

# Annual Review 2018

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# Welcome

## Message from our Chairman and Chief Executive

Having steered the charity for almost seven-years on a voyage of excellence, in June 2018 Lt Col Steve Conway RM passed the Erskine tiller to Wg Cdr Ian Cumming, a former RAF Regiment officer, with experience in charitable and commercial care. However, throughout 2018, Erskine largely followed the course set by Steve and the Board - striving to remain a pre-eminent centre of excellence for care and support - whilst making some careful adjustments in response to the changing needs of Scotland's Veterans.

The important things remain unchanged. For example, we are delighted that Erskine's reputation for quality, person-centred care has been upheld. The Erskine Home and Erskine Park Home were both assessed by the Care Inspectorate during the year. Both homes were rated "6: Excellent" for the way in which we plan and deliver our services to enhance our residents' experience of care, in a homely environment.

Erskine's Home Managers, Care, Housekeeping and Support staff have again earned high praise from visitors and relatives for their splendid work. Our specialist Queen's Nurse, Dementia Nurse Consultant and Advanced Nurse

Practitioner (ANP) continue to offer sterling specialist support to colleagues ensuring residents are provided with the most compassionate and proactive care possible. Our new ANP trainee, will help us enhance and extend that support. All teams are further enabled and empowered by Erskine's innovative care management technology, which has received commendation during evaluations and visits.

A key component of Erskine's care is the stimulating activities that we offer to our residents. The games, outings and events that our activities staff and volunteers arrange, help residents to enjoy life and to socialise with other Veterans - sharing a common language and proud heritage. Last year, we trialled extension of that support to Veterans in the wider community, who might be at risk of loneliness and social isolation. One year on and our Reid Macewen Veterans Activity Centre, with its "life-changing and life-saving" services, is thriving. With over one hundred Veteran members, the Centre has reached capacity. We now plan to enhance the Centre and its capacity whilst actively researching other regions and venues across Scotland, where more Erskine Centres can bring all Veterans together to enjoy

meaningful recreational activity and training, helpful advice and friendship.

We gained insights into the difficulties faced by younger Veterans, through our support to the Army Personnel Recovery Centre at the Erskine Edinburgh Home. Many are returning to Scotland and leaving the military unexpectedly - often whilst facing some significant life challenges. So, in July 2018, we initiated the construction of twenty-four Single Living Apartments within our "Veterans Village." Due for completion in Autumn 2019, these apartments will offer younger Veterans a temporary safe base within which to recuperate, reflect and re-train as they prepare for the next chapter of their lives. In addition to socialising and getting advice at the Activity Centre, they can also access employment training and support from our tenants and partners at Scotland's Bravest Manufacturing Co (SBMC). A social enterprise of Royal British Legion Industries, SBMC provides Veterans with specialist machining, engineering and service industry skills, with which to impress potential employers.

Our Veteran family accommodation in the forty-four cottages at Erskine also remains



Left: Robin Crawford, Chairman. Right: Ian Cumming, Chief Executive

very popular, with a well-planned renovation programme in place. The completion and almost instantaneous occupation of our five Assisted Living Apartments was particularly pleasing. Abutting The Erskine Home, the apartments offer comfortable living for fiercely independent Veterans who would still like to know that friendly company and expert assistance is on hand, should they need it. Demand and evident need for these apartments will influence how we might adapt and develop our “Veterans Village” to continue to meet the wide-ranging needs of a broad age range of Veterans in the future.

All of our work in 2018 has involved compassionate teamwork. We are very proud of our Erskine heritage and the level of excellence we have

achieved in all our endeavours. We owe a debt of gratitude to all staff and volunteers who make Erskine’s reputation so admirable. We could neither deliver the care and support we do, nor fund our charitable activities, without their remarkable drive and commitment.

We have a growing awareness that we should collaborate more widely to share our expertise and insights with colleagues in charity, medical and government sectors. We are now increasingly involved in think tanks, policy groups and joint projects on excellence in care and support. We do this, not for ourselves, but to ensure that Veterans and their families across all of Scotland receive the care and support services they deserve, in return for the Service they gave. In 2019 and going forward, we will

strive to collaborate nationwide in shaping, influencing and delivering the outstanding care and holistic support that Veterans in Scotland require.

Robin Crawford, Chairman

Ian Cumming, Chief Executive

# Care

During 2018 the Care Inspectorate introduced a new inspection regime, based around the new Health & Social Care Standards, although they retained the same six point scoring matrix. We were thrilled when two of our Homes who were inspected against these new standards were awarded grade 6 (excellent) in the two themes inspected. The inspections noted the excellent environments, which have a warm homely feel to them, the detailed knowledge staff have of our residents and the way they can deliver care, alongside our residents, in a way that maximises the resident's abilities, rather than focuses on what cannot be done. Of significance to us was the recognition of various parts the whole team plays. Each colleague delivers significant care enhancing activities, whether that is housekeeping, porters, catering, administrative staff as well as those delivering care more directly. The use of our Omi Vista Interactive Tables were noted as engaging and fun to use.

Development remained the key theme within the Care Directorate throughout 2018. Development of the environment across our four homes as well as development of staff and development of roles. During 2018 we saw the completion of our sunrooms in Yarrow House and Red Cross House, with accompanying terraces in Pearson and McKellar Houses. We are looking forward to using them to their fullest potential in 2019. Erskine Park saw the completion of

the sunroom at the front entrance to the Home, a development which added over a third more space for activities and concerts. At The Erskine Home we completed our dementia - friendly gardens in Haig and Ramsay Houses. While both gardens have water features incorporated in them, Ramsay House includes an all-weather sports area whereas Haig House features a central gazebo for residents to enjoy. During the year, in recognition of the increased number of our residents who are living with dementia, we converted Yarrow House into a specialist dementia care House.

The annual Erskine Motorbike Meet saw over 5,000 visitors to our Bishopton estate, with over 800 bikers in the parade. It was a delight to see residents lead the cavalcade round the town of Erskine in cars donated again by MET Wedding Cars. They were joined by residents on our adapted bikes as the procession entered the estate for the final journey down the drive.

In terms of leadership structure we have added Clinical Lead posts to both Erskine Glasgow and Erskine Park Homes. The Clinical Lead post supports the Home and House Managers in leading the delivery of care within their Home. They take on leadership of specific aspects of care e.g. the electronic medicines management system, the content of the care plans and such like critical aspects of our services. Supporting staff with the electronic medicines system, we

introduced a new Quality Improvement Assistant/trainer post who will work alongside the staff in developing expertise as well as tailoring the system to our specific needs. During the year we also introduced mobile phone technology to support staff, enabling them to record care interventions nearer to the point of contact with residents. This has resulted in a richness to the content of our care records.

