity Centre (ERMAC) that we have been able to withstand the test of time.**

The Veterans Workshop Exhibition, displaying a range of ERMAC member's artwork, poetry, photography and woodwork took place at CASS Art, Glasgow Queen Street for two weeks during February.

ERMAC took first prize in Age Scotland's national COVERT (Challenge for Older Veterans to Exercise Regularly Together) 2020 Award programme – Members participated in Tai Chi, Tandem Cycling, Archery and Body Boosting Bingo and won £500 towards the purchase of new equipment supporting physical activity.

Following the outbreak of COVID-19 and the centre's necessary closure, service delivery rapidly moved to a remote model. One-to-one therapy sessions were continued, staff introduced regular one-to-one telephone calls with members, the ERMAC Zoom Community was established, our 'Workplace' group was developed and members continued to publish and distribute their monthly newsletter. All ways of supporting our Veterans to stay connected were adapted to address the sudden withdrawal of their usual routine.

ERMAC Zoom Community offers Veterans the chance to interact socially, with smaller interest groups branching off from the main sessions. The classes include art, photography, genealogy, mindfulness and creative writing. Over the year, we have had invited guests including musicians, entertainers and enthusiasts to deliver fantastic performances and insightful talks.

A Virtual Armed Forces Day Celebration was held at the end of June.

The event was attended by special guest Graeme Dey Minister for Parliamentary Business and Veterans. Amongst the many messages of support was a special performance by Forces Sweetheart, Kirsten Osborn.

During the ease in restrictions, two of our members were invited to watch the Red Arrows as they conducted a flyover at Glasgow Prestwick airport to mark the 75th anniversary of Victory over Japan Day. Veterans Albert Lamond and Barney Roberts greeted the pilots as they stopped to refuel during their nationwide tour. The men exchanged stories of serving in the Armed Forces, three quarters of a century apart.

Taking ERMAC online and providing remote services effectively was made possible thanks to extremely generous grants from the Armed Forces Covenant Fund Trust: Veterans Should Not Be Forgotten Programme and the LIBOR Aged Veterans Fund.

**Above Left:** The ERMAC community coming together on Zoom

**Above Right:** Veterans Albert Lamond and Barney Roberts meeting the Red Arrows

## Barney's Story Royal Navy

Navy Veteran Barney Roberts enjoys exploring poetry at ERMAC, where he is an active member and much-loved part of the community.

Bernard "Barney" Roberts volunteered for the Royal Navy in 1942, at just 16 years old, and served until his discharge in 1947.

After six weeks training, Barney joined his first ship at the Kyle of Lochalsh. He initially served on a Minelayer around the North Norwegian Coast and Faeroes Gap, laying 400 mines at a time. The mines were laid just south of the route of the Arctic convoys to protect them against the German Navy U-boats.

Barney went on to serve in North Africa and Italy, where he was involved in both Operation Torch and the Invasion of Salerno.

Seven months before D-Day, Barney and his fellow crew were in Italy fighting against the Italians and at times he feels the celebrations of D-Day often overshadow the contribution of those that served in the Italian campaigns. Barney was on the first vessel, a tank landing craft, at Naples.

He recalls that even after the Italians had surrendered, German Panzers were still waiting nearby - they had moved some of their troops from the war in the East with Russia to Italy. Barney remembers it

as being "touch and go" about whether they would succeed.

During his time in Italy, and just 6 weeks after VE Day, Barney along with 6 other sailors were ordered to go and unload mine equipment. He remembers feeling safe but one sailor was ordered to remain on the truck, this was Barney's friend Lofty. Whilst standing on the truck, Lofty was shot and killed. Even after VE-Day, Barney felt that there was still danger in Europe.

Barney describes his time in the Navy as "a very difficult time" and he feels grateful for the life he went on to have with his wife and family.

He met his wife in 1946, when he moved to Scotland from Devon. They enjoyed a long and happy marriage which brought them two daughters and a son who has sadly passed away, nine grandchildren, three great-grandchildren and two great-great grandchildren!

