



NOTICE IS HEREBY GIVEN OF THE ANNUAL GENERAL MEETING OF

LAWRENCE HOME NURSING TEAM LIMITED

to be held on

Tuesday 10th October, 7pm: Chipping Norton Town Hall

Attendees: Richard Greaves, John Pritchard, Alan Mathers, Anna Jo Mathers, Vivian Woodell, Robert Johnston, Jo Cowley, Emma Hallam-Evans, Verity Fifer, Wendy Palfrey, Louise Blackler, Sam Dulley, David Best, Jane Evans, Annette Lawrence, Madeleine Rickard, Linda Speddy, Dr Jonathan Moore

1. Welcome by the Chairman, Richard Greaves.

It has been both a privilege and a pleasure to have been chair of Lawrence Home Nursing Team for the past year. A lot has happened, and a lot of very good work has been done. I do not want to steal the thunder of the speakers to come and so I am going to restrict my remarks to saying some well-deserved thank you's.

Firstly to our nursing team. Whenever people have learned that I chair Lawrence Home Nursing Team their response is always the same – enormous praise for our nurses. They may have had direct experience or have heard about them from others but the words they use are similar. Professional, caring, compassionate, helpful, prepared to do whatever is necessary, nothing is too much trouble, and in one case “worth their weight in gold”. Our nursing Team is what this charity is all about – the secret is in the name. Thank you all for everything you do for our patients, for our community and for the good name of this charity.

And I must pay a special thank you to Michele who has retired as Registered Nurse Manager. Jenny was always going to be a hard act to follow but she achieved it with flying colours. Thank you for all your hard work and dedication.

Secondly thanks go to our volunteers. Firstly, those who help with our fundraising and events. They wouldn't happen without you and we are enormously grateful to you for everything that you do.

The second category of volunteers deserving our thanks are our directors. They generously give their time to mentor our executive team, and give guidance and help where it is needed. Their wisdom and watchful eyes are

key to our success and we are very grateful to them all. And after a year of retirement, Jenny has kindly agreed to join the board.

Two are retiring today. Cathy and Vivian have been excellent directors, hard working and dedicated to the success of the charity and we will miss them. They deserve a special round of applause.

And finally, my thanks to our executive team. Wendy our new Registered Nurse Manager, Sam our General Manager, Verity our fundraising manager and Louise our Finance Manager. Thank you for all your hard work day to day, and for keeping the show on the road. Thanks to you this is a well-run, well managed charity, and well prepared for the year ahead.

As we enter our 25th Anniversary Year, Lawrence Home Nursing Team remains a major asset for our local community. Thank you to everyone who has played a part in making it the success that it is.

2. **Apologies for absence:** Cathy Elliott, Jenny Nolan, Tim Nolan, Sarah Bryson, Claire Caple, Michele Booth
3. **To approve the Minutes of the previous Annual General Meeting held on the 12th July 2022:** Approved
4. **Matters arising:** None
5. **To receive and adopt the independently examined accounts for 1st April 2022 – 31st March 2023 (Alan Mathers, Finance Committee Chair):**

I am Alan Mathers and I have been the Treasurer and/or chairman of the Finance Committee for LHNT for 4 and a half years. I am qualified as a Chartered Management Accountant and I am also a qualified member of the Association of Corporate Treasurers.

At this AGM we are going to review the accounts for the year ended 31 March 2023.

Financial performance of LHNT Ltd was:

- *income of £435,248*
- *expenditure of £417,521*
- *net income before gains and losses £18k on “operations” or “service delivery”*
- *accounting losses on investments (£137,746)*
- *net income of (£120,019)*

We will speak about the budget for next year (2023/2024) as a separate line agenda point. We try to budget a break-even position. The budgeted expenditure for the last financial year was £490k. We therefore spent about £73k less than planned (about 15%). But we also received about £55k less than planned (11%).

We have made losses on the investment portfolio of £137k. This is the capital value only and does NOT include receipts we had from dividends that are included in our income. These investments are long term and are intended to be held for 5 years or more where periods of poor return are compensated for by periods of stronger return. The gain on investments in the previous year was £155k. Therefore, over a 2 year period there is still a positive capital growth on the investment portfolio.

