



ERSKINE

Caring for Veterans since 1916

Annual Review 2017



Welcome

Message from our Chairman and Chief Executive

Our focus in 2017 has been on plans and developments for the future.



Left: Steve Conway, Chief Executive. Right: Robin Crawford, Chairman

Last year we focused very much on celebrating our Centenary, whereas this year, in addition to maintaining the very highest standard of care for our veterans, our focus has been on plans and developments for the future.

Erskine has always been known for its care of veterans in a care setting, which, in addition to maintaining 44 cottages for veterans and their families to live, has been and will remain our core function. However, times and the

needs of veterans change, and we would not be fulfilling our purposes if we did not adapt to meet that change.

In the care home setting the increasing number of veterans and their spouses who are living with dementia has prompted us to develop services and facilities to meet the needs of these residents.

We have appointed a Dementia Nurse Consultant to advise us how best to care for residents living

with dementia, and who also trains not just our care staff but support staff as well in a bespoke Domus training suite using age simulation suits. This allows us all to understand better how our residents feel and to relate to the challenges they deal with on a daily basis.

We have also appointed an Advanced Nurse Practitioner who is able to support the General Practitioners and our own staff with advice. Although a recent

appointment, we are already seeing a reduction in the number of GP referrals and our staff and residents feel better supported.

We have continued to embrace technology and now have care, management and medicine administration software in use in all four homes. This allows our care staff to maintain accurate records and also releases time so carers can spend more time with our residents.

Away from care, the trustees believe it is appropriate for Erskine to take forward our plans to address some of the unmet needs of veterans in relation to accommodation, employment and reducing social isolation for those living in the community.

We now have designs for five Assisted Living Apartments which will be attached to The Erskine Home in Bishopton. These will allow us to offer couples or individual veterans a little more support with chores, such as cooking and cleaning when they need it, so they can continue to live independently. We have had overwhelming interest in these apartments which we hope will be available for their new tenants in summer 2018.

We are delighted that Royal British Legion Industries has decided to open a new manufacturing facility in Scotland, based in our former furniture factory at the Bishopton

estate, in the summer of 2018. The new operation will be known as 'Scotland's Bravest Manufacturing Company', and will bring much needed employment opportunities for veterans in Scotland.

There is an accommodation shortage for veterans of working age, so we have plans in place to build a block of 24 apartments close to the factory at the North end of the Bishopton estate. Each apartment will be self-contained and provide an open plan lounge and kitchen diner with a double bedroom and shower room. A number of these apartments will be reserved for those working in the new Royal British Legion Industries factory.

Just across the road in the Reid Macewen building we have opened an Activity Centre for veterans from the local community to come and enjoy activities and comradeship, as well as a hot lunch. We held focus groups before Christmas which were well supported and so we are expecting a good attendance when the Centre opens in January 2018. This will help to address the social isolation experienced by veterans living alone in the community.

As ever, we are immensely grateful for the commitment of our staff and volunteers, without whom Erskine would not have the reputation for providing such excellent care to our veterans, and for the incredible generosity of our

supporters which makes the aforementioned developments possible.

As we consolidate the improvements and developments from 2017, there is much to look forward to in 2018 with many of the projects described above becoming a reality during the year.



Chairman



Steve Conway
Chief Executive

Care

Having completed his first full year as Director of Care, Derek Barron is delighted to now be leading a dedicated team of professionals who deliver excellent care on a day to day basis, supported by our many wonderful volunteers. We are also acutely aware that while staff in the Care Directorate are often the more visible staff, we have skilled and knowledgeable colleagues in less front facing roles whose contribution is of equal importance e.g. housekeeping, porters and the many administration staff providing vital support.

Following on from last year, development remained the theme of 2017. It is one of the special things about Erskine that we continuously look to see what can be developed and what new learning can be implemented.

In 2017 we employed an Advanced Nurse Practitioner (ANP) who works full time within The Erskine Home and Erskine Park Home. This approach, although innovative within the care home setting, is an established high impact model within the NHS. The ANP provides rapid access to high level assessment and decision making, supporting the core teams in delivering early

intervention when a resident is unwell, or is becoming unwell.

