

Lawrence Home Nursing Team

Minutes of the Annual General Meeting

Wednesday 14th May 2014

1. Welcome by the Chairman Jonathan Moore

2. To receive Apologies for absence

Les Waller, Rosemary Williams, Cathy Elliot, Wendy Hall, Jane Pargeter, Heather Leonard, Glyn Evans, David Edwards, Nick Dewey, Margaret Dewey.

A short statement was read on behalf of Cicely Maunder, Lesley Stobart, Robin Coates and Nikki Knott. A written copy of the statement was not provided at the meeting.

3. To receive the Minutes of the AGM of May 2013

Jonathan Moore signed the Minutes as an accurate record of the meeting.

4. To receive and adopt the Annual Report, Jonathan Moore (Chairman)

I would like to very warmly welcome you all to this evening's meeting. 2014 marks a very important milestone. The charity has been serving the palliative care needs of Chipping Norton now for 15 years. At our launch in May 1999 we started with just the support and good will of the town. Over the years we have grown and developed in every respect and each year continue to succeed in achieving our objectives.

Reading the recent Chairman's report from Katharine House Hospice highlighted that the greatest asset that palliative care charities have (and which is also the most important contribution to our success) are our volunteers and people who give us their time, expertise and support for free.

Research from the Journal of Palliative Medicine shows that nationally hospices and palliative care organisations achieve reduced costs of around 23% from the contribution of volunteers. The financial contribution from supporters and volunteers in the area of fundraising is likely to be very much higher.

Undoubtedly, the cornerstone of the success of the Lawrence Home Nursing Team over the past 15 years has been the phenomenal contribution of volunteers and supporters to the Team; so many different people, each contributing in lots of varied and different ways. At the year-end we reviewed the wide variety of different individuals and organisations that supported our work this year. I was extremely touched that even organisations far away from Chipping Norton and people who are unlikely to ever directly benefit from the service are willing to raise money for us in support of the service we provide.

This year has been touched with very deep sadness. The death of one of our original trustees Mike Howes was very hard to accept, particularly as he had remained so committed and active right up until the very end. There have been many wonderful tributes to Mike for the exceptional contribution he made to the life of the town. Time and again he brought energy, optimism and vital support to so many organisations and initiatives within Chipping Norton. His contributions to so many aspects of the life of this town are a tribute to his dedication and very hard work. The fruits of his life will live very long into the future.

His involvement in the birth of the Lawrence Home Nursing team was typical of his approach to everything. He volunteered immediately and put in an enormous amount of the initial spade work. No job was ever too big or too small for him to do. In addition to all the day to day necessities of getting started he was pivotal in the early financial structuring of our charity. His accountancy firm offered us free accounting and auditing services and he was very supportive of all the financial challenges that any newly formed organisation faces. Mike's immense contribution to the foundation of the Lawrence Home Nursing Team is a reflection of all his many achievements and one of many strong legacies he leaves for future generations in Chipping Norton.

To mark our 15th year and to honour 4 of our trustees who have informed the other trustees of their intention to step down at this AGM I have received a statement from our patron, the Prime Minister, David Cameron. He says:

"The Lawrence Home nursing Team is a much respected and greatly cherished organisation in Chipping Norton. It was set up 15 years ago to provide skilled care and support for the terminally ill who wish to remain at home. We all know friends and family who have benefitted from their specialist and excellent care.

There have been four special people who were instrumental in setting up and continuing the wonderful work of this charity. I know them all and want to send them my own personal thanks for their dedicated work and achievements.

Nikki Knott is the tireless Fundraising Co-ordinator who took on this important role from the very start and I know that she has been central to the success of the Lawrence Home Nursing Team.

Robin Coates has been treasurer for ten years and has done an excellent job in maximising the funds that have been raised and most importantly making sure they have been spent wisely.

Lesley Stobart has been an active stalwart in every part of the charity – including the clinicians, fundraisers and the finance teams – she is the very essence of a "cornerstone".