Now living in Cardonald, Glasgow Barney enjoys the socialising, outings and exploring poetry at ERMAC, where he is an active member and much-loved part of the community.



Above: Veteran Barney Roberts



# 17%

**OF OUR RESIDENTS  
SERVED IN THE NAVY**



# DID YOU KNOW?

*All information and figures were collected in January 2020*

## DURING A BUSY YEAR WE HAVE PROVIDED THE FOLLOWING:

### 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.



**339**

ENSUITE ROOMS



**44**

VETERAN FAMILY COTTAGES



**5**

ASSISTED LIVING APARTMENTS



**2,600**

PODIATRIST APPOINTMENTS



**644**

DENTIST APPOINTMENTS



**800**

SPEECH & LANGUAGE THERAPY SESSIONS



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



**170**

ACTIVITIES  
CENTRE  
MEMBERSHIPS

**HOW  
OLD**



ARE OUR RESIDENTS

**48**

YOUNGEST RESIDENT

**105**

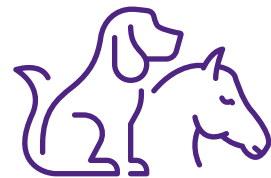
OLDEST RESIDENT



**55%**  
MALE



**45%**  
FEMALE



**192**

PET THERAPY VISITS  
OVER FOUR HOMES

ERSKINE



**2,440**

PHYSIO GROUP  
ATTENDANCES



## Findlay McQuarrie Army

“Although it is quieter just now due to the circumstances we are living in I have no doubt we will be getting back into the swing of things as soon as life starts to return to normal.”



Above: Erskine Home Resident Findlay McQuarrie

Glaswegian through and through, Shettleston-born Findlay McQuarrie is a resident of The Erskine Home in Bishopton. Findlay first joined the Royal Army Service Corps aged just 18. He worked his way up the rankings from Private to Sergeant during his two years of National Service.

When Findlay returned to ‘Civvy Street’ he embarked on a career in journalism. However, after several years of working for one of Scotland’s largest newspaper groups it was time for a change. Joining the National Trust for Scotland was to be the start of a long and fruitful career. From PR Officer to Deputy Director Findlay said: *“I had wonderful opportunities at the Trust, travelling extensively to countries including Japan, the USA, Australia and the Philippines. One of my proudest moments was bringing ‘The Tenement House’ in Glasgow into the Trust’s care, this living museum is an iconic part of Scotland’s heritage.”* Findlay’s dedication and commitment to the work of the Trust was recognised and rewarded with an OBE.

Having most recently lived on the banks of the Clyde, in Helensburgh, Findlay crossed the river to make Erskine in

Bishopton his new home. Following a bad fall, combined with a debilitating eye condition, Findlay needed a little more assistance and turned to Erskine for this.

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

Now 92-years-old, Findlay recalls *“As I had visited friends here many times over the years I knew exactly what I was coming to when I made Erskine my home.”* Delighted with his decision to move to Erskine, Findlay comments that *“although it is quieter just now due to the circumstances we are living in I have no doubt we will be getting back into the swing of things as soon as life starts to return to normal. The staff are very attentive especially the Physiotherapy team whom I can’t thank enough for all the support they have given me.”*



We, at Erskine were delighted to receive an incredible gift of £150,000 from ABF The Soldiers’ Charity in 2020, towards the provision of care for Army beneficiaries living in our homes. In a year where the cost of care has understandably increased significantly,

this wonderful contribution has enabled us to continue to provide high quality care amidst the pandemic and continue supporting and transforming the lives of residents from the British Army family, whom we are trusted and honoured to care for.



# OUR HOMES

## Edinburgh

2020 is a year that most people would like to forget but here at Erskine Edinburgh Home we have tried where possible to grow and to expand our horizons whilst overcoming all of the new hurdles that have presented throughout the year.

