

## **Minutes of the Annual General Meeting**

### **Lawrence Home Nursing Team**

**Wednesday 15<sup>th</sup> May 2013, 7.30pm**

#### **1. Welcome by the Chairman Jonathan Moore**

#### **2. To receive Apologies for absence**

Dr, Nicholas Dewey, Margaret Dewey, Cicely Maunder, Lizzie French, Jenny Gregory, Dr. David Edwards.

#### **3. To receive the Minutes of the AGM of May 2012**

Chairman Jonathan Moore signed the minutes of the meeting as an accurate record.

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

'I would like to very warmly welcome you all to the 2013 AGM of the Lawrence Home Nursing Team. After several rather rollercoaster years the last 12 months have been a chance to consolidate and strengthen our core service ideals and address the increasing complexities and practicalities of a charitable care based service. When we set up 14 years ago the bureaucratic obstacles were simply not there and over the last decade we have spent increasing energy and time complying with standards set by various governing bodies. Despite our charitable status we are forced to be registered as a nursing agency and in the last few years have been subject to the care standards framework of the Care Quality Commission (CQC). This has applied to every healthcare organisation nationally including both the surgeries in Chipping Norton. The CQC has imposed an extremely onerous set of regulations which we have needed to comply with which has added greatly to the administrative and management burden on Jenny Nolan. We have been also been subject to not one, but two short notice shot checks, which again have been somewhat challenging but were dealt with by Jenny admirably.

We have made some very important strides forward in creating a long term management structure which will make the charity strongly viable going into the future. Firstly, the charity has until now been managed from an office in Jenny Nolan's home. This was essential in the early years but something that needed to be addressed going forward. I am delighted to say that we have now secured office space with other community services at the hospital in Chipping Norton. This gives us an important independence while also allowing us to work and integrate more closely with other community services. This has been given to us as part of our service level agreement with the CCG in recognition of the important service we provide.

In addition, up until now Jenny has been the only manager and delegated this role to other senior nurses on a very informal basis. We are now in the process of appointing a deputy manager to share the responsibility of supervising and developing the service. This will bring a great deal of benefit, both in creating a better and more sustainable management structure, but also creating more supported and enabling leadership which can ensure a sustainable long term future. We have also recruited Angela Barnes, who is a receptionist at West Street Surgery into the role of administrative assistant to help Jenny with her increasingly heavy management role and I am grateful for all her support to all the groups within the charity.

Last year I wrote about our hope and intension to restart the Newsletter after some years. As hoped Katherine MacGilchrist, the daughter of my predecessor at West Street Surgery, Dr Tony Steel, and her husband Richard produced a wonderful publication for us. It was exactly what we had hoped with just the right mixture of news, information and informative background. We have had an extremely positive response and it has served the vital role of bringing closer and informing both our supporters with the nurses and those who deliver the service. It is also an excellent example of a local company offering practical help, time and expertise to produce real impact and very wide ranging benefits to our organisation. So I would like to warmly thank Abacus for their support.

I am sorry to say that Jane Cannon stood down as our nursing trustee during the year. She took over the role from Rosemary Moss in 2008 and has been a great support to us for the past 5 years and we have appreciated her nursing expertise and practical help. I am delighted that Mitch Pugh has agreed to step into this role. Mitch is not only a well established nurse but has considerable experience in the charitable sector, working for some time as a fundraising manager for the RSPB as well as having practical experience in various healthcare businesses. Mitch has a very wide range of different skills and experience which will be invaluable in taking the Lawrence Home Nursing Team forward.

Further to this I feel strongly that much of the success of the Lawrence Home Nursing Team is our ability to bring together and fully utilise the range of skills that all the different teams bring together. I think it useful to explain that we divide the management of the charity into three groups: The clinical group chaired by myself, the fundraising group chaired by Nikki Knott and the finance group chaired by Robin Coates. Each of the groups meet to sort out the specific areas of responsibility and submit reports in advance of the three trustee meetings a year. This means that the majority of important decisions are made by those most involved with their specific areas and means that the trustees are presented with well formulated issues which need defined decisions. In theory this works very well to ensure that we are collectively involved but the right people are addressing the key issues.