Thank You's:

Lawrence Home Nursing Team is all about nursing. What the rest of us, who are not involved on the clinical side, do is vitally important. It is our great privilege to support the nurses in what they do.

I would like to thank our patrons, sponsors, ambassadors, volunteers and supporters. We had a huge program of events from the small to the large and they are all important for us as a charity. Every pound is sacred. Thanks to everyone who contributed, who attended, who donated at the cricket events, the open gardens and cups of tea sold!

I would also like to specifically thank some of our employees:

Our fundraiser Verity Fifer - in addition to managing the annual fundraising events she had a huge amount of involvement along with Robert Johnston (Chairman of the Fundraising Committee) in the amazing success of the patrons club where individuals agree to make a contribution to the charity for a 3 year period.

Our accountant Louise Blackler who has managed the accounting during the year including the processing the payroll payments, the statutory filings and the preparation of the annual accounts.

Our Company Secretary, Sam Dulley, who has supported with the inputs to the payroll process, the gift aid and the administration required for the charity.

*As the Board Member responsible for the finance committee I would therefore request that the accounts for LHNT Ltd are adopted: **Agreed***

6. To consider and adopt the 2023/2024 Budget (Alan Mathers, Finance Committee Chair):

- *Expenditure for the last financial year was £417k. We are expecting the expenditure for the next financial year to increase to £488k, an increase of approximately 17%.*
- *Because the financial year runs from 1 April 2023 to 31 March 2024, we are already halfway through the year. The latest management accounts have been prepared up to 31 August giving 5 months of data. The actual results have been income of £215k. If that is then taken as an average and extended to 12 months that would provide an income of £516k. Similarly, the expenditure has been £188k which would equate to a total of £451k. The actual outturn is never perfectly linear as there are some stronger months than others. But this does pass the “sniff” test or a reasonableness test.*

*The proposal is therefore to adopt a balanced budget of £488k for the 12 months ending 31 March 2024: **Agreed***

7. To nominate and approve Ellacotts LLP as the Independent Examiner of the Accounts for 2023/2024 (Alan Mathers, Finance Committee Chair).

*We are proposing to continue with Ellacotts, who have been the independent examiner for the last period:
Agreed*

- <https://www.ellacotts.co.uk/>

- Ellacotts LLP
Countrywide House
23 West Bar Street
Banbury
Oxfordshire
OX16 9SA

8. To receive a verbal report from Wendy Palfrey, Registered Nurse Manager.

Since the last AGM held in 2022 there has been a change in registered manager. Jenny Nolan stepped down in September 2022, after being the Registered Manager of the charity since 1999. For that long period of dedicated service, she received an MBE from Prince William at Windsor castle in May of this year. She does, however, remain actively involved in the charity to provide much needed advice.

Jenny handed over the reins to Michele Booth as temporary Registered Manager and i was recruited into the post in August of this year. Our thanks go to Michele for all her hard work with Lawrence Home over the last 12 months and for my detailed induction programme.

I have joined Lawrence Home Nursing following a career of 38 years in the NHS as a Registered Nurse and Manager of Community Nursing Services. I am acutely aware that there is a gap in Palliative support and End of Life Care for patients and knowing that this charity helps bridge that gap was something that made my decision to change roles so much easier. For patients and relatives to be offered support and comfort during the end of life is a wonderful thing and one that I am now proud to be part of.

To date Lawrence Home nurses have cared for over 1270 patients and their families. Our caseload is unpredictable and we have quiet and busy months with our busiest month over the last year being July where we provided care to 25 patients and their families totalling 345 hours of care.

So far this year Lawrence nurses have provided close to 2,000 hours of care and nursed close to 80 patients. The nurse coordinators work 7 days per week, 365 days per year providing support and advice to our registered nurses as well as liaising with GP's, relatives, community nurses and patients.

An example of feedback from a relative stated this:

"A well organised team with good communication and information sharing – always answered the phone and responded quickly. I nursed my husband day and night. The Single point of access provided all the equipment we needed promptly. Our local GP called regularly to see how we were managing. I was just about at the end of my coping skills when the GP referred us to Lawrence home nursing team. They stepped in quickly and were WONDERFUL. Good understanding of hearing loss, taking time in a caring, compassionate manner. The nurses checked that I had enough appropriate dressings to deal with skin tears, they even provided 2 hours respite care for me as I hadn't left the house for 4 months. The 2 hours weekly were great for us both, Mike looked forward to seeing the same person each week and I enjoyed the break. Mike was able to die at home and we shared very special time together with me by his side with the help of Lawrence Home Nursing Team." July 23

Lawrence Home Nursing Team were inspected by the Care Quality Commission in May of this year and they gave very positive feedback with a rating of 'GOOD' in the areas of Safe, Well Led, Caring and Responsive. They commented on the flexibility of our staff as an example of outstanding practice.

