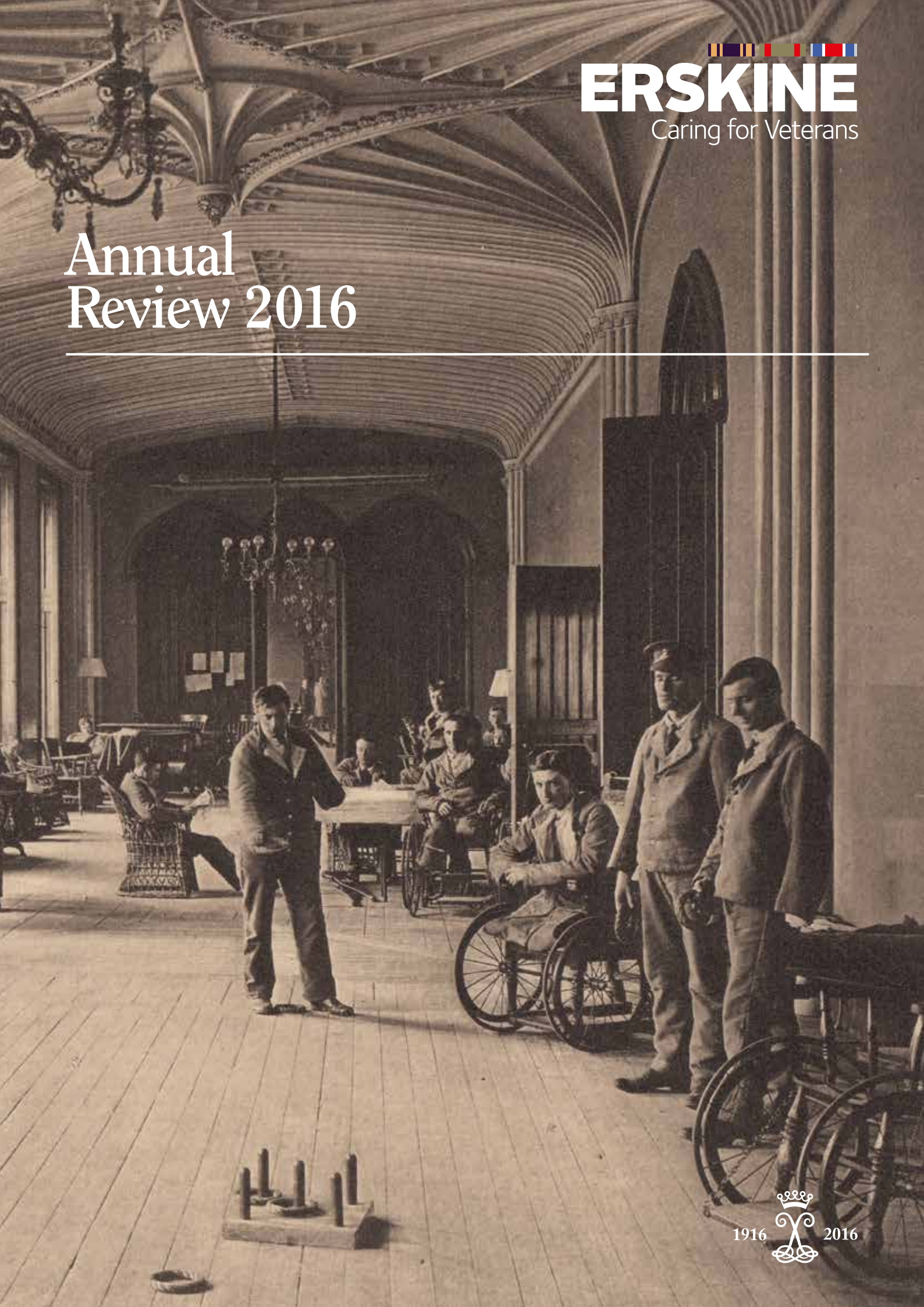


# Annual Review 2016

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# Welcome

Message from our Chairman and Chief Executive

**2016 was a very special year for Erskine as it marked 100 years of caring for veterans.**



Left: Steve Conway, Right: Robin Crawford with Erskine resident May McLean

The Princess Louise Scottish Hospital for Limbless Sailors and Soldiers was founded in 1916 to treat men injured during World War 1 who had lost or sustained injuries to their limbs. Medical and nursing care continued to be provided in the mansion house and adjoining buildings until 2000 when the residents were moved to bespoke care homes built on the estate, and later to new homes in Edinburgh and Glasgow.