Last year I looked at the clinical and finance groups. This year I would like to highlight the extraordinary work of our fundraisers and as ever the vast number of innovative ways that people raise money on our behalf. Nikki Knott has been our fundraising co-ordinator from the very start and despite an exceptionally busy life has done an outstanding job over many years. I am also so very grateful for the involvement of those that support her; though I think this is one area where I would be grateful for your support and encouragement in recruiting more people to help in this vital work. Being a local charity we are entirely reliant on the local community for our fundraising.

I would also like to record the tragic death of Dr Peter Mond and then so soon afterwards his wife Phyllis. Peter was aged 96, an eminent retired GP who had a passion for the Lawrence Home Nursing Team from the very start and offered his unstinting support

throughout. He famously did a sponsored parachute jump for his 90<sup>th</sup> birthday for us, but even last summer aged 95 opened his gardens for us. He was the very best example of the unstinting support we have received and will be very sadly missed.

With the new CCGs coming into force from April and an increasing public expectation that provision will be made for patients to die in their own homes in the future we face interesting times. A local Banbury GP, Dr Jonathan Williams, heads up palliative care for this part of the county and has been very impressed with the set up of the Lawrence Home Nursing Team. In addition, we are again looking to slightly expand our catchment area to ensure that more patients from Bloxham, Deddington and Sibford Gower Surgeries can get free access to our service.

The local NHS service for Oxfordshire, RISE, was disbanded this year which does leave a gap in palliative care provision. We will continue to offer our free service to all patients within our designated area. However, for some of our nurses more hours would be welcome and it may be that at times when we have capacity, and in suitable cases, we may commission some of our nurses to the NHS if appropriate. This would be helpful in every way, but at present would need careful planning, and please rest assured that it would never be at the expense of our core service which will always come first.

However, as always, our overriding ambition is to continue to offer the very best treatment to all the patients referred to us in their final illness. This, however, is achieved by our team who each bring so much to our work. On a personal note I would like to let you all know that I have been awarded the Fellowship of the Royal College of General Practitioners for my combined community palliative care service and medico-legal work, particularly education. However, I receive this on behalf of all of us, grateful to every member of the team who make the Lawrence Home Nursing Team all that it is.

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

'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 £189,930 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 3%, and will yield 4% and 5% in the coming two years respectively. The property investment continues to yield 8.5%.

The Accounts show an overall surplus, after costs, of £108,543 compared with £22867 in the previous primarily as result of three legacies totalling £87648. Once again this year we received a no-strings grant of £15,000 from the Oxfordshire PCT reflecting our expertise and service supplied in palliative care.

It is our policy to maintain the fund raising input, to ensure that we have the funding available to meet a demand that cannot be forecast but in the longer term is expected to increase, partly due to the fact that additional residential areas are being covered.

The total cost of management and level of nursing was in line with the previous year, £75,309 compared with £73,252. Other "costs" have been almost entirely provided by

volunteers, but of course there are essential costs such as insurance that cannot be avoided.

On the income side, Christmas Cards, have generated a surplus of £1,512 (last year £3,440) but this ignores the stock carried over, which should mean costs will be less in 2013/14. The boxes, generating £ 2,398 (last year £2,582) 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.

As regards the Investments the accounts show the cost value. The current values are shown in the notes to the accounts. The Trustees' Finance Committee meets 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 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 very 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.'

Gary Brewerton has the books and these will be signed off once the AGM has adopted the accounts.

Proposed: Mike Howes, Seconded: Lesley Stobart.

#### **6. To consider the Budget for the year 2013 – 4**

A budget of £100,000 was set to take account of increased administrative costs.

#### **7. To nominate an independent reviewer for the year 2013 - 4**

It was agreed that Gary Brewerton should be nominated as the independent reviewer.

