

# 2015 Year End Review

## Our mission



Leuchie House specialises in providing caring respite breaks for people with long term physical conditions, including multiple sclerosis, Parkinson's, cerebral palsy, motor neurone disease, as well as spinal injuries and the effects of stroke.

Our mission is to enhance lives by providing individualised short respite breaks. We want to be the UK's foremost centre of excellence in transforming lives through guest-centred care. Leuchie breaks offer a true holiday experience, choice and independence with expert care and support.

Breaks include regular trips and activities, as well as on-site physiotherapy and a variety of therapies and treatments. 24-hour expert nursing care in the beautiful, fully accessible house and gardens underpins all Leuchie's breaks.

## Our achievements

**Leuchie House**  
North Berwick  
East Lothian  
EH39 5NT

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Scottish Charity No: SC042249  
Company No: SC392721

- 6,027 respite days provided
- More than £350,000 raised in annual fundraising activity
- Retained Grade 5s in Care Service Inspectorate Report for both Care Home and Day Respite Service
- 674 anticipatory and preventative interventions
- Introduction of the Leuchie House 5\* Quality Assurance standards
- More than £18,000 raised from the Ascot Gold Cup Tea fundraiser
- 522 assessments and referrals back to the community from physiotherapy consultations
- Leuchie retained as Charity of the Year by The Balmoral Hotel
- Mairi awarded an MBE in the New Year's Honours list
- 293 wheelchair assessments carried out by the physiotherapy team
- Gavin Hastings OBE becomes Patron of Leuchie House
- Volunteers donated 3,580 hours of their time in 2015
- 30% increase in new guests and 24% increase in guests with conditions other than MS
- Implementation of new integrated IT system joining up all departments.

## Message from the Chairman, Sir David Tweedie



As anyone visiting Leuchie is aware, we are a unique facility with dedicated staff. We provide vital respite breaks which give holidays to our guests and their carers alike. These breaks are a lifeline for most people with long term conditions and for those who care for them.

As a relatively new charity, Leuchie is still developing its income streams and hopes eventually to build reserves.

Although we strive to minimise costs, the reality of delivering the complex care required for our guests has seen running costs grow to £1.7 million. We recover almost £900,000 of that amount from fees, £363,000 from fundraising and generous benefactors with the deficit of £350,000 being met by the Scottish Government. We are doing our utmost to close this gap but the financial deficit has

put pressure on the service to deliver against increasingly demanding occupancy and fundraising targets. Financing the operation is, of course, critical to our survival but without the wonderful support and encouragement from volunteers and supporters we would struggle to continue to provide for those people who need our services and to build on the success of 2015. We are so very grateful to them - they are an inspiration to us all.

## Our guests

In 2015, Leuchie has continued to provide a significant number of respite days across the short break and day respite services. Overall occupancy across the year totaled 76%. 21% of the guests who came were new to Leuchie, an increase of 30% on previous years. There was an increase in the number of high dependency guests – a quarter of all guests in 2015 were high dependency or above.

With the arrival of Carolyn Roulstone, Head of Business Development, in May 2015, a strategic approach to increasing occupancy became more of a focus.

New 'Booking Terms & Conditions' were introduced to address the high number of cancellations being experienced by the charity, and to encourage guests to take out holiday insurance to protect themselves if they

had to cancel a break within the cancellation period.

In our marketing of respite breaks, we raised our profile by attending a number of exhibitions in both Scotland and England to promote Leuchie to a new audience of potential guests. We will continue to develop new markets in the future to ensure that those who would most benefit from a break know about us.

*"My holiday has made me realise I still have a lot going for me"*  
- Evelyn

## Our fundraising

As the cost of delivering high quality, complex care continues to increase, Leuchie needs to raise more than £700,000 from voluntary donations, grants and fundraising events every year to ensure Leuchie has the funds it needs to be able to provide respite breaks.

In 2015, our fundraising events raised more than

£30,000 with the flagship annual event, the Ascot Gold Cup Tea, raising more than £18,000 and the community led Bass Rock Supper raising £14,000.