The care may have changed over the years but the one common denominator is the generosity of our supporters. It is interesting to note that in 1916 following the first public meeting, the donations totalled £100,000 which today equates closely to the £8m our supporters donate each year, so that we can continue to care for our veterans. We would like to express our appreciation for the support which you have given and continue to give Erskine.

We celebrated our centenary at several events throughout the year including a civic reception hosted by Renfrewshire Council, a service of commemoration in Glasgow Cathedral, to which we were delighted to welcome HRH The Princess Royal, and a series of summer fetes in each of our homes. We were also extremely proud to receive an honorary doctorate from the University of Glasgow; only the fourth time in the history of the university that a degree has been conferred on an organisation rather than an individual.

Throughout this Annual Review you will read about the high standard of care we provide and how much it is appreciated by our residents and recognised by the Care Inspectorate, whose inspectors have assessed the care we provide in our homes as good or very good for each of the four quality themes. This is a marvellous achievement by our staff and volunteers who place the veterans first and work extremely hard to ensure Erskine achieves its mission: to enable members of the ex-Service community to get the best care and support to achieve maximum quality of life. We would like to take this opportunity to thank our staff and volunteers for their dedication and hard work.

As an employer that values its staff and works hard to support and develop people to provide the care and support to our veterans, we were delighted to be awarded the Investors in People Gold Award. This award, which was assessed against the IIP framework, recognises Erskine as an organisation that is committed to continuously developing its staff and has in place sound people strategies. Our values are embedded in everything we do.

Looking forward, at the last Board meeting of our centenary year, the Trustees gave their agreement to develop proposals to address areas of unmet need in accommodation and to reduce social isolation experienced by veterans living on their own in the community.



These developments will comprise additional family housing, single living accommodation for veterans of working age, a small number of assisted living apartments, and an activities centre. Together with our care homes this will provide a wide range of services for veterans in a safe Veterans' Village environment.

Our Chairman for the past five years, Andrew Robertson, stepped down in December after a 40-year association with Erskine; first as Company Secretary, then as a Trustee and ultimately Chairman of the Board. Erskine owes Andrew a debt of gratitude for his contribution and leadership which has done much to influence Erskine's development and reputation as a leading provider of care for veterans in Scotland.

We hope you enjoy reading about the marvellous care we provide, the stories from some of our veterans, and more detail about the centenary events.

Robin Crawford  
Chairman

Steve Conway  
Chief Executive

# Care

## In 2016, there was not only a change of Chairman, but also a change of Director of Care with Derek Barron arriving in June.

Our thanks and best wishes to Sue Robinson, the previous Director, upon her retirement. Derek joined Erskine following a 32 year career in NHS Scotland, latterly in Ayrshire as Lead Nurse/Associate Nurse Director.

The theme of development from 2015 continued with new 'open' fencing being installed around the gardens in Ramsay House at The Erskine Home, leading to a wonderful opening up of the vista for our residents. John, a resident, now sits in the south dining room for his meals as he likes to look out into the garden and admire the views. He often comments on the wildlife he can now see which encourages other residents to look outside. He also talks about the traffic levels on the Erskine Bridge, particularly when having his evening meal. The benefits to our residents led us to extend the original programme and replace wooden fencing in our dementia houses in The Erskine Home and the Erskine Edinburgh Home.



1 Resident: David King  
2 Sporting Senior Games  
3 Resident: Jimmy Groat

We added fencing in Red Cross and Yarrow Houses at The Erskine Home which promotes choice for our residents, enabling them to walk freely in and out of their house while remaining in a safe environment. Future work will be undertaken to redesign the garden areas to further promote the utility of the garden.