This year we also employed a Dementia Nurse Consultant (DNC), a post supported in the first year by funding from the Scottish Veterans Fund and the Armed Forces Covenant Fund, and over the coming three years with support from the Libor Fund. At the beginning of 2017 we delivered training to over 200 staff on delirium. The training, as well as being delivered by clinical/care staff, had presentations from relatives of residents living in Erskine. The DNC has continued with upskilling, education and training throughout the year with almost 300 staff completing training on dementia at either: 1) dementia aware, 2) dementia skilled, 3) dementia enhanced or 4) expert dementia level training. The training has taken place using our new Domus Suite (a specialist training environment related to dementia training) and includes the use of age simulation suits, which readers may have seen featured in two national newspapers.

Continuing the theme of developing roles and posts, demonstrating that a career in care at Erskine is a progressive choice, we have seen the re-introduction of a Practice Development Nurse

post covering the four Homes, a new post of Deputy Director of Care, House Manager posts at Erskine Glasgow and Erskine Park Homes and two new posts of Clinical Lead introduced in Erskine Edinburgh and a Deputy Home Manager post in The Erskine Home.

During the year, we introduced a new Twitter account @erskineP2C. Staff use the account to share their day-to-day work and to highlight special events and occasions. This initiative aimed to share with our supporters the wide and varied work of our staff and volunteers on a daily basis. It was also useful for staff to share information with each other as staff from across the four Homes don't often get to meet each other. However in December, John, a resident at The Erskine Home, took control of the Twitter account for a week, entertaining us with both his and other residents day-to-day activities and things happening across the Home, and sharing his sense of humour by throwing the occasional joke into the mix!

This year our Advanced Nurse Practitioner was delighted to take part in the annual NHS Scotland conference, presenting a pathway of "Alan"; a virtual resident moving from home to becoming an Erskine resident. One of our actual





Enjoying the bikes: Bishopton resident Nan Brown and Activities Assistant Jack Watson

residents played the part of “Alan” and presented at the conference on video. The purpose of our presentation was to demonstrate the excellent care we provide but also the clear links we need and use daily with colleagues working in the NHS.

Last year we wrote of our plans to build a woodland cycle path at Bishopton. The path was completed in mid 2017 and saw our residents, staff and visitors enjoy walking/cycling the path as it gently meandered through the woods around The Erskine Home and Erskine Park Home.

During the year we also saw the completion of the dining room in

Sassoon House, Erskine Edinburgh, which now means residents can dine ‘in the garden’, while enjoying the warmth and comfort of being inside. Edinburgh also benefited from the completion of the resident sitting area in Craiglockhart/Owen House, both developments enhancing the experience of residents living in the Home.

Working with Luminare Scotland as part of the Unforgotten Forces initiative, we employed two Artists in Residence for a three year residency working across the four Erskine Homes.

Erskine is committed to embracing digital approaches where they add value to our residents and/or to our staff. During the year we replaced the care planning and record keeping system with one functionally more supportive of care delivery. We also took the opportunity of rolling out an e-medication system in the other three Homes following successful implementation in The Erskine Home during 2016/17.

Overall a busy and exciting year for us all.



From Left:
Artists in Residence
Age Simulation Training
The new dining room in
Sassoon House, Edinburgh
Specialist Nurses

Their Story: Robert Dixon, Royal Navy



Robert was born in April 1923 in Edinburgh, where he was raised by foster parents. The family joked that he wanted for nothing as a child – he was the first to have a new bike, and had a blazer and real leather satchel for school.

He left school at the age of 14 and his first job was as a butcher's delivery boy. Robert laughingly

recalls the day he took a short cut along the canal with a 110lb sheep carcass on the back of his bike. As he sped along, somehow Robert, his bike and the sheep all ended up in the canal! After dragging himself and his cargo out of the muddy water, a nearby homeowner hosed down both Robert and the sheep which went on to be sold in the butchers as planned!

Robert tells that he knew his wife from when he was a very young man as they lived just a few houses away from each other. But they met properly at the age of 12 when he rescued her from a cramp when swimming. Robert escorted her home to make sure she was alright – it was love at first sight! They married in 1944 and went on to have four children.

Robert tried to join the Blackwatch when he was just 17, but his mum came to the barracks and told officers that he was underage. As soon as he turned 18 in 1941, Robert went to join up. At that time, they were desperate for sailors, so Robert joined the Navy and served for four years as an Able Seaman. Robert tells that he

sailed, ***“right around the bottom base of the world; we never stopped and we never knew where we were going.”*** Robert spent time aboard various ships including HMS Raleigh, HMS Drake, HMS Assegai and HMS Athene.