The Advanced Nurse Practitioner (ANP) role we introduced in 2017 has proven to make a significant positive contribution to the care of our residents. This was accentuated in July when, with the support of Renfrewshire Health & Social Care Partnership, we were able to introduce prescribing to the ANPs role. Being able to prescribe timeously has significantly reduced the response time from diagnosis to commencement of appropriate treatment. The role has been so successful that we will be, with the support of the Armed Forces Covenant Fund Trust, introducing a Trainee Advanced Nurse Practitioner post in 2019.

During the year we were delighted when our ANP won an award for Innovation at the Acute Care Advanced Practice Conference and Awards, which was followed a few weeks later with the accolade of Scottish Care, Nurse of the Year. We were also proud to see our Home Manager in Erskine Park Home successfully complete a nine month development programme

and being awarded the title 'Queen's Nurse' from the Queen's Nursing Institute Scotland – each title certificate was signed personally by Her Majesty.

In our 2017 report we noted the joint work, as part of the Unforgotten Forces consortium, with Luminare Scotland and the Artists in Residence project. Before leaving Erskine Park to move to Erskine Glasgow and then Erskine Edinburgh, the artists and residents created an outdoor art exhibition along the cycle path at our Bishopton campus. An inspirational display of art graced the path from mid-summer onwards, rewarding the many visitors who walked or cycled the path with a variety of pictures, sculptures and poetry as they made their way through the woods.

Working with the Royal College of Nursing Scotland we took part in two videos showcasing the valued and essential work that health care support workers undertake. This gave the staff involved the opportunity to visit the Scottish Parliament and meet with members of the Health & Sports Committee (as well as visit the debating chamber).



Top to bottom: New Sunroom at Red Cross.  
Artist in Residence Projects. Care Staff using  
the new Medical Management System.  
Staff visiting the Scottish Parliament

# Their Story: Agnes MacLeod, Army



Born in 1922 Agnes MacLeod, an Isle of Skye native, made the move from island life to the mainland to commence nursing training. In 1945, once her training was complete, Agnes joined the Queen Alexandra's Royal Army Nursing Corps, just as WWII was coming to an end.

Agnes served for six years, spending time in Woolwich before serving in Hong Kong for three years. She also served in York and Germany in the late 40's and 50's.

Agnes was very proud to have nursed Chelsea Pensioners during her service and always mentions them when you speak to her. She fondly looks out for them on Armistice night on the TV and thinks it is wonderful to see them.

It was a pleasure for Agnes to nurse the troops, she was very keen on The Army and her time serving was a happy one. She served for six years as Captain before marrying John, a Marine Superintendent from the Isle of Skye. She decided then to end her military career. Had Agnes not married she would have happily continued her career in the Army.

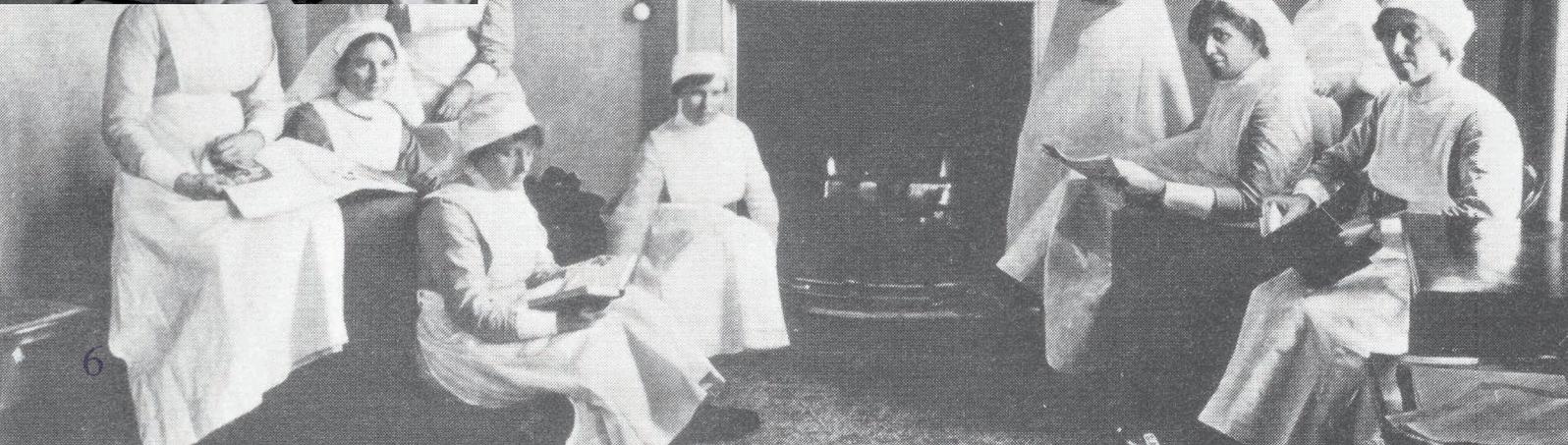
*"I had many happy days in the Nursing Corps, it was wonderful! I was able to treat Servicemen and travel the world, what more could you want?"*

Agnes went on to have two children, a boy and a girl, and her role as mother soon took over.

When the time came for Agnes to move to a care environment she knew Erskine was where she wanted to be, having spent years caring for Veterans herself.

In February 2018 Agnes came to Erskine and has been enjoying life as a resident ever since. To her Erskine is a wonderful place.

*"I've been here at Erskine for a year now and I can definitely say that had I gone anywhere else I don't think it would have been as good. It's a wonderful place, there's always something to be doing."*



# Their Story: John Graham, Navy



John Graham was born in Glasgow in 1929 before moving to spend his childhood in Portsmouth. Coming from a proud line of John Grahams who all served, he decided to follow in his Father's footsteps, and at the age of 16 he signed up to live the Navy life, taking with him his worldly possessions wrapped in a brown paper parcel.

John's Navy career as a stoker mechanic took him all around the world experiencing countries like Norway, Seychelles, India and Korea whilst he served on 8 different ships including HMS Duke of York, HMS Kenya, HMS Start Bay and the Destroyer HMS Penn.

Having lost the sight in one eye, John was forced to leave the Navy at age 25. John missed his life at sea and soon decided to enlist in the Merchant Navy, which regularly took him as far afield as South Africa, America and Canada.

John's service sometimes took him away from home for as long as 18 months at a time, missing valuable years of his children's development and upbringing. However they were always delighted to see him

return and see what treats he had brought them from distant lands.