And finally Cicely Maunder, who was the first Treasurer and a phenomenal fundraiser. Her efforts at the beginning were the very foundations of the success of the Lawrence Home Nursing Team.

I would also like to mention Mike Howes who was a hardworking and dedicated Trustee. Mike's death notice in the Daily Telegraph read that he died peacefully at home "together with the Lawrence Home Nursing Team". Those few words sum up absolutely the special work that is done by this charity.

Thank you Nikki, Robin, Lesley and Cicely for everything you have done for this wonderful charity. David Cameron”

In 2013 we achieved some significant developments. We moved the nursing office from Jenny Nolan’s house to a dedicated room at the hospital. Since June 2013 we have a new Deputy Manager, Katrina Brown. Katrina has been a fantastic addition to our team. She has been a tremendous support and brought new and fresh ideas. In addition we have increased our administrative support with help from Angela Barnes. We appreciate her help and support in a range of important areas. Again I would like to thank Jenny Nolan for another year of excellent leadership. We have regularly received thanks and praise from patients for the outstanding care that they have received.

It is the patients and the nurses who deliver the service that must always remain central to everything we do. I do not believe that this can be better or more beautifully summarised than through a heartfelt letter of thanks that I received from the grateful husband of a patient that we nursed. He wrote:

“It was wonderful that my wife was able to be living at home – on the whole contentedly – right up to her death; with our whole family around her.

In the end the help of the LHNT was brief, but I want to let you know that seeing one of your team of nurses appearing at the door of our sitting room, smiling radiantly, gave all of us a great lift in spirits.

Our family and the LHNT both arrived in Chippy at about the same time. My wife and I admired from a distance the steady growth.

Thank you for so quickly and quietly “stepping forward” for us.

It was so impressive to see doctors, nurses, carers and the Lawrence Home Nursing Team all working together for her comfort.

If any end to an illness like Alzheimer’s can be said to be peaceful, she and we all managed it.”

As we move into another year which will face its challenges the most important purpose of the charity is to enable the very best experience of terminal care that can be achieved. In addition to the above letter I have had feedback from other families which shows that our input made all the difference to the care of their loved ones in their final illness.

It is these transforming experiences that are at the centre of what we want to achieve. Excellent end of life care is critically important to all involved and again this year I want to thank everyone who contributes to the LHNT achieving this.

5. To receive and adopt the independently reviewed accounts, Robin Coates

Robin Coates’ report was copied for all those attending and was read by Mitch Pugh.

The demand on the nursing team during the year was in line with level of the previous year but as with previous years the demand during the year has fluctuated from periods of relative quiet to very busy.

This year our total income amounted to £123,646 reflecting the continued efforts of the supporters and the fund raising team. It also included interest received from investments, deposit accounts and a Term deposit account. While deposit account interest has been very low, reflecting the continued low base rate, the 3 year Term deposit produced a return of 4%, and will yield 5% in the coming year. The property investment continues to yield 8.5%.

The Accounts show an overall surplus, after costs, of £19,683 compared with £108,542, lower due to much less legacy income in the year. Once again this year we received a no-strings grant of £15,000 from the NHS reflecting our expertise and service supplied in palliative care. However, due to cuts in NHS spending and coverage of the care of the terminally ill, the demand on the charity has increased considerably.

We can only hope that in the future we will continue to receive generous support from the community to meet a demand that cannot be forecast but in the longer term is expected to increase.

The total cost of management, which includes the administering to families of patients, has increased substantially (56%) and the cost of actual nursing was up by 18%. Other "costs" have been almost entirely provided by volunteers, several of whom have recently retired from very active roles. The trustees will hope to obtain the help of new volunteers to maintain the high standards achieved in the last 15 years.

On the income side, Christmas Cards, have generated a surplus of £ 2821 (last year £1,512), costs being less due to high stock carried over from the previous year. The boxes, generating £1580 (last year £2398). Income is down, but the boxes are a great means of not only raising money but also a way of keeping the charity in the forefront of awareness of people in the community. Considerable time and effort goes into counting and banking the contents of these boxes, for which thanks are due to the volunteers.