Following the end of the war, Robert transferred from the Navy to The Royal Scots, and then The Royal Signals where he served until 1952. He served with the Territorial Army until 1961.

Robert came to Erskine in 2012 as he was no longer able to live at home. Robert is one of our more active residents and is game to join in with anything and everything. He likes to go on as many outings as possible, and can usually be found in the activities room, joining in with curling, sing-a-longs, arts and crafts – or whatever else is on offer! In order to stay as fit and active as possible, Robert does seated exercises every morning, and joins in with all the exercise sessions offered by the physiotherapy team. Robert likes living at Erskine and enjoys all the experiences and opportunities which it offers him, so that he can make the most of life.



Their Story: Jim Wilson, Army



Jim Wilson is a longstanding resident at Erskine. The walls of his room bear testimony to his service within The Royal Scots Dragoon Guards, all decorated with mementos from an army career spanning 22 years.

Jim always knew he was going to join the army. Joining the cadets gave him an inkling into what the army might be like so he signed up as soon as he turned 18.

Jim served as Warrant Officer in The Royal Scots Dragoon Guards from 1971 to 1984 with discipline, training and security being his main responsibility.

Jim spent the majority of his service based in Germany whilst also serving in Libya, Ireland and Cyprus. On one occasion in Northern Ireland he was commanding the leading scout car of an armoured troop acting as an escort to an engineer demolition party, engaged in blowing the border roads in South Armagh.

The IRA had placed a mine at the side of the road and exploded it as Jim and his comrades were passing. Thankfully Jim was not injured in

the attack and there is no doubt that Jim's presence of mind, prompt and courageous reaction prevented heavy casualties being inflicted on his troops.

In recognition of his actions, Jim was duly awarded the British Empire Medal, granted in recognition of meritorious civil or military service.

Jim found it hard leaving the army and returning to civilian life. He became a transport supervisor but eventually he could no longer look after himself at home and so he came to Erskine.

Now aged 70, Jim suffers from Parkinson's disease, which limits his mobility. Nonetheless, he is always keen to participate in many of the outings organised by the activities department at Erskine. Whilst Jim acknowledges that he would prefer to be outside, he considers Erskine to be the best place for him to receive the care that he needs.



"It's a home to me now. I'm happy here and they take great care of me."



Living Our Values

At Erskine we are defined and guided by our Values, working as a team to provide a service of the highest standard, inspired daily to strive to do the very best we can for those we care for and about.

Investors in People and Investing in Volunteers provides the vital framework for supporting and engaging with our staff and volunteers. We fully embrace the opportunities to engage on our journey of continuous development whilst living the Erskine Values, firmly embedded in everything we do.

Our commitment to staff development continues to be clearly evidenced throughout the organisation and shapes clear positive outcomes in all areas of our work. Particularly relevant over the past year has been the advent of our new employee engagement programme; training and development for all staff. In addition Care programmes such as NMAHP, iCare, eMar, SVQ II, III & IV, SVQ in Health & Social Care along with support training in SVQ in Hospitality, Midas, IT and e-Learning modules were fully participated in throughout the year. Setting best practice was

high on our agenda with the introduction of our four levels of Dementia Care training which reached out to every member of staff.

In 2017 our core staff base was subject to significant investment adding to the quality and continuity of service provided. We welcomed our new staff last summer with the first of many induction sessions taking place in August. Later in the year Annie Earley, the first of our five Modern Apprentices, completed her first year with us saying: ***“I was delighted to be selected for the Modern Apprenticeship Administrator role. The past year has opened my eyes to the opportunities available to me”***, confirming our belief that schemes such as the Modern Apprenticeship prove to serve both the charity and the apprentice very successfully.

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

We encourage communication and an honest, open culture.



Modern Apprentice: Annie Earley

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

E-Rostering/timesheet programme

Our migration away from paper-based procedures led us to explore a more advanced and accessible way of dealing with rotas. As a result the decision was taken to introduce an e-Rostering/timesheet programme in 2018 to integrate with our HR and Payroll Cascade system. This advancement is in line with Erskine's wider strategy of converting to technological solutions across the organisation.

Health and Wellbeing Survey.

