

NUGENT CARE ANNUAL REPORT



2010 - 2011



1822 3rd March. Hunter Street, Liverpool. The birthplace of Father Nugent

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MESSAGE FROM THE CHIEF EXECUTIVE

Everyone will be aware of the financial difficulties experienced in Britain and worldwide during this year, the 130th celebration year for Nugent Care. It is in this context that I offer my grateful thanks to everyone who has worked so hard or volunteered their time, made donations to us or offered support in other ways. At a time when there are so many concerns it is great to know that we all continue to pull together to ensure Nugent Care offers much valued services to people in need, and great that we can have some fun together in our 130th celebration.

Some of our major operational achievements this year include opening four new rooms at Geel and Hitchen Court, St Catherine's registering for the placement of boys and the successful registration of our adult homes with the new Care Quality Commission. Our new Arts and Craft project for Deaf People set up under the Ideas Factory initiative has proved to be very popular and we were successful in a bid to offer floating support to tenants in properties owned by Liverpool Mutual Homes. We were sad to transfer our Branching Out service to a new provider but pleased that the nursery remained open to offer a service and employ staff.

The launch of our 130th celebration has been a tremendous opportunity for us to make ourselves better known, and to reflect on our past history and our future, a future that will be long and stable with your support.

Kathleen Pitt
Chief Executive



*“ Speak a kind word,
take them gently by the hand.
Work is the best reforming and
elevating power loyalty
to country and to God. ”*

- Father James Nugent

1846 Father Nugent began to minister Liverpool's poor

MESSAGE FROM THE CHAIR OF TRUSTEES

On her historic visit to Ireland Her Majesty the Queen used these words: “With hindsight we can see that it would have been better if some things had been done differently and indeed some things not done at all.” These words ring true in many circumstances including any reflection on the way in which the wealth of the city of Liverpool came about through trade across many oceans, including the slave trade.

Many of our glorious buildings have roots in ways of trade that carry even dark shadows. It is a good time to keep this in mind as we meet in Saint George's Hall for this year's Annual General Meeting. That is because as, in the current economic crises, Nugent Care is both resolved to serve where there is need but also to be advocates where voices that need to be heard, are reduced to silence, at the same time, because of our long history, we are not afraid to go further back in history than Father James Nugent. And so we are able to offer that strange but the only secure hope that is not silent about where past resources might have come from and so set ourselves and others free from a dangerous looking back and attempts simply to restore things as they once were.

As Father James Nugent did, we dare to seek to create something new. The truth about today and the past always sets us free.

Archbishop Patrick Kelly
Chair of Trustees

HISTORY & OUR WORK TODAY



Nugent Care is a charitable organisation which offers a diverse range of support to adults and children across Liverpool and throughout the North West of England. The origins of Nugent Care date back to the 1800’s and the pioneering work of Father James Nugent (1822-1905) in relation to child welfare, relief from poverty and social reform. The work of Father Nugent had a dramatic impact on the lives of thousands of vulnerable people and his work continues to this day through Nugent Care.

Today the wide range of services Nugent Care has to offer allows us to provide a highly individualised and tailored approach to all our service users. We work with children, adults and community groups through our homes, schools and community based projects throughout the North West, ensuring people’s rights, independence, interdependence, choice and inclusion are integrated into everything we do. As a social care provider, Nugent Care works at the heart of some of the most vulnerable and disadvantaged communities. We strive not only to provide the best possible service to individuals and their families in these areas, but to generate interest, awareness and an understanding of the issues they face and the impact of this on our wider communities.

As a community support organisation we are proud to have achieved our 130th celebratory year and look forward to the next 130 years of carrying on Father Nugent’s good work of supporting and caring for children, adults and the community in the Merseyside area!

1849 *Established the House of Providence for children*

THE TEAM

CHAIR OF TRUSTEES

The Most Reverend Patrick Kelly
- The Archbishop of Liverpool

TRUSTEES

Ms E Dodds
Mr K McAdam
Miss R Murdoch
Mr M Boardman

GOVERNING BODY

Mr K Cawdron
Mr A Akingbehin
Ms K Dodson
Mrs B Cuthel
Father Martin Kershaw
Bishop Tom Williams
Mrs J Goodwin

PATRON

Mr Phil Thompson

CHIEF EXECUTIVE

Ms Kathleen Pitt

EMT

Ms Kathleen Pitt	Chief Executive
Mr Mark Roche	Director of Finance & Business Support
Mrs Kathleen Batt	Director of Operations

SMT

Ms Cathy Shelton	Assistant Director, Children & Young People Services
Mrs Helen Burgess	Service Manager, Adult Residential & Community based Services
Mr Tony Connor	Service Manager, Community Services & Development
Ms Lynne O’Hara	Principal Personnel Manager
Mr Martin Sadler	Adoption Services Manager
Mrs Carol Parkinson	Principal Clarence High School
Mr Peter Barron	Interim Principal Nugent House School, previously Ms Wendy Sparling to February 2011

SUPPORTING CHILDREN

Nugent Care's Children's Services include residential children's homes, a secure children's centre, two schools for children with emotional and behavioural difficulties and adoption services. We also manage Nazareth House Respite Centre on behalf of the Congregation of the Sisters of Nazareth.

NAZARETH HOUSE RESPITE CENTRE

Nazareth House is a short stay unit offering respite care facilities for children and their families living in the Sefton area. The service is commissioned by Sefton Metropolitan Borough Council and provides services for vulnerable children & young people aged 6-17 who have physical/ learning disabilities and complex health needs.