As regards the Investments, the accounts only show the cost value. The current values are shown in the notes to the accounts. The Trustees' Finance committee has met regularly to review the investment of funds.

It is generally accepted that in the long term, investments will generate a higher return than cash balances and this has been demonstrated, again, in the last 12 months.

The Independent Examiner's report will be signed off as soon as practical after the AGM meeting has formally adopted the Accounts.

The financial results for the year are once again satisfactory. They reflect not only the work put in by the Trustees, Supporters and Friends, but also the continuing deep respect that The Lawrence Home Nursing Team is held by members of the community.

6. To consider the Budget for the year 2014 - 5

A budget of £105,000 was set, up from £100,000 the previous year, to take account of increased costs.

7. To nominate an independent reviewer for the year 2014 - 5

It was agreed that Gary Brewerton should be appointed as independent reviewer of the accounts.

8. To receive a verbal report from the Registered Manager, Jenny Nolan

When the Lawrence Home Nursing Team was launched in May 1999 it was a huge undertaking. It is thanks to the hard work of all those involved and the amazing support we receive from the local community that have made it the success story it is today. We have nursed 560 patients and provided over 16,000 hours of care. I have been privileged to be the Registered Manager for the last 15 years. During this time, we have had many changes in our governing body. From Trading Standards in 1999 to the Care Quality Commission in 2014. This has provided many challenges to the structure of the team, but what has never changed is our drive to provide skilled care to the terminally ill who wish to remain at home and providing that care in the most appropriate way. Someone may need a nurse every night and visits during the day and for some, just knowing that we will be there, if needed, is enough. In June 2013 we were able to employ a deputy manager. We now have a team of 18 registered nurses. I would like to take this opportunity to thank them all for their dedication and hard work.

9. To receive a verbal report from the Fund Raising Co-ordinator, Nikki Knott

The report was read by Gail Ambrose.

‘It has been a very real pleasure being the fundraising co-ordinator for the Lawrence Home Nursing Team over the last 15 years. I was both touched and somewhat surprised when Jane and Jenny paid me a visit in 1998 and told me that Martin Lawrence had asked if I would join the team. I think that I have done what Martin would have wanted, but whatever has been achieved would not have been possible without the marvelous support group who have been willing to sit at my kitchen table, whether planning future events, packing up Christmas cards or stuffing envelopes. I would particularly like to thank Lesley Stobart who has been a pillar of support to me over the years, and also my family who have also been only too happy to play their part. Special thanks must go to Kate, my daughter, for doing paintings for the Christmas cards. But, most importantly, I would like to thank everybody in our very special community who has either fund-raised for us or given to the LHNT. None of the essential work that our nurses do every day would be possible without your continuing commitment. 15 years is too long to have been in post. It is now time for somebody else to take on my mantle and I can only, and do, wish whoever does this the very best. The charity still needs more capital to do everything that it would like to do, so the demand for our nurses’ services will not decline in the future.’

10. To approve the appointment of officers for the following year:

- i. Chairman – Jonathan Moore. Proposed: Mitch Pugh. Seconded: Annette Lawrence
- ii. Treasurer – Les Waller. Proposed: Jonathan Moore. Seconded: Anna Jo Lawrence
- iii. Secretary – Anna Jo Lawrence. Proposed: Wendy Richards. Seconded: Katherine MacGilchrist.

In addition to these three appointments, two other nominations, from Annette Lawrence and Rosemary Williams, to stand as trustees for the coming year have been received by the Secretary and accepted. No other nominations were received.

11. Date of next AGM

Wednesday 13th May, 2015

12. Guest speaker:

Carol Smallshaw, gave the audience a valuable insight into the work and experiences of a LHNT nurse. The full text of her speech can be read online at: www.lawrencehomenursing.org