In the summer of 2017 we conducted a Health and Wellbeing Survey. The results confirmed we were successfully addressing matters raised by our staff with the introduction of initiatives such as Cycle2Work, the Step Challenge, Yoga and Health topics such as Diabetes, Family Health, Cancer, Stress, Dementia Care and the Role of the Carer.

Communication Accountability Respect Excellence

We respect ourselves and those around us.

Our staff and volunteers are the backbone of everything we do and once again we were delighted that so many chose to participate in the well-established Reward and Recognition initiative, The President's Awards, where members of staff and volunteers are nominated by their peers for an award. Those who had gone that extra mile for the benefit of Erskine can rightly be proud of their achievements as, without doubt, awards such as these pay

tribute to the tremendous level of dedication to the chosen specialities and interests represented throughout Erskine.

Without our steadfastly supportive 200 plus volunteers, many of the extra activities our residents enjoy would not be possible. In the summer we celebrated the wonderful work they do with our inaugural Erskine Volunteers' Summer Gathering held in the prestigious Glasgow City Chambers; an aptly fitting venue to say thank you to our dedicated volunteers.



Volunteer and President's Award Winner, Jim Spence with Robin Crawford



Erskine Glasgow Long Service Awards

Our Values are what make Erskine the very special place it is, a place where staff of the highest calibre aim for highest standards of communication, accountability, respect and excellence.

In 2017 it was all change for our annual Long Service Awards ceremonies as we took the award events to each individual home. We welcomed our new Chairman, Robin Crawford as he did the honours of presenting Long Service Awards to staff and volunteers together with tokens

of our gratitude followed by a celebratory lunch.

Our longstanding partnerships with our Trade Unions; the Royal College of Nursing and Unison; local colleges and universities have continued to flourish. Thanks to the support of Luminare, we also

welcomed our Artists in Residence, James and Gill who have now joined the Erskine family for the next three years working on projects which will explore artistic opportunities within the care home setting, be it poetry, art or music.

The Erskine Home

2017 was a year of change for The Erskine Home with three new House Managers, four new Clinical Leads and a Deputy Home Manager being appointed. As a new Management Team we are looking forward to building upon the improvements made during 2017, ensuring that every one of the 102 residents admitted for long term care and 159 residents admitted for respite care enjoy positive experiences and live life to the full.

We have been working closely with our Health and Social Care colleagues looking at hospital admissions, and NHS 24 colleagues on a communication tool to improve upon the information provided for out of hour referrals, which ensures a quicker response time which benefits the care of residents when they become acutely unwell and need it most.

One of our repeat respite admissions, David Smith, has been visiting Erskine for two weeks every year since 1997 and explains that the main reason for his return year after year is the opportunity to enjoy some physiotherapy and join in the wide variety of activities. He explains that for him,

“Erskine Home is a place of peace and tranquillity to come and have a complete break from everyday household tasks and stresses and have the opportunity to socialise with fellow veterans”.



Respite resident David Smith

With plans for development and the refurbishment of all resident-facing areas of the Home, we look forward to building upon this year's success ensuring that not only is The Erskine Home the best environment for staff to work in, but also a comfortable happy place for residents to live.



Namaste Room at Erskine Park

Glasgow Home

Erskine Glasgow enjoyed another successful year in 2017. 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. Particularly 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 2018.

The Erskine Glasgow Home celebrated summer by hosting a Beach Day for each House. The residents and relatives were treated to a seaside experience, complete with a sandpit, fish and chips from McMonagle's and a visit from an ice cream van. The days were a huge success and enjoyed by all.

Of course, the Home lost many dear friends over the year.



Resident enjoying Music Therapy

However the gratitude expressed by relatives made the losses easier to bear, an example being:

“To everyone in Erskine Glasgow. We can't thank you enough for all the love and kindness you gave to our mother. So many of you made her laugh and made her life so much easier to bear. Erskine should be proud of you, we couldn't appreciate you more”

2017 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.

Park Home

It has been an exciting twelve months in Park as we introduced Namaste, Playlist for Life and two new e care systems to the Home. In addition to this the residents once again enjoyed their weekly summer outings to Castle Semple where they and their families enjoyed walks, boats trips and dual bicycle rides. The bicycle rides were such a hit that Erskine purchased four bikes and created a cycle path in the grounds behind the Home. Residents and families have used these, even on the crisp winter days.