In 2009/10 we provided respite care for 45 individuals. We currently have 42 families using the service and they are offered 28 days respite care per year. Some families have double or triple placements depending on their needs. The unit has bedrooms that are fitted with specialist equipment for the care of the children & young people.

In June we achieved an 'outstanding' rating from Ofsted, which is the fourth time we have received this rating over the last 5 inspections. Ofsted comment regarding the service:

"This short break service provides a safe and supportive environment where children and young people are able to develop at their own pace, to gain skills, competence and confidence that is needed for adult life. Parents and their children are central to all discussions and decision making about the care and support offered and about future plans. Staff value the rights of individuals to be different and promote respect and dignity."

We are currently looking to raise funds for a sensory garden for children & young people to enjoy and hope to commence work on this in early 2012.

"The service at Nazareth House is 'priceless'. It is a much needed service that gives families the break they need not just to the child receiving the services but to the whole family."

- Quote from a family



NURSERY IN THE PARK

Nursery in the Park is a 52-place day care nursery located within Park Children's Centre, Skelmersdale. It provides full day care for children aged from birth to four.

The nursery offers a range of facilities, with provision for dining and messy play activities, complemented by a large outdoor learning area.

From the 15th September 2011, after 5 years service through Nugent Care, the day care nursery at Park Children's Centre will transfer to a new service provider.

BRANCHING OUT

Branching Out at St John's was Nugent Care's second 52-place nursery located within a children's centre in Skelmersdale, providing full day care for children aged from birth to four.

In 2010/11 the decision was made by Nugent Care's Trustees and Governing Body to withdraw from the service at Branching Out. The transition of the service to the new provider went smoothly, resulting in minimal disruption to children and families.

CLUMBER CARE CHILDREN'S SERVICES

Clumber Care provides residential and therapeutic care for children and young people with emotional and behavioural difficulties and learning disabilities. It also has a mother and baby assessment unit for young women under the age of 18 years.

At Clumber Care we specialise in working with siblings and our facilities are particularly suitable for enabling larger sibling groups to stay together. In a recent Ofsted inspection the work of Clumber Care was reported as 'outstanding' in terms of providing positive outcomes for the children and young people living at the home.

"People have been so kind over the years and now those small donations have built up and we nearly have enough funds to create our sensory room that will enable the children and young people at Clumber Care to engage through play and light therapy to help develop their senses and skills."

- Sister Benedicte (Head of Clumber Care)

The overall grading of the service was also rated as 'good' with comments from the Ofsted Inspector stating that: 'Young people (at Clumber Care) receive excellent guidance and support from staff and are making very good progress with their education. Positive relationships with staff mean young people feel safe and secure in their care, and they say that staff are helpful, kind and caring.'

On the day of the inspection the staff at Clumber Care were welcoming nine children to the service showing how critical the service is to children in vulnerable circumstances. Clumber Care is currently fundraising for a sensory room to help children with learning disabilities. The majority of funds have been raised from individual donations over the past few years, and Clumber Care are very grateful for this support.



CLARENCE HIGH SCHOOL

Clarence High School is a residential special school for both girls and boys aged between 9 and 19 years of age. We have continued to upgrade the quality of our buildings both for the school and the residential houses, Bennett and Taylor. The residential houses now offer a far more comfortable and domestic environment for our resident young people. The school boasts a new nurture wing, textile room and beauty salon. Our aim has been to provide a high quality learning and living environment for all our young people. Our new curriculum gives our young people the same opportunities that children around the country have.

With a choice of over twenty courses, a very personalised curriculum has motivated all young people to achieve outstanding success in the exam results in August 2011. Pupils as young as 13 achieved GCSE certificates and we have a young man who did so well he is now studying an A Level equivalent course at college with his mind set on a career in the military. Ofsted visited us twice last academic year and in September our Ofsted rating increased to ‘good’ and in May 2011 a further visit resulted in us gaining Children’s Home status.

Our aim is always to work with partners to ensure we meet the needs of young people and continue to support them in developing their skills. We are now able to offer 38 week and 52 week provision as well as day placements for our pupils.



NUGENT HOUSE SCHOOL

Nugent House School offers both 38 week and 52 week residential care and day placements for boys between the ages of 7 and 19. We offer support to those who have a range of special educational needs arising from complex and often multiple challenges including aggression, behavioural problems, learning difficulties and/or disabilities and for those who have been diagnosed with mental health issues or autistic spectrum disorders. We currently have 68 boys attending the establishment. The whole team provides each boy with holistic, on site intensive teaching, social care, therapy and health support. The focus is on flexible personalised learning to achieve the best outcomes for each boy including GCSE and ASDAN as well as preparing them for independent living.

The school’s added value is in the comprehensive therapeutic offer which is integral to both care and education. We offer high staffing levels and a nurturing environment that is also well structured to help manage challenging behaviour.

In July 2011 we received an Ofsted ‘good’ for residential care we are working hard towards achieving ‘outstanding’ status in 2011/12. Quotes from Ofsted:

“The ethos of the home is to effectively support children and young people in all aspects of their care, to support them to treat everyone with dignity and respect and promote positive outcomes.”

Nugent House School has a reputation for providing young people with the opportunity to experience activities which they would not normally have access to.