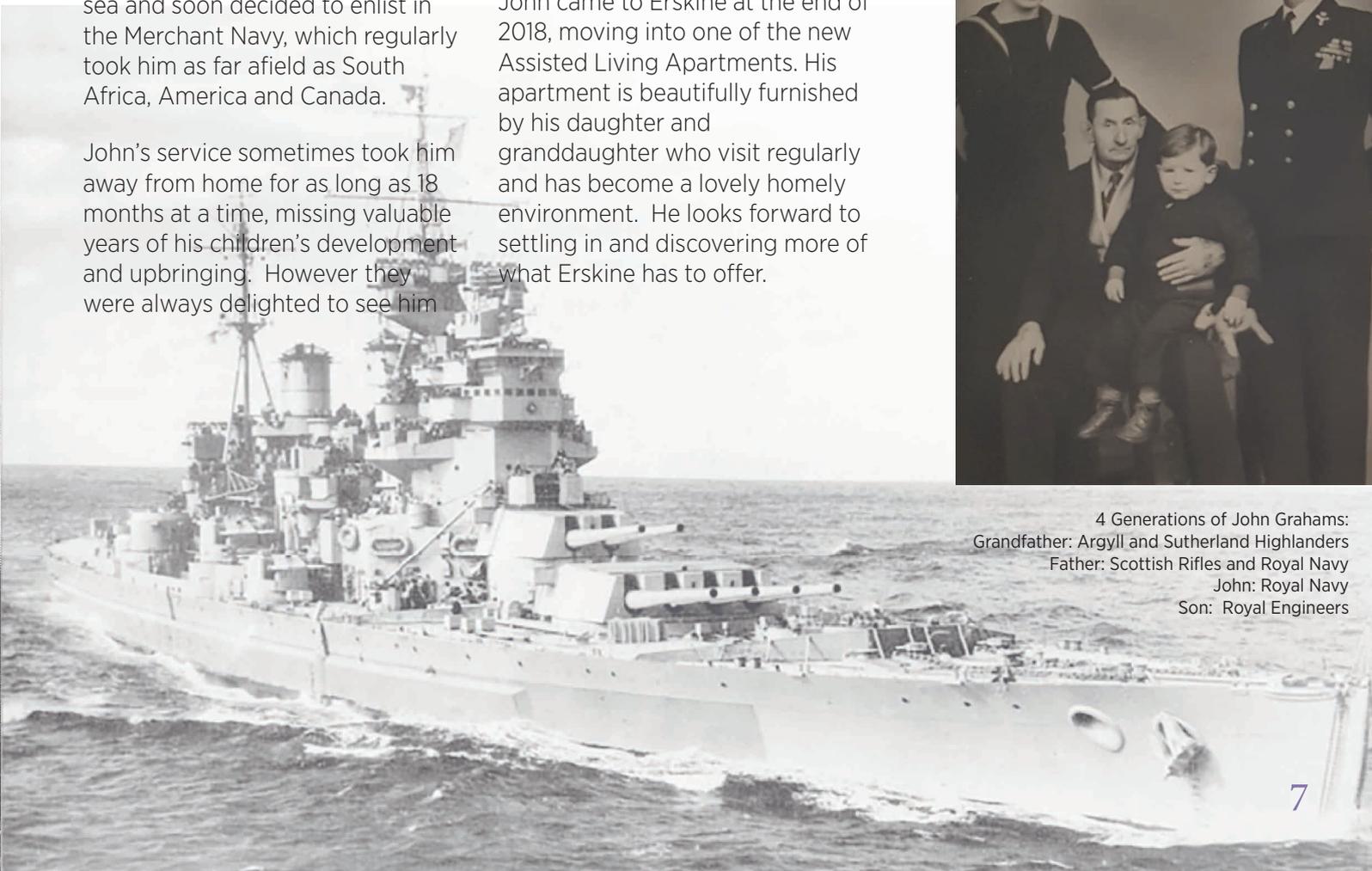
John enjoyed the Navy life and the experiences he gained through his years at sea. John often looks back at his time on HMS Kenya when he was due to be on the ship that escorted Prince Philip and Princess Elizabeth on her tour from Mombasa in Africa to the Cocoa Islands in the South Pacific. Sadly just before they were due to set off King George passed away and Elizabeth returned home to become Queen. From there he headed to the Seychelles which eased his disappointment.

John was awarded the Korean, United Nations and General Service medals during his service,

John came to Erskine at the end of 2018, moving into one of the new Assisted Living Apartments. His apartment is beautifully furnished by his daughter and granddaughter who visit regularly and has become a lovely homely environment. He looks forward to settling in and discovering more of what Erskine has to offer.



4 Generations of John Grahams:  
Grandfather: Argyll and Sutherland Highlanders  
Father: Scottish Rifles and Royal Navy  
John: Royal Navy  
Son: Royal Engineers



# A Year of Recognition and Reward

2018 has been a remarkable year. Erskine staff and volunteers have enjoyed a year of well-deserved recognition of their unstinting devotion and commitment to our Veterans Community.

Recognition of staff achievement was at an all-time high in 2018. Our Advanced Nurse Practitioner Jennifer Boyd, courtesy of her peers, was Erskine's winner of the Creativity & Innovation category in the annual President's Awards; the worthy winner of the Innovation award from ACAP Scotland and finally the ultimate accolade of 'The Nurse of the Year' title at the Scottish Care Awards.

It was also a very special moment for Erskine when the Queen's Nursing Institute Scotland (QNIS) awarded Lesley Wylie, manager of the Erskine Park Home, a prestigious Queen's Nurse Award and the Director of Care, Derek Barron, a Fellowship. Both Awards were extra special as it was the first time for 50 years that such Awards had been given.

Our Long Service Awards for staff and volunteers recognised both

the contribution and dedication of our people and it was our pleasure to mark the anniversary of their service. Our Chief Executive Ian Cumming MBE was delighted to host the event with Chairman Robin Crawford presenting the awards.

Erskine President, The Right Honourable Lord Provost of Glasgow Eva Bolander, presented the awards in the annual "President's Awards" recognition programme. Winners, staff and volunteers were nominated by their peers. The exceptional standard of nominations received proved beyond all doubt our people continue to consistently "walk that extra mile" for Erskine.

Staff development is ongoing at Erskine. Front facing staff as well as those less visible are fully engaged, skilled and knowledgeable in their areas, consistently developing, upskilling and demonstrating best practice where possible. Our commitment to the Excellence Framework, made up of four levels of dementia training - Informed, Skilled,

Advanced and Expert - works hand in hand with our Age Simulation programme. Other training includes CPD, NMAHP, iCare, eMar, SVQ II, III & IV in Health & Social Care, SVQ in Hospitality and Business Administration, Midas, IT, Coaching and e-Learning modules, contributing to a high level of excellence in all areas.