The year started with training for staff and relatives on Playlist for Life. Playlist for Life is a playlist of an individual's personal preferences in music linked to their memories and stories. It can be

used as a meaningful activity or to alleviate distress in residents living with dementia. Funding from the Armed Forces Covenant Fund allowed us to invest in the necessary training for staff and buy the equipment required for twenty residents playlists.

At this time we were also adapting a room in the Home to a Namaste room. Namaste is an interactive stimulation therapy which benefits residents living with advanced dementia and/or receiving end-of-life care. Namaste has been a very positive introduction to the Home, with it not just benefitting residents in the later stage of their dementia journey, but allowing relatives to feel comfort as their loved one pass away. One relative sent an email stating:

“Mum showed no signs of distress or upset. It appeared that she looked so relaxed she looked like she was floating. I would not have believed the effects had I not been invited into the room and witnessed it for myself. I can also say that it gave me a feeling of calmness too. I felt included and informed.”



Erskine Park resident Charlie McSkimming enjoying a trip to Castle Semple

Edinburgh Home

At Erskine Edinburgh Home this year we have focussed on improving and developing our environment. Our first major project, which was completed at the beginning of the year, was to enhance the dining experience for residents in Sassoon House. We asked residents what they would like and they responded that they would like to feel as if they are eating out in the garden come rain



Resident seating area in Edinburgh

or shine. From this the architect was able to create our beautiful orangery which encompassed everything the residents wanted.

The next project came to light when staff and residents in Craiglockhart/Owen Houses identified a lack of a communal area where the residents from both houses could congregate. With the support of our Chief Executive and Director Of Care we were able to identify an appropriate sized area which required substantial work to create a light, open plan, comfortable seating area. The residents were involved in choosing the colour scheme for the new sitting area and furniture. To take this a step further residents were able to choose what seating they would like which gave us a

wide variety of shapes, heights and designs to suit all.

Our final project in Shepherd Wing was our Namaste Room. The Namaste Room uses alternative therapies to create a calming environment and stimulates the senses. Two staff have completed Namaste Therapist training to provide the therapies to residents but they also support and train staff.

Our further projects currently in development include allotment gardens in our walkway garden, all weather putting/bowling green in Linburn House garden and an upgraded sensory room in Linburn House. We look forward to updating you on these projects and more next year!



Thank You

You may support our veterans by direct debit, with ongoing gifts, by attending an event, as a Trust funder or within your work place. However you support Erskine... these are just some of the things you have made possible!

Specialist bikes and Cycle Path

The purchase of four specialist bikes and creation of a cycle path which gives veterans the opportunity to enjoy cycling around the Erskine Estate, improving fitness and having fun.

Dementia Friendly Gardens

The creation of gardens designed to support our residents living with dementia.

The Memorial Garden of Reflection

The Erskine Memorial Garden of Reflection offers a beautiful place for residents, their families and the wider community to enjoy, for quiet reflection in a tranquil and scenic space.

Vehicles

Mini-buses and smaller wheelchair accessible vehicles purchased for all Erskine Homes to ensure all 339 residents can enjoy regular outings.

Sporting Senior Games

Up to 72 senior athletes take part in the annual Sporting Senior Games, maintaining fitness and stability, whilst having great fun.

Music Therapy

All 47 veterans at Erskine Glasgow Home have the chance to join in with weekly one-to-one and group music therapy sessions.

Outdoor activities

All 267 veterans in the west have access to regular outdoor activity sessions, enjoying speedboats, sailing and cycling.

Namaste Room

All 72 veterans at Erskine Edinburgh Home benefit from Namaste Care which soothes those with advanced dementia or those receiving palliative care.

Dementia Nurse Consultant

Improving staff knowledge and understanding of dementia, plus enhancing skills in how to provide care for those living with dementia. This includes the purchase of age simulation suits for staff training.



A Veterans' Village

Only with your support can Erskine continue to meet the changing needs of our veteran community and thanks to you, plans are now in place for the development of the Erskine estate.

As part of the development for 'A Veterans' Village', we plan to build 24 Single Living Apartments and five Assisted Living Apartments for veterans who have a housing need. This will increase our ability to provide more homes for veterans who are looking to stay or settle in the West of Scotland, giving them the opportunity to live in a Veterans' Village of people with similar backgrounds and experiences.