Continuous development has been a theme throughout the year – following last year's redecorating we recognised that wayfinding for residents around each house could be clearer. We have therefore painted the accent walls in each corridor a different colour and added additional signage, helping residents to recognise where they are. An interesting learning point for us has been that residents now walk further into corridors as they can more clearly understand the area around them; effectively this has increased the circulation area for residents.

Care staff have all had new uniforms introduced. The smart, bright uniforms take a block colour approach which aids identification for residents and relatives, an important aspect when someone needs assistance. Bill, a resident at our Edinburgh Home, said about the uniforms "I really like the new uniforms, they are bright and very smart, but don't ask me to wear one!" In addition to colour identification, each uniform has the designation embroidered on it. This allowed us to redesign our name badges and introduce new clearer badges with the staff names in larger, bolder text, which are much easier to read. Frank, another Erskine Edinburgh resident, said "I like the new badges as I can clearly see the staff names".

In October, Haig House won a Highly Commended award at the Mental Health Nursing Forum Scotland Conference & Awards event for their Food for Thought research project. The award recognised the significant work the Haig House team did, alongside the University of the West of Scotland and NHS Ayrshire & Arran, in supporting residents with advanced dementia in meeting their nutritional needs. Food for Thought involved sensory and environmental approaches that encouraged and supported residents to participate in meal planning and eating/drinking to meet their needs. The learning from the research project was then rolled out across the rest of our Houses and Homes, improving the dining experience for all Erskine residents.

1 Derek Barron, Director of Care  
2 Staff: Jennifer Callaghan & Evelyn Corbett



Following the success of the Commonwealth Games (2014), we held our Centenary Games in October at the High School of Glasgow campus in Anniesland, Glasgow. This wonderful event saw residents from across our four Homes, along with residents from three other care homes join together to compete in the six disciplines of basketball, boccia bowls, javelin, penalty shoot out, curling and cycling, with the eventual winners The Erskine Home 'red team' lifting the inaugural John Bowman trophy. The trophy is named in memory of inspirational Erskine resident, John Bowman, who loved competing.

During 2016 residents in our three 'west' Homes enjoyed days out at Castle Semple Outdoor Centre. The combination of water and dry land activities saw our residents 'buzzing' with enthusiasm each time they returned and keen to participate further. Learning from this, in 2017 we plan to build a cycle track and purchase adapted bikes (including wheelchair enabled bikes) to give residents greater freedom to participate regularly without having to make special travel arrangements.



Erskine continues to use digital technology to support the delivery of care. Using mobile tablet devices we have been able to ensure that recording of care happens closer to the point of care which allows staff to sit with residents while recording care and reduces time spent in duty rooms on computers.

The Erskine Home has been trialling the use of an electronic medicines management system, with the support of Boots. Following an initial slow start, staff have fully embraced the technology, which supports accurate and efficient administration and recording of medication, which in turn promotes safe and timely medication management for our residents.

In the Erskine Edinburgh Home we saw the opening of the new Sassoon Dining Room. The impact was immediate with residents now dining 'in the garden', in a bright, new conservatory dining area. Feedback from residents suggests the new room is very much enjoyed and promotes a positive dining experience.



*“The worst journey in the world”*



*“We can see thousands and thousands of ships”*



## Bill Bannerman Royal Navy

**Glasgow born Bill Bannerman was 18 years old when he joined the Royal Navy in 1942.**

Bill served on the navy destroyer, HMS Verulam, and was part of the Arctic Convoys of World War II, delivering essential supplies and transporting personnel between Britain and Russia. He was on one outbound and three homebound convoys between February and May 1944.

The Arctic Convoys were hazardous. Indeed Winston Churchill called it, “the worst journey in the world”. The risk of attack from U-boats was high, and this was compounded by the freezing conditions. Yet Bill recalls, “We were all young and none of us realised how dangerous it was. We had a job to do, so we just got on with it. At 18, you think you can beat the devil.”

Bill’s life on the convoys was tough; they faced atrocious weather conditions and endured perishing temperatures.