This year, thanks to funding from the Schuh Trust and the John Wilson Robert Christie Bequest Fund, we purchased two custom-made bicycles and began work creating a cycle path for residents to use. The bikes arrived just in time for the summer, so residents have enjoyed taking them out around the local community.

Our sensory room in Linburn House was completed and has been enjoyed so much that we are now looking to create a sensory room in Rivers House and provide equipment for use elsewhere throughout the home.

To overcome some of the barriers presented by the pandemic and infection control risk of Christmas decorations, staff and residents came up with the idea of creating a magical Christmas walk through the gardens – one to match the Blackpool Illuminations! The Christmas wonderland display included Santa's House, Rudolph's Shed and the Elves Workshop as well as trees and stags spread across all of the gardens so that residents could see them no matter

where their room was. Residents were able to come down in designated time slots to walk through the garden, enjoy the lights and then warm up indoors with hot chocolate and mince pies, which were kindly donated by our local community.

Throughout the year, staff training was provided in Namaste therapy and MacMillan Foundation in palliative care. As the year progressed, training became even more specific with additional focus on PPE, infection control, PCR and LFT testing. We also started management modules with nurses and senior care assistants. We are pleased that staff, despite the difficult year, have continued to progress SVQ2 and SVQ3 courses in Health & Social Care.

2020 has not stopped our creativity, innovation and sheer determination to give the highest possible level of care to our residents. We are thankful for the generous gift from our faithful supporters, Sir David Murray and The Murray Foundation who granted £15,000 towards providing this care.



**Above Left:** Erskine Edinburgh Resident enjoying the homes new bikes.

**Above Right:** Some of the homes Christmas lights



**Edinburgh Home Manager, Alison Payne raised £1,540 walking the length of the Grand Canyon (280 miles)! All in between her shifts caring for and keeping our Edinburgh residents safe.**

## The Erskine Home



**There were many highlights at The Erskine Home, Bishopton despite the challenges of this unprecedented year. Our sector-leading care was recognised by the Care Inspectorate when our Home was again awarded the maximum rating of two Grade 6s. Our staff carefully followed all COVID-19 guidance to ensure our 180 residents could continue to benefit from the high quality of life that Erskine is proud to offer.**

As always, our residents enjoyed many activities. One example was Scottish Ballet's Snow Queen Engagement Project – residents participated in workshops with local Primary 5 pupils which incorporated movement, storytelling, visual art and music, promoting mental and physical health. Our Veterans enjoyed a fine dining experience while judging the Cook and Serve competition between the Royal Navy and Glasgow City College.

This year, we also had the privilege of marking some special birthdays. RAF Veteran and McKellar resident John 'Hasie' Young celebrated his 105th birthday in style with champagne (Sadly, between writing and publishing this, our much-loved Hasie has passed away. He is greatly missed by all at Erskine). Isobel Kirkwood, well-known Erskine Volunteer who is now a resident of Pearson, enjoyed her 100th birthday with family and friends, and her letter from the Queen.

We received many generous donations in support of our Home's care. The Broughton Charitable Trust and the Mr & Mrs J M B Trust helped fund new Namaste Care rooms, with the latter also funding COVID-19 related equipment. We also thank Tesco Bags of Help, the ASDA Foundation and The Incorporation of Weavers of Glasgow for their restricted grants which have helped support the home through the Pandemic.

**Above Left:** Resident Dora Melvin enjoying the bikes

**Above Right:** Resident Jim Feeney enjoying a visit from his daughter



# Erskine Glasgow Home

**Erskine's Glasgow Home remained dedicated to offering the best possible care for our residents during the pandemic. At the outset of the year, residents enjoyed trips to the Garelochhead Station Trust's free brunch for Veterans and we had a visit from the Trust to a concert at our Home.**

We are proud that, despite the COVID-19 restrictions, our Veterans could continue to safely enjoy many of their favourite activities and interacting with fellow residents while observing social distancing.