Employment opportunities will also be available at Scotland's Bravest Manufacturing Company operated by Royal British Legion Industries, due to open in June 2018. In addition, the new Activity Centre, open to veterans living



Participants Tam McLeish and George Collins enjoying the Activity Centre.

locally, will provide support to our ex-Service community to help them relieve social isolation and give veterans purposeful activities.

With thanks to you, more veterans will have a home, will have a job

and be able to access the great opportunities, support and comradeship available to them at the Activity Centre.



Their Story:

John MacDonald, Royal Air Force



John joined the RAF aged 19 years old and served for seven years as a Flight Lieutenant. During his time in the Royal Air Force he flew 67 trips over Germany on Lancaster Bombers as part of Pathfinder 83 Squadron.

John trained as a Flight Engineer during his time in the RAF. Located next to the pilot on their missions across the Channel, he knew how to operate the engines and was responsible for maintenance of the fleet in the respect of making sure they had enough fuel.

John was based in the city of Lincoln in Lincolnshire where the flights took off from. Often flying through the night, the trips were

fraught with danger and felt like **"Hell on Earth"** to the seven crew on board as they flew over Germany and the anti aircraft guns below. The crew grew close under the circumstances and became best friends flying together. During their bombing missions to Frankfurt and Berlin, John was tasked with being the first in the squadron to fly over and drop flares on the chosen target to light it up. This allowed the rest of the squadron to follow and strike the target with a clear hit.

John was lucky to have never sustained injury during his time in the RAF, despite the risks he was subjected to.

John's role in the Bomber Command led to him receiving a letter from the King notifying him that he was being awarded the Distinguished Flying Cross, an achievement he is immensely proud of.

The Distinguished Flying Cross (DFC) is the third-level military decoration awarded to personnel of the United Kingdom's Royal Air Force and other services for "an act or acts of valour, courage or devotion to duty whilst flying in active operations against the enemy".

Before joining the RAF, John worked with Scottish Airways at Renfrew Airport. He went back there when he left the Royal Air Force and continued his career as a flight engineer.

John was out walking one day when he met Vera as she was on her way to work at the local paint factory. The happy couple married in 1944 but sadly Vera passed some years later. Together they have a son, Russell, who now lives in America and a daughter, Valerie who resides locally and visits regularly with John's grandchildren. John is also visited regularly by his dear friend May, who he has been courting for the last 17 years. They have spent many happy holidays together touring round Scotland and May describes John as a very romantic man who treats her like a Queen.

John came to Erskine in 2016 and is very much settled here. He enjoys the view from his window especially in the spring when the cherry tree is in blossom. He also takes comfort in the company that comes with staying at Erskine. He finds the people very friendly and has sought friendship with other veterans, especially those from the RAF, with whom he talks of his time in service.

There are plenty of activities and trips to get involved with at the home. John enjoys the bingo and recalls one trip to the Edinburgh Military Tattoo which he thought was a wonderful opportunity. He particularly recalled the picnic they had with lovely food and a beer and how late they were getting home. All-in-all a brilliant night out!

Activity Centre

The Erskine Reid Macewen Activity Centre has now opened and aims to enhance the quality of life and wellbeing of veterans living in the community, providing the opportunity to engage with people who have shared experiences and history while learning new skills, exploring a number of interests and giving them access to support services.

The centre is accessible to veterans living in the community and gives them the choice of how often to visit, supporting an increased social network.

- Social
- Skills
- Support

A range of purposeful activities and opportunities are on offer at the centre and are supported by a skilled team of staff and volunteers who are able to provide relevant guidance. The centre also works in partnership with specialist organisations to provide advice to veterans where needed.



TV Advert



This year Erskine produced a new television advert to raise both funds and awareness for the charity.

The advert was based on the life story of Erskine's IT Manager and cottage resident, Bill McDowall. Taking his journey from conflict in the Falklands, through being medically discharged and leaving the army, to arriving at Erskine and ending at the present day.

The Marketing team worked closely with the film producers to ensure Bill's story was reflected accurately and filming ran seamlessly.

The TV advert ran on STV and Channel 4 during the week running up to Christmas, as well as online and has already seen a great response in terms of donations and awareness, which we hope will continue to build as the campaign progresses.