Over the school year the boys took part in regular mountain walks, canoeing trips, and cycling expeditions. In addition there have been a number of residential holidays held at both Center Parcs near Penrith and Ribby Hall in Lancashire. The boys have greatly enjoyed the facilities in both of these centres particularly the freedom they experienced in these traffic free environments. Whilst in Cumbria they also accessed activities in the wider environment including ghyll scrambling, horse riding, quad biking and sea fishing. This is all in addition to the normal weekly activity programme which includes tenpin bowling, cinema, ice-skating, go-karting and fishing.

On Thursday 8th December the primary boys at the school enjoyed the Annual Santa Flight organised by Thompson Airlines. Following a party at Manchester Airport the boys and staff enjoyed a flight around the North West where they were joined on board by Santa Claus and his helpers who distributed presents to the children. This is one of the favourite annual events enjoyed by the young people at Nugent House School.

The residential houses continue to develop in order to provide the highest quality of care for our young people. We underwent a programme in which each of the kitchens were upgraded to provide more suitable preparation and food storage areas. We are currently in the process of upgrading the bedrooms with specially designed built-in furniture; we are also looking to improve the storage capacity in each room.

Tree and shrub planting around Hope Lane made possible by grants accessed by the Horticultural department have made an enormous improvement to the aesthetic appearance of the accommodation and will develop and mature over the years giving great pleasure to young people, staff and visitors as well as providing habitats for the abundant array of wild life in the area.

The therapeutic offer has been strengthened during 2010 and additional therapy capacity has been recruited to offer the widest possible range of support to vulnerable boys.

The educational provision also continues to demonstrate improved outcomes and identify a range of appropriate qualifications for boys to have recognition for their work and achievement.

We have had a project team in operation since March 2011 looking at the challenges that face the school and identifying key areas for development. This work will be finalised in September 2011 and form the basis of a school improvement plan to build on our 2009 education inspection rating of ‘good’.

“Children and young people live in a home where staff provide a good level of care and support. This benefits the children and young people to gain skills and knowledge, to prepare them for adulthood.”



ST. CATHERINE’S SECURE CENTRE

St. Catherine’s provides a nationwide resource for both secure and open accommodation for young people of both genders, ages ranging from 10-17 (10-14 for boys). Our registration to accommodate boys (from November 2010) was a major change in our service provision. We hope to vary our registration for boys further in the near future to offer a service to young people of either gender aged 10-17 years. At St. Catherine’s we provide the full continuum of care on one site, including education and therapeutic support. We are currently going through structural developments which will ensure our service users have access to the latest and most modern facilities.

The resources currently being upgraded include:

- The CCTV system
- The en-suite bathrooms within the secure provision
- The refurbishment of the education unit for young people within the open unit
- The refurbishment of the second open unit - Gerard House
- The refurbishment of the sports hall which will become part of the secure provision
- The development of a new design technology room.

QUOTES:

From a social worker in the Wirral area, April 2010:

“I would also like to take the opportunity to thank all the staff at St. Catherine’s who have worked so hard with J over the past 6 months. We would not be in a position to move J without your patience and persistence. You have been the most stable influence on J for quite some time.”

From a past resident at St. Catherine’s, Feb 2011:

“I did not appreciate it at the time and fought tooth and nail against my confinement. But in truth it saved my life and gave me the opportunity to turn my life around.”

Quote from current residents at St. Catherine’s following a fashion show, facilitated by both staff and young people:

“Tonight was a great night. You made things just right. You turned us girls into a pretty sight. You’re just the best! Tonight was a big test you’ve made me feel so confident. Thank you so much.”

“Tonight was a great night. You made things just right. You turned us girls into a pretty sight. You’re just the best! Tonight was a big test you’ve made me feel so confident. Thank you so much.”
“Tonight has been one of the best nights ever. I just can’t explain how different it’s been even without going out or having a drink! You made such an effort and most people wouldn’t. This letter is just to say thank you and to carry on what you do best - making people smile!”

Looking to the future we are working towards completion of the redevelopment and structural work on site which will be very beneficial to the young people who use the service.

ADOPTION SERVICES

Nugent Care’s Adoption Services assess people wishing to adopt in England or from overseas. We support prospective adopters throughout this process and in family finding. We also support adoptive placements and provide advice and support post adoption to all parties involved in the process. Our work includes helping adopted adults make sense of their early life experiences and possibly tracing members of their birth families. We also provide an advice service on inter-country adoption to local authorities forming Adoption 22 and a Guardian Ad Litem service to some children who are subject to court proceedings in the Isle of Man.

In addition to adoption assessment and placement work we also provide training and support sessions to our adopters. In the last year we have launched a specialised parenting programme and facilitated two fun days for adopters and their children.

2010/11 has been a very successful year for the Adoption Services Team who were involved in arranging 18 domestic adoptive placements with 11 families’. Some placements enabled brothers and sisters to remain together.

In the coming year we are hoping to expand on the support and training provided to adopters, to develop better systems for tracing birth relatives and to enhance our web presence by redesigning our existing website.

SAFEGUARDING

The protection of children, young people and vulnerable adults.

Nugent Care continues to work with the Archdiocesan Safeguarding Department and is an active member of both the Safeguarding Commission and its Risk Management Team subgroup. The Commission, in liaison with statutory agencies, enquires into allegations of abuse or concerns about possible inappropriate behaviours in respect of any person working for the Archdiocese, in a paid or voluntary role. The Commission also advises the Archbishop in relation to safeguarding issues, and ensures clergy and volunteers are aware of, and implement, safeguarding policies and procedures within parishes.