Thanks to SSAFA Glasgow, we welcomed serving Forces personnel to our Home in August for the 75th anniversary of VJ Day. Five of our Veterans received VJ

Day Commemoration Medals from Legion Scotland to recognise their contributions during WWII.

Our staff continued to deliver a range of activities and enhanced care services. For example, in May our Activities Assistant Jack Watson organised an afternoon of classical music and treats in Linburn House to help raise residents' spirits during lockdown. We were delighted to open an upgraded Namaste Room in Flanders House which is equipped to provide meaningful activities for residents living with advanced dementia or receiving palliative care.

We would like to thank everyone who have given in gifts and fundraised for the Home during the past year. This includes three of our very own Veterans. Alistair, Alex and Chic who undertook a 500-mile cycle challenge on their static bikes on the Linburn House balcony in June. This amazing effort raised over £4,000 for Erskine and funded a well-deserved new bike for our residents.



**Above Top:** Glasgow residents enjoy a cycling challenge

**Above Bottom:** Erskine Park enjoy a Caribbean Party

# Erskine Park Home

**Erskine Park Home started the year on a high as residents enjoyed our first ever Strictly Come Dancing style competition, an unconventional Caribbean Christmas Celebration and Home Manager Lesley Wylie presented her information poster on Namaste Care and her Queens Nursing journey at the 2019 European Dementia Conference in The Hague.**

We also welcomed Research Nurse, Karen Rennie, to the home to carry out her research on 'Expressing sexuality in people living with dementia'. This is believed to be the first research of its kind in Europe.

After a promising start to the year, we were devastated to have to close our doors to all but staff and essential visitors in line with the COVID-19 Government guidelines. Staff have been instrumental in supporting residents to maintain links with family and friends helping and supporting them to use technology such as Whatsapp, Zoom and Skype to keep in touch.

When visiting was reintroduced, it was outside only, once a week. Families used methods such as personalised blankets and cushions to help residents maintain memories and connections to those they love. Therapy dolls, OMI interactive table and walks in the grounds surrounding the home have also helped support and promote residents physical and mental wellbeing during the pandemic.

The wellbeing of staff who have worked hard on remaining positive and creative has also been a key focus. They have participated in weekly distanced dances and singalongs within the home.



# LEGACIES

## Legacy Giving

**Legacies remain our number one income stream. The support that we have received through Gifts in Wills this year has continued to make an incredible difference to the lives of our Veterans.**

Over the last year, we have focused on being more present with our legacy fundraising and have adopted new marketing materials to help with getting our message out to our existing supporters, as well as new, to encourage future legacy gifts. This has covered a wide range of mediums including radio and outdoor media. There has also been much effort placed in nurturing relationships with solicitors who offer free Will writing in exchange for a donation to Erskine.

We are extremely grateful to anyone who has written a Will or plans to leave a gift to Erskine.

Legacies play a huge role in the running of Erskine. The majority of legacy gifts are unrestricted which allows them to be integral in the everyday running costs of care and support for our Veterans. These gifts have allowed us to provide them with specialist nurses and allied health professionals' support such as physiotherapists and occupational therapists to help and aid their quality of life.

We don't just receive monetary donations either, many supporters over the years have left Erskine items of wartime memorabilia which we are either able to keep and display proudly

in one of our homes, or auction it to allow someone else to take pleasure in the item. Auctions in 2020 containing items for Erskine has been very fruitful.

One of our supporters who has chosen to leave a Gift in her Will said *"Erskine is such a special place. At the moment I am fit and well, but knowing you are here for if or when I need you is such peace of mind. I wanted to leave a gift to show you how grateful I am for that peace of mind."*

### Meet Erskine

Events are an important part of our Legacy Fundraising Programme. Held regularly all around the country, Meet Erskine events are a way to bring Erskine out into the community and allow residents and staff to speak to supporters who may not be able to visit one of the homes. In February, Meet Erskine was held at the Council Headquarters in Melrose and was attended by over 60 supporters of Erskine. The events are very informal which usually follow a simple format of a few different talks from Erskine staff followed by Afternoon Tea. Meet Erskine was also held in Perth in November 2019, welcoming 70 supporters to the Council Headquarters.