Transforming Lives

Can you make a difference... beyond your own lifeline

For each of our veterans there is a moment when Erskine's door opens and once again they see a life worth living. Could you help us to keep that door open in the future?

We have been offering a helping hand to veterans since 1916. Over the years, the conflicts in which our young Service men and women serve have changed in many ways, but what has stayed the same is their heroism and dedication to their country.

Every veteran who turns to Erskine for help deserves the best possible care and our aim is to ensure that they receive it. Erskine really cares for every veteran who arrives at our door and they feel safe and supported - thanks to the generosity of our supporters.

What do our veterans get from our supporters generosity?

They get happiness, peace, security and friendship along with the very best care that Erskine is renowned for. As our residents say ***"It's a full active life at Erskine", "I really feel part of a big family now"*** and ***"I am safe, well cared for and my family now have peace of mind", "Erskine saved my life"***.

Legacies are the backbone of our care programme and provide a long term future for Erskine. They help to provide funding for

dedicated nursing care, sensory gardens, specialist medical equipment, physiotherapy and many social activities that enhance our veterans' quality of life. Without legacies, this enhanced care would not be possible and the lives of our veterans would be very different.

Every Gift to Erskine has helped our Veterans

Mrs Molly Brown from Edinburgh left a share of her estate in her Will to benefit the residents of the Erskine Edinburgh Home. Her generous gift has allowed us to purchase seven specialist chairs for veterans who require fitted seating to aid their comfort and wellbeing. The remainder of her gift will help provide physiotherapy and social activities for the Erskine Edinburgh residents.

Mrs Annie McGrath was born in Harthill in April 1921 and left a bequest to Erskine having supported our veterans for many years during her lifetime. Both her and her late husband John served in the Forces during WWII. When war broke out in 1939, Nan presented herself for recruitment to the Armed Forces with a notion of doing her bit for her country and found herself in the Auxiliary Territorial Service, serving in Hastings, Sussex. At the end of the war, Nan married John McGrath, a Harthill man who served in the Royal Navy and, in service, had contracted a severe form of tuberculosis. Their early married

life was difficult because John had to spend protracted periods in hospital with long spells of recuperation in the Glen o' Dee sanatorium in Bachory where the clean air was more conducive to his full recovery.

They had no children but were Auntie Nan and Uncle John to three daughters of her best friend Margaret. They had a close and loving relationship with their "nieces" and were involved in all the family events. Nan and John enjoyed a loving, mutually caring marriage. John worked as a bookkeeper in the BMC factory in Bathgate and Nan had a successful career in the Civil Service, retiring in early 1980. Together they enjoyed travel and many interesting holidays at home and abroad. In 1987 they moved to Whitburn. Sadly John died in 1991. Nan was bereft. Gradually, however, she began again to find purpose in her life in friendship from neighbours, former work colleagues and the community of Whitburn South Church. Every summer and Christmas she enjoyed visits to St Andrews to be with her goddaughter, Olwen and her family. Support from friends and the community allowed her to remain in her own home until she was 95. In 2016 she moved into a nursing home where she was cared for with dignity and kindness until she passed away in 2017.

Mrs McGrath's bequest will help Erskine provide training in palliative care so that seriously ill veterans can be cared for here, at

Erskine with specialist care and dignity. Her final act of kindness and generosity will always be remembered.

These are only a few of the many people who supported Erskine and chose to make the 'ultimate' gift in their Wills and Erskine owes a debt of gratitude for their willingness to remember us. We are grateful to each and every one of them for their support. Their acts of kindness are the secret of our success and they will never be forgotten.

The remarkable tradition of giving to Erskine in your Will is never more valued or more needed than it is today. Erskine's need for legacies is vital if we are to continue enhancing the lives of veterans and we make no excuse for asking that, when the time is right for you

please remember Erskine in your Will.