As we continued to maintain our core staff base we were delighted to welcome 78 new staff members, all of whom participated in our comprehensive induction programme designed to integrate staff into the working world of Erskine at the earliest opportunity.

Ten new Modern Apprentices joined Erskine in 2018. We now have 13 apprentices across care, catering and business administration. Our ongoing collaboration with the West College Scotland provides our apprentices with the best introduction to their chosen profession. In addition, employees benefit from the valuable partnerships we have cultivated over the years with Job Centre Plus, Napier University, West Lothian College, University of West of Scotland and Skills Development Scotland.

Throughout 2018 we continued to promote employee relations through partnership working with our recognised Trade Unions, Unison and RCN. We continue to provide appropriate terms and conditions, policies and a fair and equitable job evaluation scheme based on equal pay. The success of the partnership was evidenced



Director of Care, Derek Barron receiving his fellowship



Erskine Park Home Manager, Lesley Wylie receiving her Queen's Nurse Award

by the results of recent negotiations where our staff were awarded a comparable pay deal to that of their NHS colleagues.

Staff communication channels were enhanced with the introduction of the staff social media platform Workplace and Workplace Messenger. Over two thirds of employees use the platform to engage and collaborate with colleagues across Erskine. Another opportunity for expressing views was afforded to employees with the 2018 Employee Engagement Survey in which 53% of staff participated.

The Erskine Health and Wellbeing programme continued throughout 2018 with ongoing initiatives such as the ever popular Cycle2Work, Step Challenge, Yoga, daily fresh fruit and updates on various health topics.

Erskine's wider strategy of converting to technological solutions across the organisation saw the implementation of an e-Rostering/e-Timesheet system. This is now fully operational across all four homes integrating seamlessly with the existing HR/ Payroll Cascade system.

As we continue into a New Year, working as a team, we remain firmly anchored to our values of Communication, Accountability, Respect and Excellence which are the solid foundation our renowned high standards derive from. In the future Erskine will continue to follow the path of so many before, caring with devotion and dedication for those who have sacrificed so much for our freedom.

## Communication Accountability Respect Excellence

### VALUE 1

We encourage communication and an honest, open culture

### VALUE 2

We take responsibility for the way we behave and are accountable for the work we do

### VALUE 3

We respect ourselves and those around us

### VALUE 4

We strive to deliver the highest standards of excellence in everything we do

President's Award Winners 2018



# Facilities

Our Facilities team managed to ensure the completion of our dementia - friendly gardens in Haig and Yarrow Houses, which allow our residents to enjoy the lovely surroundings in a safe and stimulating environment.

At the same time in Edinburgh we constructed an allotment garden to allow the residents to grow their own vegetables. These supplement the catering staff's menus and provide them with fresh, home grown produce. The multi-purpose surface area was also completed at Edinburgh and allowed the residents to enjoy the summer weather and take part in some outdoor activities.

Our Assisted Living Apartments were built over the summer, along with sunrooms within The Erskine Home and at Erskine Park Home. The sunrooms provide residents with a bright airy facility making best use of some underutilised space at Yarrow, Red Cross,

McKellar and Pearson Houses. On the upper floor of each sunroom there is also an outdoor balcony which will be an excellent facility throughout the summer months.

The Assisted Living Apartments have been named Kimberlea House, as requested by our benefactor Keith O'Donnell, and provides five modern apartments connected to the Erskine Home. These allow Veterans to live independently with access to some level of support on the Erskine estate. They were completed in October and were fully occupied on 1st November, with a long waiting list.

We started construction of our new Single Living Apartment block which is due for completion in Autumn 2019. We plan to offer accommodation to 24 Veterans of working age with a view to helping them transition into life after the Forces.

Our new laundry was completed in December 2018 and it allows us to provide an improved service to our residents in Erskine, Park and Glasgow Homes, ensuring they are always provided with clean linen and personal items.

Our porters transported 150 residents to hospital appointments, delivered 20 tonnes of products from stores to the homes and checked and maintained 56 vehicles amongst many other things.

Our catering staff provided 3 meals per day for over 1000 residents throughout the year.



Above: New Sunroom at Erskine Park Home  
Below: Kimberlea House







2018 has been a busy year for all residents and staff within The Erskine Home. Amongst the changes we have seen the amazing upgrades to the garden areas of Haig and Ramsay House, as well as the refurbishment within the Houses which occurred with minimal disruption to residents thanks to the team approach within the Home. Our colleagues from estates, support services, contractors, activities and House

## The Erskine Home

staff ensured the smooth transition which has culminated in residents enjoying more comfortable and modern accommodation.

During the course of the year we have seen a total of 242 residents admitted either for long term or respite care, with 85% of the resident population aged over 80 years old. The weekly summer outings to Castle Semple continued to be very popular and we saw an increase in the number of residents who participated in the Sporting Senior Games competition in September. We also introduced some new activities including weekly art classes and

Lingo Flamingo which sees our residents becoming more fluent in French conversation. We have also further developed our intergenerational relationship programme with local schools and nurseries which has been beneficial for both the children and residents participating.

Finally it was with immense pride that representatives from all staff groups listened to the fantastic feedback from one of our regulators, the Care Inspectorate, with the Home being awarded 6's for both the quality themes that we were inspected against.

## Erskine Glasgow Home

Erskine Glasgow enjoyed another successful year in 2018. Generally occupancy was at 100% and the quality of care the Home provided was recognised by The Care Inspectorate awarding grades of "very good" for all areas of inspection.

The residents of the Home enjoyed a full and varied programme of activities throughout the year. Especially successful were the weekly music therapy sessions, in partnership with Nordoff Robbins, which involved residents singing as part of a choir or playing instruments. The Home is delighted that financial support has ensured that the music therapy will continue throughout 2019 and 2020. Erskine Glasgow residents also benefitted from interesting

and stimulating visits from Erskine's Artists in Residence, culminating in the creation of a garden art studio where works of art have been created for display around the Home.

One of the highlights in the Home in 2018 was the 100th birthday of WWII Veteran and prisoner of war survivor Harry Bayne. Harry celebrated his birthday with the customary telegram from the Queen, a visit from the Lord Provost of Glasgow and a big party with family and friends.

Of course, the Home lost many dear friends over the year. However the gratitude expressed by relatives, made the losses easier to bear, an example being:

*"It is difficult to put into words how much we all appreciate the care*



Resident Harry Bayne with Home Manager Gordon Johnston and Lord Provost of Glasgow.