Sadly, due to the COVID-19 pandemic, Meet Erskine events scheduled for the rest of 2020 had to be cancelled; but we look forward to adapting to reach supporters through virtual events and hope to get back to meeting our supporters in the community as soon as it is safe to do so.

If you would be interested in finding out when an event is happening in your area, please contact Sarah Morgan for more information.

## 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 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 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

### For any information relating to Legacies, please contact

Sarah Morgan, Legacy Officer,  
Erskine, Bishopton, PA7 5PU.  
**Email:** [Sarah.morgan@erskine.org.uk](mailto:Sarah.morgan@erskine.org.uk)  
**Telephone:** 0141 814 4520



## Netta Clucas RAF

With thanks to



"My family are very happy I am here as it is safe and the staff are just wonderful, they can't do enough for me which I really appreciate."

When Netta Clucas enlisted in 1949, at the age of 18, it was to a service in the throes of great change. The Women's Royal Air Force (WRAF) was struggling off the after effects of demobilisation, which had left numbers dwindling, and had launched a national recruitment campaign to attract young ambitious women like Netta to the service.

After her initial training Netta was stationed at RAF Charmy Down, near Bath. Her work as a teleprinter, which she thoroughly enjoyed, was done in



 **26%**

**OF OUR RESIDENTS  
SERVED IN THE RAF**

shifts in an underground centre. However, Netta's time in the WRAF was cut short by family illness. After only 18 months, she was back in the family home in Govan, Glasgow caring for her mother and siblings. She went on to marry and have her own children, leading a busy life with family and work.

Netta (89) now lives a quieter life in the peaceful setting of the Erskine Veterans Village, in one of five Assisted Living

apartments. Netta said: "My husband and I came to live here two years ago, after Ivor's health began to deteriorate. Our house was no longer suitable and as we didn't want to be parted we had to look at other options".

The apartments allow Veterans to live in their own home for as long as possible through access to a range of support services and social activities. It was the perfect solution to Netta and Ivor's dilemma. Netta said: "Sadly Ivor passed

away after eight months of living here but he loved being able to open the doors to the beautiful garden area. My family are very happy I am here as it is safe and the staff are just wonderful, they can't do enough for me which I really appreciate."

# THANK YOU TO ALL OUR SUPPORTERS

**As a charity, Erskine depends on donations. Given the significant impact of the COVID-19 pandemic on our fundraising activities and financial position, we have relied more than ever on the generosity, willingness and kindness of our supporters throughout this year.**

**You may support our Veterans by direct debit, with regular gifts, by joining one of our fundraisers – or creating your own, as a Trust funder, within your workplace or providing your skills and services. Whatever you have done to support Erskine – thank you!**



**When the ‘Stay at Home’ directive was given in March 2020, we were forced to pause a number of our fundraising activities including door to door fundraising, events and planned community days.**

## Community Support

We are thankful to the tireless community of Erskine supporters who simply adapted their fundraising efforts to fit the current situation, and carried on regardless. An example of this was swimmer, Janice Naven who at the outset planned to swim 1km in 50 different Scottish Lochs to celebrate her 50th birthday and raise funds for Erskine. When Lockdown happened, Janice amended her challenge and continued to swim, but this time in a pool constructed in her garden, raising £954.

Led by Veteran Royal Scots Dragoon Guard, Brigadier Simon Allen, a core team of eight cyclists took on the challenge of cycling the North Coast 500 route in memory of Jim Wilson BEM who was cared for at Erskine. Jimmy’s Ride for Erskine set themselves a goal of £5,000 but went on to raise an incredible £46,187!