We have begun looking into the provision of bereavement support in our local community. We are supporting relatives with bereavement visits and we are actively engaged in developing bereavement walks and hope of extending this to a bereavement cafe at some point.

Sam, as the Operations Manager, has provided constancy for the team and has been working with an external Human Resource Company to ensure our HR policies and contracts are fit for purpose and beneficial for the future. I am sure we would all like to thank her for the work she does on the statistics for our reports.

We have welcomed one new bank nurse, Grace Howells and Clare Caple took on the role of a Nurse Coordinator last year. They all bring with them a wealth of experience and we welcome them to the team. We have sadly said goodbye to Gail Ambrose who was a long-term nurse and is now enjoying retirement.

I would just like to finish by saying that I am very honoured to have been given this opportunity to manage and lead such a caring team of nurses, albeit a huge task to follow in the steps and shadow of Jenny Nolan. I am committed to the vision of making final wishes to remain at home a reality and to engage in ensuring our charity continues for years to come.

Thank you to the families for entrusting Lawrence nurses with your loved one, thank you to the wonderful team of nurses, the Fundraising team, the Finance Manager and the Directors for making this all possible.

9. To receive a verbal report from Verity Fifer, Head of Fundraising.

Fundraising involves a wide range of fundraising activities to support the delivery of the nursing services. The cost and demand of the service is increasing as our catchment area expands.

Fundraising activities generate a huge amount of the money required to pay for the service.

Towards the end of the financial year, we formed a new income stream – the Patrons' Club. Our existing Patrons, David Cameron and Graeme Garden were made Honorary Presidents.

Thanks to this network of major donors, the Patrons' Club income stream is projected to raise in excess of £100,000 per annum plus gift aid for the next 3 years.

As ever we are very grateful to the community, suppliers, supporters and volunteers who continue to support us and raise incredible sums of money whether that be from organising their own fundraising campaign, attending our events, shopping online, buying our Christmas cards or setting up a standing order.

We continue to source sponsorship from local companies to cover the majority of event costs and we are grateful to all of our many sponsors in 2022. We continue to apply for grants from charitable trusts and foundations and were successful in receiving a number of grants notably from Zurich Insurance and a significant donation from the Christian and Jude Lawrence foundation.

We commenced a programme of awareness raising talks to local groups in the community with the help of Michele Booth, our interim Registered Nurse Manager and volunteer David Best.

We continue to produce an annual spring newsletter and have developed a promotional video that is shown at talks.

We have updated the website to include general support information and advice on end of life care.

Thank you.

Verity Fifer

10. Retirement and Election of Directors:

- a) Pursuant to Article 33 (1) of LHNT's Articles of Association for the Charity, to note the retirement of the following as Directors by rotation, and to re-elect them as Directors pursuant to Article 34: **Agreed**
 - i. Jo Cowley
 - ii. Alan Mathers
 - iii. John Pritchard
- b) Pursuant to Article 37 (2) of LHNT's Articles of Association for the Charity, to note the retirement of Robert Johnston and Jenny Nolan and to re-elect them as Directors pursuant to Article 34: **Agreed**
- c) To note that Vivian Woodell and Catherine Elliott will not stand for re-election as Directors. RG reiterated LHNT's gratitude for their service.

11. Any Other Business (to be notified to the Chair in advance):

- RJ queried the unusual process around election and retirement of Directors. JP clarified that this was due to an anomaly within the Articles of Association.
- JP confirmed that no Director has been appointed by anyone other than another Director but flagged that under the new constitution non-Directors who are members can elect Directors. VW expressed his hope that the membership would be opened to a wider audience. Dr JM confirmed that the meeting was open to the public, however JP clarified that this did not mean that everyone who attended was able to vote.

12. Date of the next AGM: TBC