The Catholic Safeguarding Advisory Service (CSAS) in partnership with diocesan safeguarding departments within England and Wales continue to review and update national safeguarding policies and procedures implemented within dioceses. Support is also offered to those who have experienced abuse and those against whom allegations have been made.



SUPPORTING ADULTS

Nugent Care's Adult Residential Services comprise several residential care homes which provide a range of nursing and care options. These include specialist care for older people with mental health problems, people living with dementia, adults with physical and learning disabilities, adults with mental health problems who wish to return to independent living within the community. We also offer services to younger adults with acquired brain injuries, neurological disorders, physical disabilities and or challenging behaviour.

As a champion of Dignity in Care, Nugent Care embeds the principles of the charter in all that we do, treating service users with respect and dignity. Two of our residential homes hold the 'Five Star' accreditation of residential care homes which is the highest accolade achievable in the sector. We are currently working towards accreditation on the Gold Standard Framework to underpin the quality of end of life care offered at Geel and Hitchen Court based in Aigburth.

HOLLYSTEAD

Hollystead Residential Care Home is registered to provide care and support for adults with a learning disability. We support each person by helping them to develop their individual person-centred care plan drawn up with them and their families, these are regularly reviewed. We encourage and support people to make full use of community facilities and develop their own social networks.

At Hollystead our emphasis is on the dignity and privacy of each individual, giving the people we care for the right to make choices and become more independent.



“ Our Community Services include a range of projects for volunteers, community groups, Deaf people and people who are hard of hearing and people who have learning disabilities. ”

- Adult Services

1881 Father Nugent and his supporters founded the Liverpool Catholic Children's Protection society

AINSDALE CARE IN THE COMMUNITY

Ainsdale Care in the Community offers floating support to help promote and encourage independent living for adults between the ages of 18 and 64 with mental health needs.

Our staff work closely with other stakeholders, including; social workers, care co-ordinators, carers and families' to support people who use the Ainsdale Care in the Community project. We currently support 14 individual clients which enables them the opportunity to go on day trips, some have joined a walking group whilst others volunteer at a local luncheon club. Two residents support Southport Football Team and regularly attend games.

We recently organised a small party to commemorate the 1st anniversary of the service and we have received letters of thanks from the families of our service users for the valuable support we provide.

ST. JOSEPH'S

St. Joseph's is a registered care home providing support for 18 adults with an acquired brain injury/neurological disorder.

Support is offered following an individual needs led assessment, through consultation with the service user, their families/ significant other and multi disciplinary teams, promoting choice, diversity, dignity and inclusion.



“ In an average week, our care homes and special schools provide support for hundreds of children, young people and adults. ”

- Our Work Today

GEEL AND HITCHEN COURT

Based in Aigburth, Liverpool, Geel and Hitchen Court, provides long-term nursing care for 28 older people living with dementia. We place our residents, at the centre of the service by providing opportunities for older people to engage in a range of activities and social events promoting mental health and well-being in later life.

The majority of service users live with advanced dementia and are given full support with their physical, intellectual, emotional, social, physiological and cultural needs through to end of life care.

During 2010/11 we successfully produced new ‘About Me’ documentation. The Alpha – BNI Nugent Care monthly business networking group helped to supply us with memory boxes for all service users. The highlight of the year however, for the residents and staff alike, was that we were fortunate to watch our chicks being hatched in time for Easter. We have more recently applied for the Gold Standard Framework and hope to achieve this in the coming year.

MARGARET ROPER HOUSE

Margaret Roper House provides support and care for people living with mental health problems.

Margaret Roper House is a registered nursing/residential home; we function on a support model enabling people to re-establish/learn skills to live within both small communities and outside the Home. We provide services for 23 residents aged between 18 and 65 years of age.

We are proud to publish our successes and celebrations for 2010/11 which include:

- Maximum occupancy maintained throughout the year
- An excellent status given by CQC
- Maintaining our 5 Star Status
- A good retention of reliable experienced staff
- A successful home anniversary event
- Providing a well managed value for money service, as agreed by our partners
- A number of events to celebrate residents’ birthdays



LIME HOUSE

Lime House is a 31 bed registered residential care home for older people. 11 of our beds are registered for specialist dementia care. A person centred approach to care enables people who use our service to maximise their independence and work towards achieving their goals and aspirations.

St Helens Council Contract Monitoring team visited recently, and feedback was positive.

“the home is very welcoming; the residents are encouraged to retain independence by the home having a person centred approach”.

THE BUNGALOW

Set in the grounds of Lime House, The Bungalow offers support to 3 adults with both learning and physical disabilities, offering a comprehensive care package that enables service users to undertake individualised activities appropriate to their goals and aspirations.

The open culture of the home allows the residents to mix together or to enjoy their own individual space. Service users have access and integration into the local community and its facilities. They have their own minibus for outings and decide themselves where they would like to go.

Extensive refurbishments have taken place over the last couple of years, with a new kitchen, bathroom and patio now in place. The patio area will be particularly useful in summer months as it will allow residents the chance to get outside and enjoy their surroundings. Families and friends are encouraged to visit the home to maintain close links with their relatives.



SUPPORTING THE COMMUNITY

Nugent Care's Community Services have for many years been at the forefront of personalised, outcome focussed support for volunteers, community groups, Deaf people, people who are hard of hearing and people who have learning disabilities. These services run alongside support for homeless people and people in need of welfare advice or material aid, and drug intervention support.