*our mother received at the Erskine Glasgow Home during the last three years of her life. When I think of my mother in the future, I am sure I will also remember the outstanding professionalism and good old-fashioned loving kindness of all the staff in the Home."*

2018 ended with the Home hosting Christmas lunches for the residents and their relatives in The Bridge. This enabled families to get together to celebrate a special time of year and share some festive cheer.

# Erskine Park Home

It has been an exciting twelve months at Erskine Park with the completion of the new sunroom extension to the activities area, allowing residents and visitors to enjoy the stunning views around the home as well as extending the home's recreation space.

The Art in Adventure trail was created by the Artists in Residence in partnership with Luminate showcasing the work the residents of Erskine Park had produced whilst Gill and James (the artists) had worked with them. This beautiful trail displays images of the residents creating their art work, examples of their art work

and pebble poetry created by the residents throughout the woodland walk way.

The introduction of the Omi Vista Interactive Tables has proven to be a very popular activity for residents, bridging the gap between generations when their grandchildren visit and allowing residents with limited abilities to interact in a fun, meaningful and person centred way.

The Care Inspectorate visit in December saw the home being awarded two 6s for the care provided to the residents.



# Erskine Edinburgh Home

2018 was a busy year at the Edinburgh Home. We started the year off by maintaining our high standards of care and having this recognised by The Care Inspectorate when they awarded grades of "very good" for all areas of the inspection.

We have continued to develop the environment at the Edinburgh Home with input from residents and relatives. The first project to be completed this year was the Linburn House Garden. We

consulted with residents to ask what changes they would like to see in the garden, the most prominent idea was to add an all-weather area that could be used for bowling and golf putting. The garden was completed in March and has a massive all-weather turfed area in the centre, new improved lighting and new bedding plants throughout. The residents made great use of the garden over the summer and are looking forward to starting their own bowling/golf tournament this summer.

The second project, our Allotment Garden, was inspired by our Head Chef and his Kitchen Focus Group, made up of residents and staff. In April the garden was opened to the residents. It has two wheelchair accessible green houses with running water and

electricity, four raised beds, several fruit trees and a summer house with electricity. The allotment is managed by some of our resident's relatives and is well used by residents who have been growing a variety of vegetables and herbs. The Head Chef makes great use of the produce in his kitchen adding fresh herbs to meals and bread. There is nothing better than fresh home grown produce to make your food taste and smell amazing.

We are always striving to improve and as part of that we have several projects running currently such as an extension to our physio gym, extension and refurbishment of our activities room (Robertson Trust Room), and we are in the planning stage of installing a cycle track around the home so that we can use adapted bikes to take our residents out.



# Thank You to All Our Supporters

As a charity, Erskine depends on donations. We really do appreciate the trust our supporters place in the value of the care and support provided for Veterans, of all ages, at Erskine. We rely on this support to enable us to plan for the future to meet the changing needs of the ex-Service community. Legacy gifts and direct debit donations, in particular, enable this to happen – for which we are immensely grateful.

## Rangers Supporters Erskine Appeal

Formed in 2007 with the aim of raising £1,000 for Erskine's Veterans, the Rangers Supporters Erskine Appeal has now raised a phenomenal £856,000 for the charity.

We are incredibly grateful to RSEA for their amazing support over the last 12 years. Their efforts remind us how important it is to remember the debt we owe, and the deep respect we have, to our Veterans for their service. There is so much we would not have been able to achieve without their support.



## Garden Grand Opening

Rev Graham Morrison gave a very fitting and moving 'Service of Reflection' to guests at the Grand Opening of the Garden of Reflection. The majority of guests have memorial plaques in the garden and we will hold this service each year as a lasting memorial to their loved ones. Memorial plaques can be purchased for a loved one at [www.erskine.org.uk](http://www.erskine.org.uk).



## Scotmid Caddy Vehicles

A big thank you to Scotmid Co-operative who donated three specially adapted VW Caddy vehicles for use in all four Erskine Homes. The need for appropriate transport is really important as our residents are often living with complex health issues and require a high level of support. Scotmids also funded the revamp of our Bunker Garden, giving residents a lovely outlook and somewhere peaceful to enjoy the sunshine.



## Fundraising

Not everyone may be able to attempt the full 17,600ft to reach Everest Base Camp, like Mandy from Balmedie, Aberdeenshire, who raised an incredible £1,760 for our Veterans, but Erskine runs many challenge and social events through the year, so whether you fancy the Kiltwalk or want to dance the night away at the Military Ball – you are in good company.





## Erskine Military Ball

It was fitting that the theme for the Military Ball in 2018 was RAF100. Our thanks go to our sponsors and all our guests who gave generously and raised over £65,000.



## The Royal British Legion Scotland Riders at the Erskine Glasgow Home

On 1st April, one hundred years since the formation of the Royal Air Force, a specially designed baton set off on a journey around the UK and abroad. The Baton made its way to Scotland in May and was handed over from The Royal British Legion Scotland Riders to our Erskine Glasgow Home where it was welcomed by Veterans, family members and the 62 (2nd Glasgow) Squadron Air Cadets.



## American Friends



With help from the St Andrews Society of San Francisco, the US Marines and as part of RAF100, our friends in America raised \$62,000 to fund their second 16 seater mini bus, this time for Erskine Edinburgh. There is a tremendous amount of work that goes on behind the screens across The Pond, for which our Veterans are very grateful.



The construction of 24 Single Living Apartments commenced in 2018.

Thanks to all who have supported this project, including: The Royal Air Force Benevolent Fund; The Veterans' Foundation; WM Mann Charitable Trust; Margaret Murdoch Charitable Trust and Miss I.F. Harvey's Charitable Trust.



ABF The Soldiers' Charity awarded a generous grant of £150,000 which enabled Erskine to support the Army Veterans in our care.



Big Lottery Fund Awards for All - £6,000 towards outdoor activities for residents at Castle Semple.



The Royal Navy and Royal Marines Charity awarded a generous grant of £40,000

towards the provision of care and support services for Royal Navy and Royal Marines Veterans living at Erskine.



The Erskine specialist Dementia Nurse Consultant post has been made possible by the Scottish Veterans Fund and the Libor Fund, ensuring we can fund this until 2021.



# Erskine Reid Macewen Activity Centre

What a year!!! Erskine Reid Macewen Activity Centre (ERMAC) flourished during 2018. Since the doors first opened on 15th January we have delivered over 1,600 activity sessions including Woodwork, Art, Holistic Therapy, Boxing, Bowls, Archery, IT and Genealogy with over 5,000 attendances. From an initial 15 Veterans who indicated an interest, there are now 108 members registered, ranging in age from 37 to 94. On average we support 25 Veterans per day.

