

2016 Year End Review



Our mission



Leuchie House specialises in offering 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 personalised 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.

A break at Leuchie is much more than just a change of caring environment. It's a chance to try new things, rediscover old things, explore different places, meet new friends and, most importantly, have fun – everything a holiday should be.

Our achievements

Leuchie House
North Berwick
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Scottish Charity No: SC042249
Company No: SC392721

- Leuchie celebrates 5th Anniversary as an independent charity
- 6,116 respite days provided
- More than £463,000 raised in annual fundraising activity
- 62,500 nursing and care hours provided
- Grade 4 - Good and 5 - Very Good achieved in Care Service Inspectorate Report for Care Home Service
- 723 anticipatory and preventative interventions
- Leuchie House 5* Quality Assurance standards embedded in everyday practice
- 31 different conditions cared for in 2016
- More than £50,000 raised from the Muirfield Charity Golf Day, our biggest fundraiser event ever
- 582 wheelchair assessments, in house fixes and referrals back to the community from physiotherapy consultations
- Leuchie volunteers receive The Queen's Award for Voluntary Service, the highest award given to volunteer groups across the UK, presented by the Princess Royal during her second visit to Leuchie on 25 October 2016
- Visits to the Leuchie website were up by 32%, Facebook likes increased by 31%, and Twitter followers by 25%

Message from the Chairman, Sir David Tweedie



2016 was a momentous year for Leuchie as we celebrated our 5th anniversary as an independent charity. The constant demand for Leuchie holidays indicates how vital respite breaks are to the wellbeing of those with long term conditions and how much they are needed by those who care for them. Recent research indicates that almost one in five of Scotland's 759,000¹ unpaid carers has not had a day's break in five years². Given the daily challenges of the caring role, this is a concerning statistic. The need for the respite provided by Leuchie cannot be disputed. Continuing

to meet the needs of our guests and their carers remains at the heart of all we do.

Costs, as ever, continue to be a concern. Our commitment to delivering the complex care our guests require by highly skilled staff and being a Living Wage Employer saw running costs grow to £1.8 million. Whilst we recovered over £935,000 of this from fees, and raised £463,000 from fundraising and generous benefactors, we continue to rely on Scottish Government funding to address the remaining deficit. We shall, however, continue to explore ways of making Leuchie self-sufficient.

One of the main reasons we have come through the last five years has been the support and encouragement we receive from volunteers. We were thrilled that their dedication was recognised in receiving The Queen's Award for Voluntary Service. Their amazing support is invaluable as ever. We are truly indebted to them.

Finally, on behalf of the Trustees, may I also thank our wonderful staff and supporters. Their compassion, drive and enthusiasm has enabled us to supply such a much loved service over the last five years.

¹Scotland's Carers Report – The Scottish Government 2015

²State of Caring 2017 Report

"Heaven on earth is the best way to describe Leuchie. One bad thing about Leuchie and that's leaving"
– Ian, Leuchie guest

Our guests

In 2016, Leuchie continued to provide a significant number of respite days across the short break and day respite services.

Overall occupancy across the year was 76% with 36% of guests new to Leuchie. We saw a large increase in the number of guests having the most complex care needs, with 50% falling into the highest dependency brackets. Compared to previous years,

there was an 85% increase in guests in the highest dependency category.

The implementation of new terms & conditions and a non-refundable deposit has helped reduce the number of cancellations in 2016.

We published a new brochure in the latter half of 2016 adopting a themed breaks approach. The brochure combined three

existing separate publications into one and this approach will be used to produce a comprehensive annual brochure in future. We attended exhibitions in both Scotland and England to promote Leuchie to a new audience of potential guests.

The introduction of occasional Carers Go Free breaks proved very popular with guests and carers - each break was oversubscribed.

Our fundraising

Fundraising continues to be a major income stream and plays a vital role in ensuring Leuchie has the funds it needs to provide respite breaks.

In 2016, we surpassed our fundraising target by more than £95,000. We enjoyed unprecedented levels of support across all income streams.

Events raised over £74,000, more than double any previous year's total with The Muirfield Golf Day raising more than £50,000 and the annual Ascot Gold Cup Tea £14,000.

Champions and Guardians, who make annual donations, contributed £60,000. They, and supporters who donate an in-memory 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 helping this way has raised more than £40,000.

Larger Trust applications enjoyed a 50% success rate.

Our services

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

Nursing and care

Leuchie's expert nursing team are on duty at all times, supported by dedicated care assistants to ensure guests receive the highest standard of care, individualized to their specific requirements. As we are registered with The Care Inspectorate, we

undergo rigorous regular inspections and this year received Grade 5 - Very good and 4 - Good in our annual inspection report.

Leuchie has extensive experience of providing care for people with a wide range

of long terms conditions, and on top of the traditional conditions we support such as multiple sclerosis, Parkinson's and stroke, we cared for guests with 31 different conditions during 2016, a significant increase in demand.

"Every time I leave I can't wait for my next 'Leuchie time'!" - Anne, Leuchie guest

Physiotherapy

Our complimentary physiotherapy service is available for all guests. The expert team are on hand in the well-equipped physio suite to work with guests on a one-to-one basis. Regular group exercise and relaxation classes also take place each break.

During 2016, as part of our Preventative and Anticipatory Intervention programme, the physio team undertook 356 wheelchair assessments, with 79 referrals made back to the community and 141 wheelchair repairs made in-house.

The Leuchie House Wheelchair survey was published and highlighted the fact that some guests stay in their wheelchairs for hours on end putting them at risk of developing serious health complications. This led to Miles Briggs MSP tabling several parliamentary questions on the issues raised.

Food

The home-cooked meals at Leuchie are a firm favourite with guests and are often a highlight of their break.

and endeavour wherever possible to use fresh, locally-sourced seasonal produce.

for, including continental breakfast and bacon rolls at the weekend.

The catering team produces a varied and nutritious menu

Special requests, guests' favourites, and varying portion sizes are all catered

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



Activities and outings

The social side of a break at Leuchie House is one of the ways our holidays stand out from other respite providers and help make our guests' stay extra special.

something for everyone.

Our accessible vehicles mean guests are able to get out and about to popular visitor attractions, go shopping, to the cinema or enjoy a pub lunch.

The guest engagement team organize a programme of in-house activities and entertainment for each holiday which aims to offer

Daytime activities include arts and crafts, exercise classes and demonstrations which are adapted to individual abilities so everyone can participate.

Relaxing therapies and beauty treatments are on offer including massage, hair and nails, reiki, reflexology and podiatry.

Evening entertainment ranges from live music to film and quiz nights.

Our finances



Financial statement (year ending 31 December 2016)

Income	£
Short break care fees	£935,868
Other charitable/trading activities	£81,359
Other income	£15,077
Investment income	£2
Income from fundraising & donations	£463,375
Total	£1,495,681
Expenditure	
Costs of raising funds	£106,269
Charitable activities	£1,702,709
Total	£1,808,978
Deficit before Scottish Government funding	-£313,297
Scottish Government Funding	£369,840
Net result for year	£56,543

We are grateful to the Scottish Government for the continued transitional support provided through grants in 2016. 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

www.leuchiehouse.org.uk

"I can't remember when I last felt as relaxed and at ease with the world as I do" – Delmar, husband and carer of Leuchie guest

Our thanks

Thank you to all those who supported Leuchie House. We received so many generous donations throughout 2016 that it is impossible to thank everyone individually.

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

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