All of the community service project teams are pivotal to Nugent Care's response in meeting the challenges of people experiencing reduced life opportunities, and improving health and well being for all. Some of these services are non statutory funded and work closely with our Fundraising Team to engage with the local public and business community to provide much needed funds and raise the profile of social issues in our local area.

The Nugent Care Community Resource Unit, covers a wide range of services, and we are accredited by Liverpool and Sefton Supporting People Programmes. Over the last year we have provided support to over 100 families and 60 individuals, some of whom have successfully launched their own newsletter (SERUS) which service users use to communicate their experiences and achievements.

“*Nugent Care is an organisation which promotes the rights of children and vulnerable adults to be protected from harm or ill treatment of any kind. Our policies, procedures and working practice reflect our commitment to upholding the principles of Safeguarding and promoting the welfare of service users at all times.*”

-Safeguarding



1893 Father Nugent produced his own newspapers reaching 700,00 people

DEAF TEAM

The Deaf Team provides highly specialised support in all areas of spiritual and pastoral life to people who are Deaf. During 2010/11 period we offered support to in excess of 400 people. This included a wide range of services such as hospital visits, signed masses, working with schools in the Archdiocese providing deaf awareness training and basic sign classes to Nugent Care staff and external agencies.

HARD OF HEARING TEAM (Hear Here)

The Hard of Hearing Team provides specialist support and advice to people who have an acquired hearing loss via classes held in St Helens, Liverpool, Skelmersdale, Kirkby and Southport. The classes offer lip reading and online communication training, advice on audiology services, hearing aids and equipment loan schemes. The service also provides a visiting service to isolated hard of hearing people in the Southport area. The team have offered support and advice to in excess of 1500 people in the 2010/11 period.

VOLUNTEER MANAGEMENT TEAM

The Volunteer Management Team provides support and maintains volunteering opportunities both within and outside of Nugent Care. At any one time throughout the year we have had up to 380 volunteers in service. The team offer complete support to volunteers guiding them through their CRB application, matching them with the various community groups, residential projects, the Nugent Care charity shop and headquarter functions to find the placement best suited to their skills and interests.

We also ensure that all volunteers receive the mandatory awareness training, including – Protection of Vulnerable Adults (POVA), Safeguarding Children and Disability Awareness – and offer real opportunities to many marginalised groups to become involved in volunteering. We have developed strong links with many parishes.

COMMUNITY SPECIALIST TEAM (Learning Disabilities)

The Community Specialist Team offer highly specialised sacramental preparation for children with learning disabilities. Seventeen children and families have been involved in sacramental preparation for First Holy Communion. Ongoing Christian formation has been offered to an average of twenty young people with learning disabilities through reflection days and residential retreats.

The team were delighted to host the Annual Faith & Light Celebration of Light in L'Arche Liverpool in February. Over one hundred people attended from groups in Ansdell, Heysham, Walney, Shrewsbury and Stockport.

SINGLE HOMELESS SUPPORT PROJECT

The Single Homeless Project offers support to single homeless people over the age of 18, relating to housing and achieving independence and inclusion in the community. The project also runs a rent deposit guarantee scheme, which secures a bond that provides security to both tenant and landlord in place of a financial deposit for rent. The Single Homeless Team offers support to 28 service users at any one time.

DRUG INTERVENTION PROJECT

The Drug Intervention Project offered specialist support to people recovering from substance misuse who may have had an offending history, to secure and maintain their own tenancy. Each person was allocated a project worker to find a suitable home – this enabled the person the opportunity to successfully maintain their tenancy and live independently.

Unfortunately the project closed in December 2010 due to non continuation of funding.

WELFARE AND MATERIAL AID SCHEME

The scheme supports people who are experiencing hardship to access advice and material aid. We provide practical and emotional support including food parcels, home start packs, nursery equipment and drop-in support at our central office base in Edge Lane Liverpool. The scheme organises pick-ups of donated items, and relies on fundraising appeals throughout the Merseyside area.

FAMILY RESETTLEMENT SERVICE

The Family Resettlement Service works with families who have lost their homes to identify suitable accommodation and assist in negotiations with potential new housing providers. The service acts to empower families to develop the skills, knowledge, strategies and contacts to enable them to maintain tenancies, while also working to prevent homelessness with other families.

LIVERPOOL MUTUAL HOMES FLOATING SUPPORT SERVICE

The LMH Floating Support Service works with single people and families who are at risk of losing their tenancy with LMH. The service acts to empower families to develop the skills, knowledge, strategies and contacts to enable them to maintain tenancies. This is a new and exciting project and is delivered in partnership with local registered social landlord, Liverpool Mutual Homes.

LICHFIELD CLOSE - SUPPORTED LIVING SERVICE

Lichfield Close provides round the clock and tailored support to adults with learning disabilities and associated needs within a purpose built bungalow. The service is underpinned through our registered domiciliary care service and in 2010/11 we supported tenants through outcome focused person-centred support planning. Tenants are benefitting greatly from the personalised support, high quality living environment and opportunities in the wider community.

THE GARDEN PROJECT

The Garden Project provides a diverse range of horticultural activities for adults over the age of 18 with learning disabilities living within the Wigan area. The project has a strong reputation for the quality of its work and includes activities such as ground maintenance, growing fruit and vegetables, potting plants, contract work and voluntary/conservation work.