Champions and Guardians, who make annual donations, contributed £20,000. They, and supporters who donate a 'celebration' gift to remember friends or family,

are recognised with a leaf on our Giving Tree.

Individual Giving, including regular direct debits, is vital and the generosity of our supporters choosing this way to help has raised more than £34,000.

Please contact us about any aspect of our fundraising programme.

## Our services

Person centred care is at the heart of our approach. We aim to make sure everyone makes the most of their time here and leaves feeling rested and refreshed.

### Nursing and care

Leuchie's team of dedicated nursing and care staff are highly trained and experienced in caring for the complex conditions seen at Leuchie. Staff are trained in statutory and mandatory topics, as well as customer service.

In 2015, we introduced the Leuchie 5\* Quality Assurance Standards, with the aim of offering guests a top quality experience during their breaks and ensure we deliver customer service, in a professional manner, with the wellbeing

of every guest at the centre of all activity and engagement.

We were delighted to maintain Grade 5s across the board following the Care Inspectorate inspection, which reflects the 5\* Experience that we are creating.

*"New friendships made, existing friendships strengthened. Care here is above and beyond" – Anne*



### Physiotherapy

Physiotherapy is available to all guests during their break in the on-site physiotherapy suite, with individual assessments and exercise classes offered to all guests.

In 2015, 293 wheelchair assessments were carried out, with 100 referrals made

back to the community and 128 wheelchair repairs made in-house.

A number of referrals to Occupational Therapists and referrals back to GPs and other health professionals were also made.

Moni Robson, lead Physio conducted a wheelchair survey during 2015 to assess guests seating and positional management and whether they are able to change position to prevent postural deterioration and associated complications. The findings will be published in 2016.

### Food

Guests at Leuchie often complain about the home-cooked meals. They complain they are just too good!

Using fresh, locally-sourced

seasonal produce, Leuchie's catering team produces a varied and nutritious menu. Special requests, guests' favourites, and varying portion sizes are all catered for, including continental

breakfast and bacon sandwiches at the weekend.

The end of holiday dinner party is a celebratory occasion enjoyed in the candlelit dining room.

### Activities and outings

The focus at Leuchie is very much on trying new things, rediscovering old things, exploring different places, meeting new friends and having fun – everything a holiday should be, irrespective of condition.

The in-house activities team supports this aim by offering a full programme of outings

and activities, based around each guests' personal choices.

Trips to the theatre, the Botanic Gardens, galleries and museums, and the Edinburgh Military Tattoo during the Festival are all popular, as are lunches and shopping trips in and around East Lothian.

Performers visit the house to entertain guests and there is a programme of in-house activities, such as quizzes and film nights.

If guests just want to relax, complementary therapies such as massage and reiki, reflexology, hairdressing and beauty treatments are available on request.

## Our finances



### Financial statement (year ending 31 December 2015)

	£
Income	
Short break care fees	£886,155
Other Charitable/trading Activities	£24,315
Activities for Generating Funds	£94,138
Investment Income	£12
Income from fundraising & donations	£363,317
<b>Total</b>	<b>£1,367,937</b>
Expenditure	
Costs of Raising Funds	£107,006
Charitable Activities	£1,585,702
<b>Total</b>	<b>£1,692,708</b>
Deficit before Scottish Government funding	-£324,771
Scottish Government Funding	£350,000
<b>Net result for year</b>	<b>£25,229</b>

We are grateful to the Scottish Government for the continued transitional support provided through grants in 2015. This supports Leuchie in its long-term aim to achieve financial self sustainability.

Leuchie House is a not for profit organisation, unlike many other care environments. We pride ourselves that 94% of our expenditure is service related.

Full audited Annual Accounts are available on the website.

*"Everybody knows when I've been to Leuchie. They can tell just by looking at me" - Sheila*

## Our thanks

Thank you to all those who supported Leuchie House. We received so many generous donations throughout 2015 that it is impossible to thank everyone individually.

The staff and guests would also like to say thank you to the Hamilton-Dalrymple family for their ongoing support.