And they were not the only ones getting out and active in aid of Erskine. 76

year-old Army Veteran John Baillie rowed 620 miles (a million meters!) in local supermarkets and his gym (whilst it was allowed) in the Highlands, raising awareness of Erskine and over £8,000! Sergeant Major Lee Penrice raised £2,900 by completing the equivalent of 52 marathons in 52 weeks. Stephen, Michael and Dillon raised £3,486 during their #WHW100 challenge – a non-stop loaded endurance march of 100 miles! Erskine Activities Assistant, Ian Wood, ran 5k a day, often before his shift, every day in June, raising £7,540.

## Rangers Support Erskine Appeal

This year marked a momentous moment for fundraising group, the Rangers Support Erskine Appeal (RSEA). Starting out their campaign in 2007, the RSEA reached the phenomenal £1million milestone in 2020. Plans are already underway for new fundraising ideas from the group as they set a new, even higher target! RSEA supporter, 74 year-old Jim Clark already set them on their way, raising over £10,000 (over 5 times his target!) by completing a marathon in three days challenge.

## American Friends of Erskine

Recognising the need for additional support, as a direct result of the COVID-19 pandemic, American Friends of Erskine Hospital sent a donation of \$38,000 for the purpose of meeting additional costs.

## Events

Pre-Pandemic, we were delighted to partner with Bearsden Choir for their Remembrance Day Concert which was attended by 650 supporters.

We delivered our first ever online event, The Virtual Erskine Bike Meet, which reached an audience of 4,588 and followed on from its success with a Virtual Art for Erskine event and auction.

## Corporate Giving

We were delighted to welcome Bruce Stevenson Insurance Brokers to our Bishopton Home in March 2020 to hand over the result of their year-long fundraising effort for Erskine – totalling £18,360!

We also enjoyed visits from BDL Ltd who have donated to support our Veterans and Activity Centre; as well as Sanodaf UK HQ who provided all the initial fogging requirements across our homes.

Iceland Foods also visited Bishopton in July to donate £1,000 plus iPads to help our residents stay connected with their loved ones. Heineken UK Ltd donated £400 towards activities materials and equipment for residents of Edinburgh, to help reduce the impact of isolation and increase resident wellbeing during the pandemic.



## Gifts in Kind

When resources were scarce at the beginning of Lockdown, we were inundated with gifts of support from individuals, community organisations and companies alike. The thoughtfulness shown towards our Veterans and staff was phenomenal and this was a theme that carried on throughout the year.

Masks for Scotland, an initiative to bring PPE to the front line, donated 20,000 masks and Professional Beauty Systems donated almost £4,000 worth of hand gel and moisturiser.

Supporters dropped in gifts of refreshments, flowers, crafts and care packages; others bought off our Amazon Wishlist; companies donated their excess PPE supplies; and some even customised and created their own to donate.

Local restaurants, takeaways and bakeries kept our care staff fuelled and motivated with constant gifts and meal provisions. Edinburgh takeaway, Supper Bowl donated evening meals for staff in Edinburgh. Domino's stores in Erskine,

Anniesland and Gilmerton made various pizza deliveries, as did Angelini's Pizzeria in Bishopton. Whilst, Barnhill Farm Shop delivered fresh food boxes for the all the residents living in our Veterans Village Cottages and Assisted Living Apartments.

Thank you also to all those who showed their support and respect by sharing a Salute Selfie.

## Trusts and Foundations

ERMAC was able to adapt and continue to provide much-needed support and services to Veterans living in the community thanks to funding for materials and equipment from the Martin Connell Charitable Trust, Royal Caledonian Charities Trust, Mr & Mrs William Donald's Memorial Trust, MEB Charitable Trust and to the Trades House of Glasgow Commonwealth Fund for £3,000 towards materials and equipment specifically for the Veterans Woodwork Group. This has enabled the group to diversify and progress their skills.

The Robert Barr Charitable Trust also donated to support the purchase of COVID-19 related supplies, in particular PPE, hygiene products and equipment, residents' activities materials, perspex screening and signage.