We assist service users to acquire a range of skills and techniques, and they fully participate in the work of the project.



BOLTON COMMUNITY SERVICE

Bolton Community Service provides support to adults with complex learning disabilities who live in the Bolton area. We currently operate from Monday to Friday from 8.45am – 4.10pm however we are able to meet people’s needs from 8am – 8pm Monday to Sunday. We provide transport to and from the services and an escort is provided. We currently have five specially adapted and equipped mini-buses to support this service.

The individuals are supported with various indoor and community based activities in line with their Person Centred Plans and assessed needs. Availability of places within the service is in line with Bolton Councils referral system however we are able to support places which are paid for by an individual budget.

We currently have two bases within Bolton, one of which is located in Horwich and the other in Farnworth but we are looking towards amalgamating these to just one site in the near future. The support team are highly skilled and trained to meet people’s specific care and support requirements. Other specialised training can be obtained if the need arises.

In addition to the above we are also domiciliary registered to provide support to people with a learning disability within their own homes and the wider community. This service operates 24 hours a day Monday to Sunday including sleep-in and waking-night. Self referrals are taken and funding for this service can be paid for via your individual budget.

During 2010/11 we provided day provision to 22 individuals and home care to one individual. The main achievement for this year was that we successfully registered with the CQC and we started providing home care to one individual from our Bolton service. We are looking to fully market our services in the coming months to gain

new customers and to publicise our services throughout schools and local authority events and functions.

ST. EDMONDS ROAD PROJECT

Based in Bootle, the St. Edmonds Road Project provides support for tenants with mild/moderate learning disabilities. 2010/11 Saw the service support 11 service users to meet the terms of their tenancies, acquire household skills, and achieve high levels of independence and inclusion within the community. The project also provides an outreach service within the local community to a maximum of 30.

INDIVIDUALISED COMMUNITY SERVICE (ICS) LIVERPOOL AND WIGAN

This service provides 1:1 or 2:1 support for adults with learning disabilities who may have additional support needs, to access a full range of activities in the local community in the Liverpool or Wigan areas. We work in consultation with the service user and their family to draw up a support plan tailored to the service users needs and preferences. On completion the individual accesses a range of activities giving them the opportunity to achieve their own goals.

In 2010/2011 the service supported 32 people in the Liverpool area and 19 in the Wigan area.

Service users and staff at Liverpool settled well into our new premises, hosted by our partners Local Solutions.

FUNDRAISING

The Fundraising Team works to provide fundraising support to Nugent Care's services and projects. Our fundraising events have included the annual Phil Thompson Golf Classic, a challenge event to climb the UK's three highest mountains in 24 hours, a bikeathon, corporate games and quiz nights.

We appreciate all of the help given to us by our supporters in running and taking part in these events. We would particularly like to thank our patron Phil Thompson. During the year Phil has attended many of our events and is our guest speaker at the golf tournament, we value and appreciate the time Phil gives to support Nugent Care.



“Nugent Care, in progressing the inspiration of Father Nugent, a Catholic Priest and Founding Pioneer, will continue its history and culture of being at the forefront of, responding to, and representing people's needs.”

- Our Mission

CHARITY OF THE YEAR

We were very fortunate during the year to have two corporate supporters, Kirwans Solicitors and Staybridge Suites. Both companies have been very generous with their support. Not only have they organised fundraising events but they donated many prizes for us to auction and raffle. Tesco's in Allerton Road seconded a member of staff for one day a week to help in our charity shop. They donated unused stock and have supported us with fundraising events. We are very grateful for their help and advice in the setting up of the charity shop.

Sir Terry Leahy – former CEO from Tesco supported the Hear Here project with a grant for the Old Swan class. It was due to help from Sir Terry that Tesco became involved with our charity shop. This help has enabled us to reach out and support vulnerable people in our communities.

Our corporate supporters from Alpha – BNI group and the Nugent Care monthly business networking group have enabled us to help Geel and Hitchen Court nursing home with memory boxes for all service users. During 2010 we launched a new White Goods Christmas appeal to support homeless people move into accommodation. Many of our corporate supporters helped with this appeal. The parishioners of St Aidan's Winstanley in Wigan took the appeal to their hearts and raised several thousand pounds for homeless people. Sincere thanks to the Mary Strand Trust who have supported our work with people with learning disabilities through grants.

Our schools and parishes support us with parish collections and the Good Shepherd appeal. We are very grateful to all the schools, parishes, teachers and parents for their continued support and creativity. This year for instance some teachers dressed up as Goths and taught all day in their fancy dress costumes! Many children made cakes or organised sponsored events and it was wonderful to see so many children (some dressed as lambs!) attend the Good Shepherd masses in the Cathedral and St. Mary's Leyland.

Thanks to our staff and volunteers who have helped with our fundraising by climbing Britain's three peaks in 24 hours (they made it with 22 minutes to spare!) Staff have also dressed up as the Incredible Hulk, ran in the Pancake Dash and taken part in the Corporate Cup 5k race. Special thanks to all our supporters and donors. We cannot express how much we appreciate their kindness. Each and every donation no matter how large or small enables us to improve the lives of those we serve.

Despite a difficult economic climate our supporters, staff and volunteers have continued to support the valuable work of Nugent Care. We know that the next year we will face similar economic challenges but we are determined to face these challenges with energy and commitment to achieve our fundraising targets.

We are always keen to meet supporters and look at new ways to generate income. If you would like to find out more we would be delighted to meet you.