The varied programme of activities changes weekly based on suggestions from Veterans. We are supported in our delivery by a committee of 6 members who provide input into the running of

the project, and over 25 partner organisations who can provide specialist support such as Financial, Mentoring and Health advice.

Some highlights from the first year include an Armed Forces Day event in June attended by 150 people, a trip down the River Clyde on HMS Tracker, a visit to the National Memorial Arboretum in Staffordshire, an Oktoberfest party and an ERMAC team competing in the Erskine Sporting Senior Games, where we won medals in bowling and basketball.

Attending the Centre has had a big impact on people's lives like Army Veteran Billy McPike who said:



Veterans enjoying a chat and a cuppa in the fresh air.

*"I never had much human contact when sitting at home and was starting to get depressed. Then I came here and it's turned my life around. It's a fantastic place where I've had the best few months I've had for a long, long time."*



**Social . Skills . Support**

# Their Story:

## John Bogan, RAF Regiment



John Bogan was born in 1960 and brought up in Renfrew. He married at the age of 18 and soon decided he wanted more for his family.

Having been an Army Cadet in the Royal Highland Fusiliers, John decided to sign up to the RAF Regiment. He soon found himself as a Leading Aircraftman on the streets of Northern Ireland, straight from basic training. After two tours in Northern Ireland he joined No.34 Squadron RAF Regiment and was posted out to RAF Akrotiri in Cyprus with his young family. John feels that his posting to Cyprus was a wonderful opportunity for him and his family and he was pleased to return for a second posting in 1994.

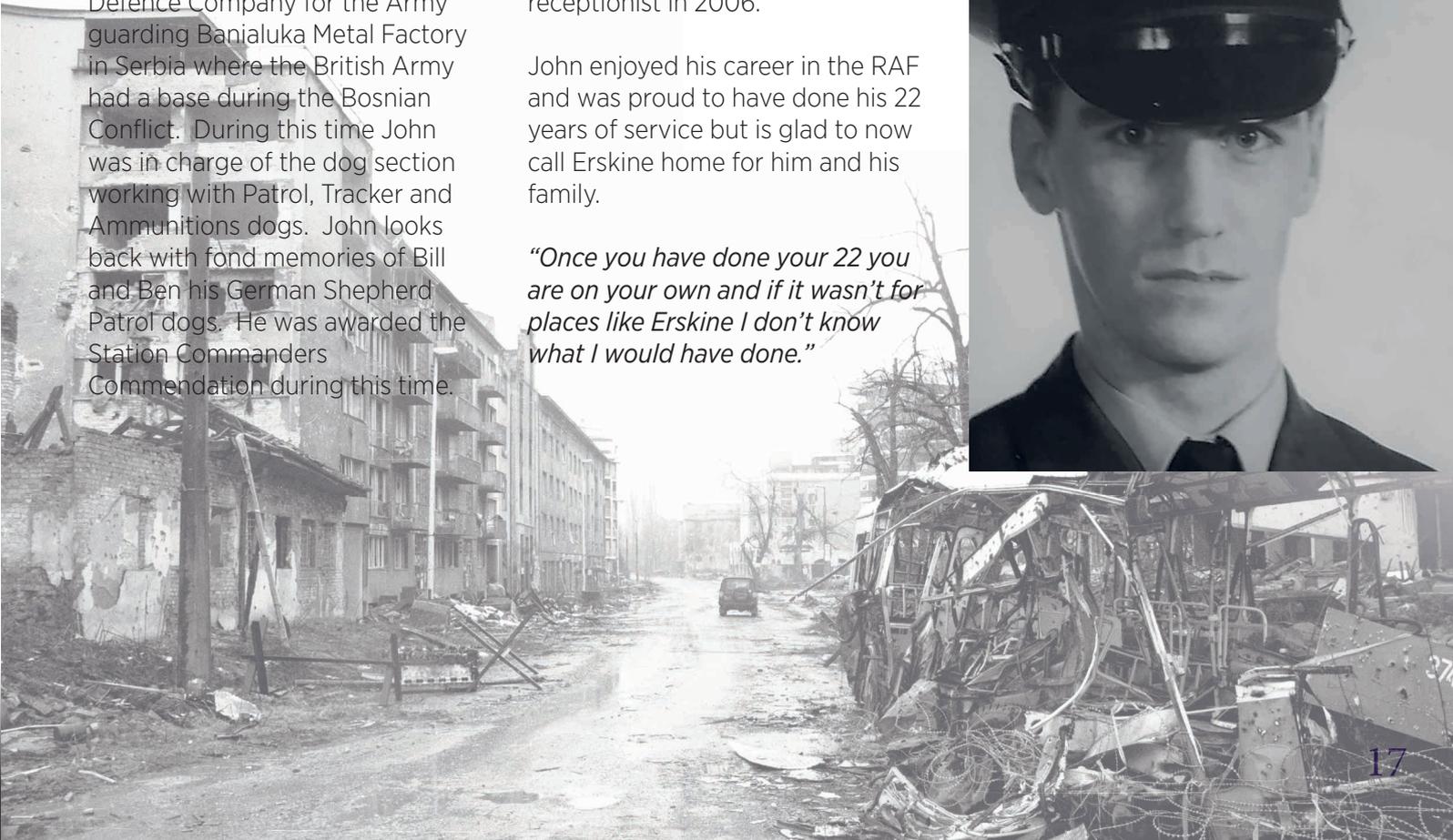
After jumping between bases in the UK, John found himself in the Defence Company for the Army guarding Banialuka Metal Factory in Serbia where the British Army had a base during the Bosnian Conflict. During this time John was in charge of the dog section working with Patrol, Tracker and Ammunitions dogs. John looks back with fond memories of Bill and Ben his German Shepherd Patrol dogs. He was awarded the Station Commanders Commendation during this time.

John's RAF career progressed to him becoming an Instructor in Nuclear, Chemical and Biological Warfare amongst other things but in 1999 John remustered into an admin role due to medical reasons and it was during this period that he met his partner Gina. John and Gina settled into life together and by 2005 his 22 year RAF career had run its course and life was to change.

John's Arthritis can be crippling at times leaving his future career options very limited. The thought of returning to his former life filled him with great concern and he found himself out of the RAF and suddenly homeless with a family to support. Thankfully John found Erskine and he moved in to a cottage on the Estate in 2005 before also taking on the role of receptionist in 2006.

John enjoyed his career in the RAF and was proud to have done his 22 years of service but is glad to now call Erskine home for him and his family.

*"Once you have done your 22 you are on your own and if it wasn't for places like Erskine I don't know what I would have done."*



# Beyond Your Lifetime

Erskine has come a long way since first opening its doors in 1916 to care for the wounded returning in huge numbers from the battlefields of the First World War.