As Bill remembers, “The thing you knew all about was how cold it was. I was working in the engine room, so I spent as much time as I could below deck. And when I was on deck, I always had a security rope tied around me. I was never one of these gallus guys who would walk on deck with nothing to stop them falling overboard. Sometimes the ship would be going up and down and you simply had no chance of staying on your feet. If you did fall overboard, your survival time was about three minutes. That was it. I remember being up on deck one night watching the convoy when all of a sudden there was a big flash. A tanker had been hit. But you didn’t stop for survivors as you had to keep going. You could see men in the water trying to grab on to ropes around the hull of the ship, but their hands were that cold they stood no chance.”

After his time in the Navy, Bill returned to Glasgow, met and married Margaret and settled down to raise a family. Bill joined the Royal Fleet Auxilliary, and latterly worked at John Brown’s shipyard in Glasgow. After many happy years of marriage, Bill’s wife developed dementia. When Bill was no longer able to care for Margaret at home, she moved to Erskine. Bill would visit daily, and was well known by staff and volunteers. Sadly, Margaret passed away and Bill continued to support Erskine doing fundraising collections around Remembrance.

After living alone for many years, Bill found that he could no longer manage on his own. He moved into the Erskine Glasgow Home in Anniesland so he could be near his family.

After all his years of bravery, caring for Margaret, looking after the friends he met on the convoys and undertaking activities to help raise vital funds for Erskine, it’s fitting that Bill is cared for at Erskine and has the help he needs.



## Jean Stephen Women’s Royal Naval Service

**Jean Stephen joined the Women’s Royal Naval Service (Wrens) in 1944, aged 22. Having studied German at Glasgow University, she had the perfect skills to become a listener in the Wrens. She says, “I was just interested in languages but was hopeless at French. The German turned out to be very useful.”**

Jean was a petty officer stationed at Felixstowe in Suffolk around the time of D-Day, June 6 1944. She recalls “No one told us it was D-Day.” She could hear the German radar operators screaming in panic and terror when they realised D-Day had begun. We were listening to these German radar operators with the big coastal guns and they were screaming down the line, ‘Thousands and thousands of ships, we can see thousands and thousands of ships.’ And we were just writing down in our logs that it must be an exercise. An officer had to go down to the naval base and all the people were saying, “Isn’t it great news?” and we didn’t have a clue. I think that officer was quite annoyed because nobody had told us, but our stations were pretty much independent and out of the way.”

The first she and her colleagues knew of the Allied landings in Nazi-occupied France was from those messages she intercepted. Jean’s job was to intercept messages and pass them on to the famous code-breakers at Bletchley Park. She was a listener for the famed espionage hub and was tasked with noting down German language broadcasts from small units perched around the UK’s south and east coasts.

Jean adds “It was mostly E-boats which were fast torpedo boats, we would intercept. They used to whizz across from the naval bases in Holland and Northern France, up and down the east coast. We had to try to learn all their code words and, of course, they changed every month. Whatever we heard was passed on to Bletchley Park.”

Jean wasn’t sure what happened to the messages and had no idea where the secret site was. She says, “We would know something had happened and passed it on but we didn’t know where it was exactly because of the secrecy. My friend and I were very cagey about discussing things – we knew what we were doing was important.”

In 1946 she left the Wrens and worked with the American Embassy before settling down with husband Alex and raising a family.

Jean recently received a commemorative gold badge from Bletchley Park, along with a certificate signed by Prime Minister Theresa May thanking her for her ‘vital’ service. She had kept her wartime role a secret for over three decades.

Jean’s daughter Sheana said, “The first time we knew anything about it was when we were watching a submarine war film on television and mother turned and said ‘that was one of my log books’. She had translated the log book of the captured sub.”

Sheana goes on to say, “She loves being at the Erskine Edinburgh Home and she would not have received the acknowledgement for her work from Bletchley if she hadn’t come to Erskine to be cared for. It was so good to see her receiving her Bletchley medal and the Freedom of Bletchley. Finally, after over 60 years, through the efforts of one of her grandsons, Fraser, she also got her war medal.”