FINANCIAL STATEMENT

Income and expenditure and other gains and losses

FOR THE YEAR ENDED 31st MARCH 2011

OPERATIONAL INCOME	31/03/11	31/03/10
VOLUNTARY AND OTHER GENERATED INCOME		
Voluntary income	480	287
Charity shop	55	-
Investment income	295	332
INCOME FROM SERVICES		
Children’s, Adult’s & Community Services	748	734
Special Schools	7,635	7,644
Residential Homes and Individualised Day Support Projects	11,397	12,400
Miscellaneous	5	6
Total operational income	20,615	21,403



OPERATIONAL EXPENDITURE	31/03/11	31/03/10
COSTS OF GENERATING INCOME		
Fundraising and publicity	145	113
Charity shop	48	-
EXPENDITURE ON SERVICES		
Children’s, Adult’s & Community Services	1,190	1,197
Special Schools	7,779	7,414
Residential Homes and Individualised Day Support Projects	11,595	12,116
Governance costs	98	68
Total operational expenditure	20,855	20,908
Operating (deficit) / surplus	(240)	495

NON-OPERATIONAL INCOME AND EXPENDITURES AND OTHER GAINS / LOSSES	31/03/11	31/03/10
Proceeds from sales of properties	400	209
Increase in market value of investments	452	2,229
Defined benefit pension scheme adjustments	3,532	(3,205)
Fund balances	-	(55)
Net movement in funds	4,144	(327)
Total funds brought forward	7,728	8,055
Total funds carried forward	11,872	7,728

BALANCE SHEET AT 31st MARCH 2011

FIXED ASSETS	31/03/11	31/03/10
Tangible assets	7,436	7,323
Investments	11,124	9,702
	18,560	17,025

CURRENT ASSETS	31/03/11	31/03/10
Debtors: amounts falling due within one year	1,188	1,220
Investments	33	37
Cash at bank and in hand	9	30
	1,230	1,287

CREDITORS	31/03/11	31/03/10
Amounts falling due within one year	(3,261)	(2,395)
Net current assets / (liabilities)	(2,031)	(1,108)
Total assets less current liabilities	16,529	15,917
Provision of liabilities	(4,657)	(8,189)
Net assets	11,872	7,728

“Nugent Care has provided services to those in need for over a hundred years. To maintain and develop our work funding is needed.”



FUNDS	31/03/11	31/03/10
UNRESTRICTED FUNDS		
General	(2,193)	(1,358)
Designated - tangible fixed asset fund	7,436	7,323
Designated - investments fund	11,124	9,702
Designated - repairs / equipment renewals fund	-	102
Pension fund	4,657	8,189
	11,710	7,580
Restricted funds	162	148
Total funds	11,872	7,728

DIRECTORY OF SERVICES

HEAD OFFICE

99 Edge Lane
Liverpool
L7 2PE
Chief Executive: Kathleen Pitt
Tel: 0151 261 2000

FUNDRAISING

Head Office
99 Edge Lane
Liverpool
L7 2PE
Main contact: Marie Reynolds
Tel: 0151 261 2049

CHILDREN & YOUNG PEOPLE

Residential & Schools

Nazareth House Children’s Villa
Liverpool Road
Crosby
Liverpool
L23 0QT
Main contact: June Tully
Tel: 0151 928 6418

Clumber Care
88 Victoria Road
Freshfield
L37 1LP
Main contact: Sister Benedicte
Tel: 01704 872210

Clarence High School
West Lane
Freshfield
Merseyside
L37 7AZ
Main contact: Carol Parkinson
Tel: 01704 872151

Nugent House School
Carr Mill Road
Billinge
Wigan
WN5 7TT
Main contact: Peter Barron
Tel: 01744 892551

**St. Catherine’s
Secure Centre**
Blackbrook Road
Blackbrook
St. Helens
Merseyside
WA11 9RJ
Main contact: Marie Higgins
Tel: 01744 606119

**Nugent Care
Adoption Services**
6 Chain Lane
St Helens
Merseyside
WA11 9RA
Main contact: Martin Sadler
Tel: 0845 270 3531

Safeguarding
LACE
Croxteth Drive
Liverpool
L17 1AA
Main contact: Des Bill
Tel: 0151 522 1043

ADULT SERVICES

Residential

Hollystead
14 Old Mill Lane
Wavertree
Liverpool
L15 8LN
Main contact: Sylvia Youds
Tel: 0151 722 7874

Margaret Roper House
447 Liverpool Road
Birkdale
Southport
PR8 3BW
Main contact: Fred Busgeeth
Tel: 01704 574348

Ainsdale Care in the Community
447 Liverpool Road
Birkdale
Southport
PR8 3BW
Main contact: Karen Moore
Tel: 07917 101783

St. Joseph’s
Woodlands Road
Aigburth
Liverpool
L17 0AN
Main contact: Linda Corcoran
Tel: 0151 729 0888

Geel & Hitchen Court
Woodlands Road
Aigburth
Liverpool
L17 0AN
Main contact: Jacqueline Bacon
Tel: 0151 729 0117

Lime House
Newton Road
Lowton
Warrington
Cheshire
WA3 1HF
Main contact: Kath Hurst
Tel: 01942 674135

The Bungalow
346b Newton Road
Lowton
Warrington
Cheshire
WA3 1HF
Main contact: Kath Hurst
Tel: 01942 676555