With additional costs this year, we are indebted to long term funders of Erskine, such as the Susan H Guy Charitable Trust, Queen Mary's Roehampton Trust, Brownlie Charitable Trust and WA Cargill Fund who have continued to support us with general funding to use where most-needed during the pandemic.

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, far less in the midst of a global pandemic. We wish to thank all our supporters who help ensure that Erskine continues to care for Veterans and their spouses.



**Above:** Jimmy's Ride for Erskine  
**Below:** Major Lee Penrice running 52 marathons



**Above:** Janice Naven in training  
**Below:** Hamilton Caledonian Bowling Club donating excess stock



**Above:** John Baillie completing his row  
**Opposite:** RSEA reach the £1million milestone

# FINANCIAL SUMMARY

It is only because of Erskine's incredible supporters that we are able to continue to be there for Veterans in Scotland, when they need us. This year in particular, we have been overwhelmed and humbled by the generosity, kindness and amazing fundraising efforts of supporters, even amidst such adversity. It is this support that ensures that Erskine continues to evolve to meet the changing needs of the Veteran community.

Erskine's charitable income overall increased by £0.23m from £15.52m to

£15.77m. Within the care facilities, the average occupancy achieved was 92.97%, which is a decrease of 4% on last year due principally to the COVID-19 pandemic. The annual cost of providing our charitable activities decreased by 0.4% to £24.62m due to a number of offsetting factors.

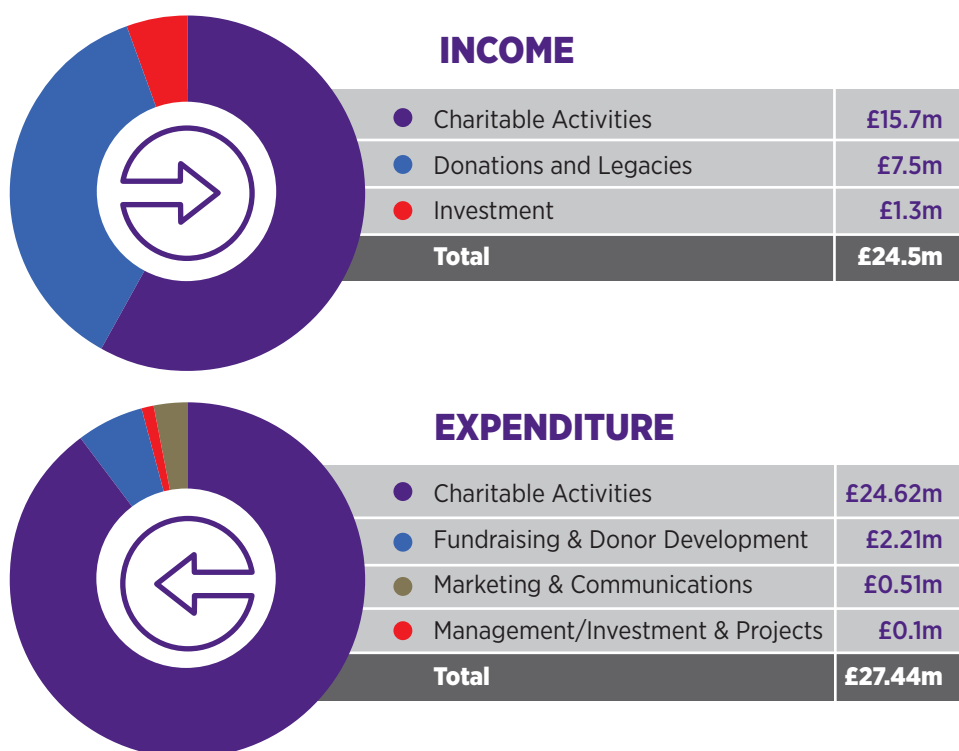
This year we have recorded a deficit of £2.77m before investment gains/losses and other recognised gains. Included within charitable activities expenditure is the ongoing cost of operating the Erskine Reid McEwen Activities Centre.