You might be surprised to hear this, but last year one in every four veterans we supported would not have received Erskine care if it wasn't for people who left Erskine

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**



Legator Annie McGrath
and her husband John

Financial Summary

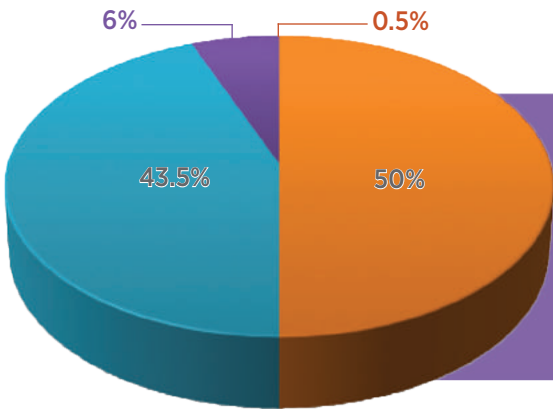
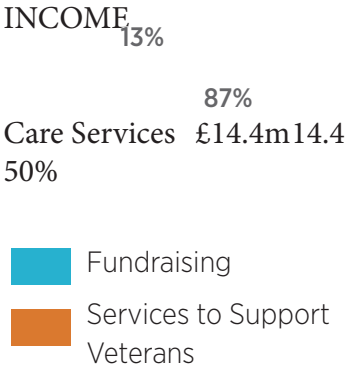
Due to the wonderful commitment of our supporters, we have been able focus on plans and developments to meet the changing needs of our veterans' community for the future.

Erskine's charitable activities income increased overall in the year by £0.76m, which includes income from discontinued operations of £77,000. Other income consisted of a £21,000 gain on the sale of tangible fixed assets. Care home fees and miscellaneous income increased by 5.7% with the average bed occupancy level at 96.8% which generated £14.4m. The cost of care provision increased by 12.2% principally due to the increase in care staff establishment and our assurance to continue to pay the Scottish Living Wage.

Funding from donations and legacies achieved £12.59m with legacies increasing by £3.15m and donations increasing by £84,000 on the previous year. The cost of fundraising equates to 13% of income raised, excluding marketing and communications costs.

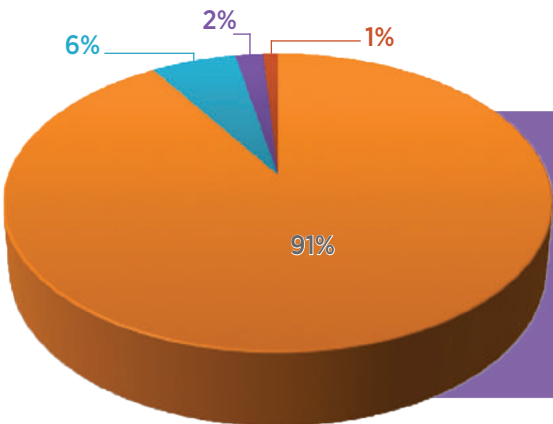
This year the commitment and generosity of our donors has again been extraordinary and with a recorded surplus of £3.9m we are confidently able to proceed with our plans to develop a Veterans' Village on the Erskine Estate.

For every £1 donated to Erskine ...



Income

Care Service	£14.4m
Donations & Legacies	£12.6m
Investment	£1.7m
Other	£0.08m
TOTAL	£28.8m



Expenditure

Care Service	£22.7m
Fundraising & Donor Development	£1.6m
Marketing & Communications	£0.5m
Management/Investment & Projects	£0.13m
TOTAL	£24.9m

Board of Trustees

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

Mr Stuart Aitkenhead
Lieutenant Simon David Allbutt FCIPD RN
Dr Brian Cowan
Professor Rosslyn Crocket MBE
Ms Rani Dhir MBE BA GradIPD DipHS FCIOH FCIOSB
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

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

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 2018

Erskine Motorbike Meet
Erskine, Bishopton
27th May

Edinburgh Marathon Festival
Edinburgh
26th - 27th May



Ideal Home Show
SEC Glasgow
31st May - 3rd June

Erskine Classic Car Show
Intu Braehead Arena
28th July

Erskine Golf Day
Loch Lomond Golf Club
28th August

Bogstomp
Clyde Muirshiel
2nd September



Erskine Military Ball
The Hilton, Glasgow
28th September

Dog Jog
Glasgow
28th July

Dog Jog
Edinburgh
29th July

Christmas Cracker Shopping Fayre
Glynhill Hotel
8th - 9th November

Tree of Honour
All Erskine Homes
6th December



Edinburgh Christmas Carol Concert
St Cuthberts Church, Edinburgh
14th December

www.erskine.org.uk
events@erskine.org.uk
0141 814 4555



ERSKINE

Caring for Veterans since 1916

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

Website: www.erskine.org.uk



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