COMMUNITY SERVICES

**Volunteer Management and
Specialist Disability Team**
Head Office
99 Edge Lane
Liverpool
L7 2PE
Main contact: Jane Rigney
Tel: 0151 261 2042

Community Resource Unit
Head Office
99 Edge Lane
Liverpool
L7 2PE
Main contact: Mike Richmond/
Zoe Jackson
Tel: 0151 261 2000

**Lichfield Close Supported
Living Service**
20 Lichfield Close
Netherton
Merseyside
L30 1PU
Main contact: Dave Clarke
Tel: 0151 706 9530
Team Leader: Dagmar Douglas
Tel: 0151 525 7500

Garden Project
Lime House
Newton Road
Lowton
Nr Warrington
WA2 1HF
Main contact: Dave Clarke
Tel: 0151 706 9530
Team Leader: Chris Gunnill
Tel: 01942 605317

St. Edmonds Road Project
7 St. Edmonds Road
Bootle
L20 7AJ
Main contact: Dave Clarke
Tel: 0151 706 9530
Team Leader: Dagmar Douglas
Tel: 0151 944 1671

**Liverpool Individualised
Community Service**
Local Solutions
Mount Vernon Green
Hall Lane
Liverpool
L7 8TF
Main contact: Dave Clarke
Tel: 0151 706 9530

DIRECTORY OF SERVICES

**Wigan Individualised
Community Service**
17–19 Wigan Lane
Wigan
Lancs
WN1 1XR
Main contact: Dave Clarke
Tel: 0151 706 9530
Team Leader: Karen Johnson
Tel: 01942 733 205

Bolton Community Service
Mill Street,
Farnworth,
Bolton
BL4 7BH
Main contact: Leah Jemson
Tel: 01204 579378

**Nugent Community Choices
(Bolton)**
Mill Street,
Farnworth,
Bolton
BL4 7BH
Main contact: Leah Jemson
Tel: 01204 579378

**Nugent Community
Choices (Sefton)**
Local Solutions
Mount Vernon Green
Hall Lane
Liverpool
L7 8TF
Main contact: Dave Clarke
Tel: 0151 706 9530

Nugent Care Charity Shop
73 Alerton Road
Mossley Hill
Liverpool
L18 2DH
Main contact: Jeanette Burnett
Tel: 0151 737 2951



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Pioneer, will continue its history and culture
of being at the forefront of, responding to,
and representing people’s needs.”

- Our Mission

CAN YOU AFFORD £1 A WEEK?

A regular weekly donation of £1 is an invaluable support to us. Please consider filling in the standing order form. Your donation allows us to plan for the future and maintain our support to Merseyside’s most vulnerable people. Are you a UK Taxpayer? If so please sign the Gift Aid Declaration and return it with your Standing Order Form to make your contribution work harder. Any donation will make a difference to people’s lives!

STANDING ORDER FORM

Send to:
Nugent Care, 99 Edge Lane, Liverpool L7 2PE | HSBC Bank PLC, 4 Dale Street, Liverpool

£ _____ each week ☐ month ☐ quarter ☐ year ☐

Until further notice and debit my account number: _____ Sort code: _____

Bank name & address: _____ Signed: _____

Gift Aid declaration (Please use block capitals):

Name & address: _____ Post code: _____

Please treat as Gift Aid all donations I have made since 6th April 2011 and all donations I make thereafter until I advise otherwise:

Signature: _____

Notes: 1. You should be paying an amount of income or capital gains equal to the amount of tax we reclaim on your donations. 2. Please remember to notify us if your circumstances or address changes and you are no longer a tax payer. 3. You may cancel this declaration at any time in writing to us. Your details will be held on a database. This information is confidential and is not passed to any agencies outside Nugent Care. If you would prefer not to be included on this database, please tick here.

A LEGACY FOR NUGENT CARE

How can you help us? More and more people are leaving gifts to help other less fortunate than themselves and one of the most tax efficient ways of giving is by leaving a legacy. There are several different types of legacy and your solicitor can help you choose one according to your personal circumstance. Legacies left to charitable organisations will be free of inheritance tax.

- Residuary bequest**Is a gift of the remainder of the estate after all other responsibilities have been met.
- Pecuniary bequest**Is a gift of a specified amount of money or monies-worth (i.e. shares) left to Nugent Care.
- Specific bequest**Is a gift of a particular item for example a house, a piece of jewellery or an antique.
- Contingent bequest**Is a gift that depends on the occurrence of an event, which may or may not happen, is known legally as contingent bequest. An example is; a bequest to a charity which applies only if other beneficiaries named in the Will die before the person who made the Will.
- In memory donations**You may like to specify that if anyone makes a donation in your memory, it should be to Nugent Care. We can send you a special form requesting this, which you can then keep with your Will.

- No gift is too small.
- ☐ I would like to help ensure the future of Nugent Care by bequeathing a legacy in my Will.
 - ☐ I would like further advice on bequeathing a legacy.

Name & address: _____ Telephone No: _____

Please return this form to: Nugent Care 99 Edge Lane, Liverpool L7 2PE Tel: 0151 261 2000 www.nugentcare.org Registered charity number 222930



Nugent Care

99 Edge Lane
Liverpool
L7 2PE

Tel: 0151 261 2000

Fax: 0151 261 2001

Email: info@nugentcare.org

Minicom: 0151 260 4366

www.nugentcare.org

Registered charity number: 222930

Follow us on:

