Registered Managers Report for the AGM October 14th, 2020

This is my 21st AGM report.

In December 2019 we recruited Sam Dulley as Operations Officer for the team. Sam is already making a huge difference to the smooth running of the nursing team. In July Katrina Brown stepped down after seven years from her role as Deputy Manager and in August Jenny Gregory worked her last coordinator shift. Jenny has worked with us since 2000. I would like to Thank them both for their commitment and support over the years.

The last seven months have been challenging for everyone. Our team of nurses have had to adapt to rapidly changing government guidance on how to care for patients safely. For a service that prides itself on one to one individualised care this has been disconcerting. We are a very hands on team but we have to keep face to face care to a minimum. Social distancing does not come naturally but is a necessity.

The nurses have risen to the challenge and continued to provide care in different ways. The need for the service has been high. July, August, and September have been amongst our busiest ever. We have already provided more nurse hours in 2020 than in 2019.

All nurse meetings and nurse training are virtual. We are grateful for technology but miss seeing each other face to face.

I am not certain what the next six months will bring. I know we can rely on the nurses to continue to provide as much support and care as is possible in these strange times. I would like to thank them all.

As nurses we could not provide care without the never-failing support of the Trustees, the fundraising group and our wonderful local community. Thank you all.

Jenny Nolan

12th October 2020