Erskine has stretched out its hand of care for over 100 years and more than 96,000 Veterans have taken that hand and benefited from the unique care that only Erskine can provide.

Visitors to Erskine often comment on what is different about Erskine when they walk through the doors for the first time.

The difference is the quiet solitude of the gardens to the sound of laughter and activity coming from recreation which typifies what makes living at Erskine so special. Genuine respect for individual choice and decision means Veterans can live their lives in the way they did when at home. Life is never dull at Erskine - thanks to the people who support us in many ways.

Much of what has been achieved in past years has only been made possible thanks to the generosity of our supporters who leave Erskine a gift in their wills. You may be surprised to hear this, but last year one in every four Veterans we supported would not have received Erskine care had it not been for people who left a gift to Erskine in their wills.

People from all walks of life help to make Erskine a success. **Could you become one of them?**

## **Son's pride over Dunbar soldier's help for Veterans.**

A Second World War soldier has helped fellow Veterans in need of care live their lives to the full thanks to a gift - a - year after he died.

The late Michael O'Donnell, from Dunbar, left a bequest which partially funded the newly-built Assisted Living Apartments for five ex-Service personnel at the Veterans Village on the Erskine Estate.

Mr O'Donnell, who was born in Leith in 1920, was a soldier in the Highland Light Infantry, signing up in 1939 and eventually leaving the Army in 1946 as a Warrant Officer.

He returned to Dunbar and it was there that he met Betty Knox. They married in 1940, and had three children. On his 90th birthday in 2010, Michael received an award from Dunbar Community Council in recognition of his contribution to the community over the previous 60 years.

His son Keith made a poignant visit to the apartments, which have been named "Kimberlea House" in memory of his father's home in Dunbar. He met Royal Navy Veteran John Graham as he moved into his new home. Keith said: "My father rarely spoke about the war although we do know that he never lost an appreciation that he was one of the lucky ones, he came home.

It was no surprise to me that he wanted to leave all his assets to charity, the bulk of which he left to Erskine to help support the marvellous work they do caring for Veterans. We are all immensely proud of the facility which Erskine has created with his legacy."

His gift has transformed the lives of Veterans who have a specialist housing need. They now live independently in a safe and peaceful home environment, with help and support from us when required.

Mr O'Donnell's legacy will continue to improve the lives of many Veterans for years to come and will not be forgotten.

No gift is ever too small and no act of kindness is ever wasted at Erskine. After caring for your family and friends could you help make a difference to the lives of Veterans you don't know personally, but care about? Just a little can be life changing, even 1% of your estate has a powerful impact: enriching the lives of Veterans now and in the future. Without legacies, Erskine could not continue.

## **When the time is right for you, please remember Erskine in your will.**

Last year a gift of £100 provided in house speech therapy sessions and helped prevent Veterans losing their speech. £5,000 helped provide pressure care mattresses, giving pain relief and a restful night's sleep to Veterans. 10% of an



Legator Keith O'Donnell

estate gave life changing support and a new start to Veterans and their families in a specially adapted Veteran's cottage.

These are only a few of the many people who supported Erskine by choosing to make a gift beyond their lifetime. We owe them a debt of gratitude and their kindness will never be forgotten.

Making a will is one of the most important things you can do in your lifetime. It may be a simple piece of paper, but it is a very powerful document and the best guarantee to ensure your wishes are met. By remembering Erskine in your will you can be assured that it will be spent wisely.

**Our support for them must never stop, with your support it never will.**

To find out more about leaving a gift to Erskine, contact:

**Ann McCallum, Legacy Officer,  
Erskine, Bishopton PA7 5PU.**

**Anne.McCallum@erskine.org.uk  
or call 0141-814-4520**



Resident John Graham enjoying his new apartment in Kimberlea House

## With Thanks Also To

Miss MJM Smith's Trust - £20,700 for a 7-seater Volkswagen Caddy for the Activity Centre.

Kilpatrick Fraser Charitable Trust, the Mr & Mrs JMB Trust, the Rangers Supporters Erskine Appeal and the Libor Fund for the new Omi Vista Interactive Tables.

Mazars Charitable Trust - £14,424 for the purchase of Rempods for all four Erskine Homes.

Row Fogo Charitable Trust - £6,000 towards materials and equipment for the Activity Centre.

William Dawson Charitable Trust - £5,000 towards the purchase of adapted bicycles for the Activity Centre.

ANT Foundation - £3,000 towards materials and equipment for the Activity Centre.

Cala Homes - £1,000 towards materials and equipment for the Activity Centre.

Royal Caledonian Charities Trust - £5,000 for specialist seating for some of our most frail and vulnerable residents.

Rangers Charity Foundation - £5,000 towards materials and equipment for Erskine Reid Macewen Activity Centre.

# Financial Summary

**In 2018 we all reflected upon the Centenary of the 1918 Armistice. It was a time to remember that our Service personnel continue to display the highest levels of bravery and courage, and they deserve our support.**

Erskine's charitable activities income rose by £0.56m to £15m. However, the annual cost of providing our charitable services has increased by 6%. This is partly because our service provision has expanded to include Day Activity services; our commitment to continue to pay all staff the Scottish Living Wage and our pledge to maintain pay levels in line with NHS Scotland and the impact of local authority rates. Within the care facilities the average occupancy achieved was 97.42% which is a little higher than last year's by 0.62%.

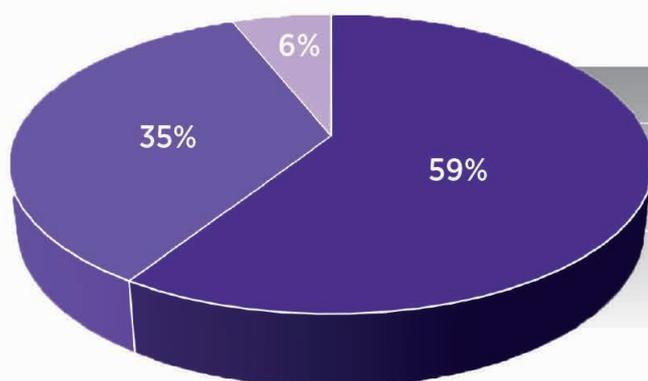
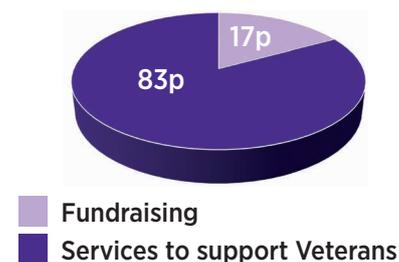
This year we have recorded a loss of £564k, before investment gains/losses and other recognised gains. This is mainly due to the drop in legacy income of £4.3m from the previous year. Included within charitable activities expenditure are a few one-off costs relating to the sale of the Erskine Mains Care Home and the refurbishment costs of the furniture factory for Scotland's Bravest Manufacturing Company.