#### **8. To receive a verbal report from the Nursing Co-ordinator, Jenny Nolan**

'Since our launch in 1999 we have helped provide care for 512 patients 78% of these were able to die at home. This has involved 2,800 visits providing over 15,000 hours of care.

In the last twelve months we have nursed 48 patients 43 (89.5%) of these died at home this was 173 visits covering 1,051 hours. It remains difficult to predict when our help will be needed. In March 2012 we covered 32 nights and in March 2013 eight.

It's been a busy year. We had a Care Quality Commission inspection in July 2012. The report highlighted the need for more administrative support and in October we were able to employ Angela who now provides 8 hours of much needed support. We were inspected again in April this year. These inspections are unannounced. The latest report

is now available on the CQC website and I have a few hard copies here if anyone would like to see it. In March we moved into an office at Chipping Norton Hospital.

We are very lucky to have a team of 15 excellent nurses, who I thank for their continued hard work. We have regular meetings. In March we invited the local district nurses and GPs along with the trustees to come and meet the nurses. I think it proved a very useful meeting. In October eight of us attended the Iain Rennie study day 'Palliative Care for the long Term' and in April five of us attended a study day organised by Kate's Home Nursing. Both were very well organised with some very inspirational speakers. Last week I was lucky enough to be able to attend the Cicely Saunders Institute Annual Lecture 'Can (or should) palliative care meet the challenge of care for persons with long term chronic illness versus remaining in our end-of-life corner?'

I'd like to thank the district nurses, our Clinical Nurse specialist, Mary Walding, from Katharine House and the Gps for their continued support and encouragement. We couldn't manage with out them.

And of course special thanks to the families who invite us into their homes. It is a privilege to be allowed to help.'

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

'I stand here before you again with a long list of fund raising activities that have taken place over this last year April to April, always too many to mention, some small some courageous but each in their own way raising money for this community charity and for that our thanks must go to all those involved. I have a list here of the monies raised if you would like to look afterwards please do so.

I would like to give a big thank you to my support team for back up that they provide. I always seem to be calling on the same team of helpers and it would be so nice if we could increase the numbers.

We are trying to keep the website updated with all future activities and reports and photos after the events. So please keep a close eye on it. I would also like to ask if anyone has a forthcoming event and it is not listed could they please send me the details, I often only hear about them after the event.'

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

- i. **Chairman:** Jonathan Moore. Nominated: Mike Howes. Seconded: Robin Coates
- ii. **Treasurer:** Robin Coates. Nominated: Jonathan Moore. Seconded: Nikki Knott
- iii. **Fund Raising Co-ordinator:** Nikki Knott. Nominated: Gail Ambrose. Seconded: Katrina Brown.
- iv. **Secretary:** Anna Jo Lawrence. Nominated: Jonathan Moore. Seconded: Lesley Stobart.

## **11. AOB**

Mitch Pugh agreed to stand as Nursing Trustee. Nominated: Jonathan Moore.  
Seconded: Nikki Knott.

Annette Lawrence formally congratulated Jonathan Moore on his Fellowship of the Royal College of General Practitioners.

Nikki Knott thanked Jenny Nolan for arranging the meeting with the nurses; it was very useful.

Gail Ambrose noted the value of the training sessions that nurses attend; these are extremely beneficial and the feedback is very useful.

There was a discussion on the impact of the decommissioning of RISE. Katrina Brown highlighted the shortage of carers that now exists; Jonathan Moore has written to the CCG to express his concern, but has yet to receive a response. Marie Curie is also short of nurses in this area.

## **12. Date of next AGM**

Wednesday 14<sup>th</sup> May, 2014, Chipping Norton Town Hall.

## **13. Guest speaker: Speaker Rev'd Canon Glyn Evans 'It's good to talk'**

Glyn Evans spoke about his work as a parish priest and with the Farm Crisis Network. He then turned his attention to Dying Matters awareness week and the audience took part in a Death Café activity.