Donations and legacies income decreased by £1.86m to £7.52m due principally to the reduction of legacy income by the COVID-19 pandemic. Expenditure for Fundraising, Marketing

and Communications was £2.63m compared with £1.96m last year. This increase is in line with an agreed investment programme to increase the fundraising capacity.

We were fortunate to be strongly supported by grant makers and our individual donors. General donations increased by 3.2% despite the COVID-19 pandemic and the number of new donors rose by 6%.

We are so grateful for all your support, which without we would have had to report more dramatic decreases. It is so important that we never take our ex-Service men and women's contributions for granted, nor should we ever forget them.





# EVENTS 2021

## April

**Kilomathon Edinburgh**  
Sunday 11th

**Virtual Kiltwalk**  
Friday 23rd - Sunday 25th

## May

**Stirling Scottish Marathon**  
Saturday 8th - Sunday 9th

**Edinburgh Marathon Festival**  
Saturday 29th - Sunday 30th

## June

**The Big Picnic**  
Saturday 26th

## July

**Run the Blades**, Whitelee Windfarm  
Friday 16th - Sunday 18th

**Art for Erskine**  
Online Exhibition

## August

**Kiltwalk**, Glasgow  
Sunday 29th

**Mens 10K**, Glasgow City Centre  
Sunday 29th

## September

**Scottish Half Marathon**, Edinburgh  
Sunday 19th

**Erskine Bike Meet**  
Sunday 5th

## October

**Erskine Victory Ball**, Doubletree by Hilton Glasgow  
Friday 1st

**Loch Ness Marathon**, Loch Ness  
Sunday 3rd

**London Marathon**, London  
Sunday 3rd

**Firewalk**, Oldmeldrum, Aberdeenshire  
Friday 22nd

**Womens 10k**, Edinburgh  
Sunday 24th

## November

**Christmas Cracker Shopping Fayre**  
Venue and Date TBC

## December

**Tree of Honour**, All homes  
Thursday 2nd

**Edinburgh Carol Concert**,  
St Cuthberts Church  
Thursday 10th

## Anytime

**Virtual Dog Jog**

**Dates may vary due to government restrictions at that time.**

## Board of Trustees

The Board of Trustees, who are the Directors for the purposes of Company Law and Trustees for the purposes of Charity Law, during the period covered by this review and up to the date of approval of the financial statements were as follows:

Mr Robert Crawford LLB CA  
Chairman

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

Ms Rani Dhir MBE BA GradIPD DipHS FCIOSH FCIOSBS  
(Resigned 18 June 2020)

Mrs Maria Clare Docherty

Major Michael Andrew Edwards  
(appointed 18 June 2020)

Dr Craig Fleming (appointed 18 June 2020)

Captain James Fraser

Mr Douglas Griffin MA (Hons) DIP ACC CA

Lieutenant Colonel David Harrison  
OBE BA (Hons) MBA

Major General Chris Hughes  
(appointed 18 June 2020)

Group Captain Robert Kemp CBE QVRM AE DL  
(Resigned 18 June 2020)

Mrs Lyndsay Jane Lauder

Mr Ian Lee BA CA CPA

Mrs Rosemary Lyness MBE RGN SCM MBA

Mr Ian Reid (Resigned 18 June 2020)

Mr Alan Seabourne (Resigned 18 June 2020)

Miss Elizabeth Simpson MA CA

Mrs Brenda Wilson BSc

Wing Commander Ian Cumming MBE  
Chief Executive

Captain Andrew Cowan RD LLB RNR  
Company Secretary



**Front Cover:**  
**In memory of Frank Coyle**  
**24/08/1926 - 11/03/2021**

**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  
Tel: 0141 814 4534


**Email:** [enquiries@erskine.org.uk](mailto:enquiries@erskine.org.uk)

**Website:** [www.erskine.org.uk](http://www.erskine.org.uk)



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 [Erskine Veterans Charity](https://www.linkedin.com/company/erskine-veterans-charity)

 [www.erskine.org.uk/radio](http://www.erskine.org.uk/radio)