Overall our fundraising costs have dropped, while cash donations increased by £0.57m to £4.9m. Unfortunately legacy income was significantly lower than last year. This meant that donations and accrued legacies figures (of £3.9m as required by charity Statement of Recommended Practice) totalled £8.8m. Our fundraising expenditure represents 20% of

this accounting figure. However in-year cash legacy income was £5.2m, giving a fundraising cash total of £10.13m. Therefore in cash terms, our fundraising and communications costs represented an efficient 17% of overall expenditure.

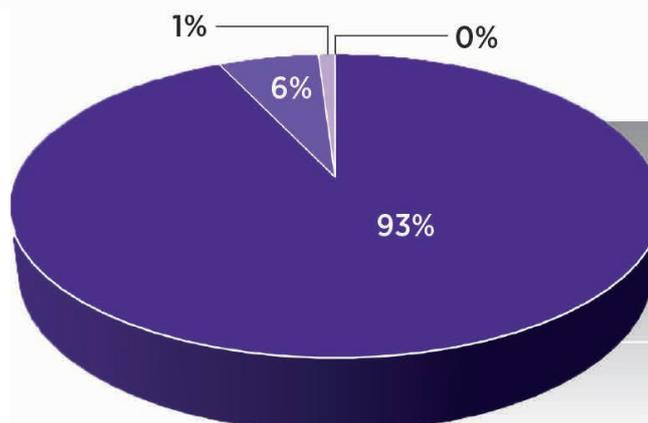
**We are incredibly grateful for all the donations and support we receive. It is so important that we never take our ex-Service men and women's contributions for granted nor should we ever forget them.**

**For every £1 donated to Erskine**



## Income

Charitable Activities	£15m
Donations and Legacies	£8.8m
Investment	£1.5m
<b>TOTAL</b>	<b>£25.3m</b>

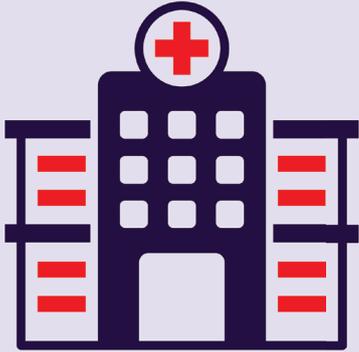


## Expenditure

Charitable Activities	£24.02m
Fundraising & Donor Development	£1.44m
Marketing & Communications	£0.3m
Management/Investment & Projects	£0.4m
<b>TOTAL</b>	<b>£25.8m</b>

# Did You Know that...

## Each Month our Porters...



Cover all emergency Hospital appointments



Collect emergency prescriptions regularly



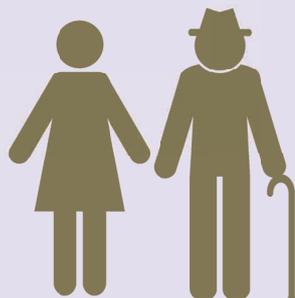
Deliver 150 samples to the surgery



Porters are available 365 days a year



Collect 15 tonnes of clinical waste



Collect visitors 24 times



**52% of our funding applications were successful**



**We provided activities and entertainment on a daily basis**



**We cared for over 1,000 Veterans**



**There were 2,170 opportunities to improve Veterans' lives**

# Board of Trustees

The Board of Trustees, who are the Directors for the purposes of Company Law and the Trustees for the purposes of Charity Law, during the period covered by these accounts and up to the date of approval of the financial statements, consisted of the following:

Mr Stuart Aitkenhead BSc CEng FIMechE  
Lieutenant Simon David Allbutt FCIPD RN  
Dr Brian Cowan  
Professor Rosslyn Crocket MBE  
Ms Rani Dhir MBE BA GradIPD DipHS FCIOH FCIOBS  
Captain James Fraser  
Mr Douglas Griffin MA (Hons) DIP ACC CA  
Lieutenant Colonel David Harrison OBE BA (Hons) MBA  
Group Captain Robert Kemp CBE QVRM AE DL  
Mr Ian Lee BA CA CPA  
Mrs Rosemary Lyness MBE RGN SCM MBA  
Mr Ian Reid  
Mr Alan Seabourne  
Miss Elizabeth Simpson MA CA  
Mrs Brenda Wilson BSc

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Wing Commander Ian Cumming MBE  
Chief Executive (appointed July 2018)

Lieutenant Colonel Steve Conway, Royal Marines (retired)  
Chief Executive (resigned June 2018)

Mr Robert Crawford LLB CA  
Chairman

Captain Andrew Cowan RD LLB RNR  
Company Secretary



  
**ERSKINE**  
Caring for Veterans since 1916

## Save the Date! Erskine Events 2019

**Sounds from Stirling Castle**  
Stirling Castle  
16th March



**Kiltwalk**  
Glasgow  
28th April

**Edinburgh Marathon Festival**  
Edinburgh  
25th – 26th May

**Erskine Motorbike Meet**  
Erskine, Bishopton  
26th May

**Ideal Home Show**  
SEC Glasgow  
24th May – 27th May



**Kiltwalk**  
Aberdeen  
2nd June

**Kiltwalk**  
Dundee  
18th August

**Kiltwalk**  
Edinburgh  
15th September

**Erskine Military Ball**  
Double Tree by Hilton, Glasgow  
20th September

**Tree of Honour**  
All Erskine Homes  
5th December



**Edinburgh Christmas Carol Concert**  
St Cuthbert's Church, Edinburgh  
13th December

[www.erskine.org.uk](http://www.erskine.org.uk)  
[events@erskine.org.uk](mailto:events@erskine.org.uk)  
0141 814 4555





**The Erskine Home**

Bishopton, Renfrewshire, PA7 5PU  
Tel: 0141 812 1100

**Erskine Edinburgh Home**

468 Gilmerton Road, Edinburgh, EH17 7SA  
Tel: 0131 672 2558

**Erskine Park Home**

Bishopton, Renfrewshire, PA7 5QA  
Tel: 0141 814 4633

**Erskine Glasgow Home**

200 Dorchester Avenue, Glasgow, G12 0BZ  
Tel: 0141 338 6300

**Erskine Reid Macewen Activity Centre**

Bishopton, Renfrewshire, PA7 5PU  
Tel: 0141 814 4534

Email: [enquiries@erskine.org.uk](mailto:enquiries@erskine.org.uk)

Website: [www.erskine.org.uk](http://www.erskine.org.uk)

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