Remembrance Day takes Jean back to her time in the Wrens and she thinks it’s important that younger generations don’t forget the sacrifices which older generations made. She said “I think Armistice Day and Remembrance Day are important so people always remember.”



1 Erskine Glasgow resident, Bill Bannerman

2 Erskine Edinburgh resident, Jean Stephen pictured with her daughter



## Continuing the Legacy

Communication, Accountability, Respect, Excellence

**Erskine has been a pioneer in delivering high standards of care to the ex-Service community, since 1916, and 2016 was no different.**

During the early summer we undertook an employee engagement survey – ‘My View.’ The unprecedented participation made it apparent our staff were eager to have their views heard. We addressed the findings and issues raised with a very successful You Said – We Will Do – We Did plan, led by the Senior Management team; supported by HR.

### Constantly talking isn’t necessarily communicating

Erskine’s most recent Investors in People assessment was carried out during October 2016. Two IIP Assessors visited all four homes and met with nearly 100 people representing all areas of the organisation.

The resulting report, based on the new Investors in People Framework and mapped to topics covered in the ‘My View’ Survey had very positive feedback. It clearly illustrated the direction taken over the last three years to improve the culture and retention of our staff.

The assessment concluded that as we had evidenced living our Values; thus supporting the health and wellbeing of staff. We were delighted to be reaccredited with a Gold award. Plaques displaying our reaccreditation status are proudly displayed in each of our four homes.

Communication continued to remain a high priority. Erskine took yet another step towards a paperless environment when we developed the self-service facility within our Cascade HR system. This created a more autonomous, flexible and accurate way for staff to deal with annual leave, pay and training information.

The Erskine Healthy Working Lives group enjoyed a successful first year. The group focused on a variety of topics such as; workplace hazards, health and safety, healthy hearts, and drugs and alcohol, in an effort to illustrate and implement healthy work life balance.

Yoga classes were introduced in Bishopton and Edinburgh and initiatives such as ‘Cycle to Work’ and ‘Walk to Work’ were explored at the request of staff.

We continued to invest in staff development with the deliverance of individual courses including eMar, CareSys, SVQ, Midas, and Palliative Care. In addition the Erskine dementia awareness programme reached out beyond care staff to highlight the difficulties experienced by those living with dementia.

### One of the most sincere forms of respect is actually listening to what another has to say.

During 2015/ 2016 our commitment to training never wavered. We maintained care standards and in several notable instances, set best practice for the future – an excellent example being the ‘My Home Life’ programme which covered developing best practice together; focusing on relationships, having caring conversations and being appreciated.



### It is not only what we do, but also what we do not do, for which we are accountable.

Our partnerships with Trade Unions and local educational facilities continued to develop. We focused on the skills of our workforce and implemented schemes such as Modern Apprenticeships. It was with great pride we employed our first Modern Apprentice in Business Administration, who throughout the year gained experience in various departments.

At Erskine we believe our staff and volunteers deserve recognition and at the launch of our centenary celebrations in March, our President’s Awards, once again, recognised and rewarded those who had gone that extra mile for the benefit of Erskine.

The calibre of nominations submitted was extremely high and although the final winners received the ultimate accolade, we believe every nominee was a winner in their own right.

### Excellence is the gradual result of always striving to do better

Our volunteers are important to us and we are proud to be accredited with Investing in Volunteers status with reaccreditation expected in 2017.

Our heartfelt thanks goes to our 200+ volunteers who give so freely of their time, supporting veterans in their many activities and adding so much value to life at Erskine.

Our Long Service, Volunteers and SVQ awardees were acknowledged in June when certificates and mementos were presented at an award ceremony and celebration lunch.

There was further recognition of achievement when our Director of Care, Derek Barron, received a Lifetime Achievement Award for 32 years of service within mental health nursing from the Mental Health Nursing Forum for Scotland. Without doubt, awards such as these pay tribute to the tremendous level of dedication to the chosen specialities and interests represented throughout Erskine.

**For the past 100 years, our staff and volunteers have worked with professionalism, compassion and dedication. We will continue to tread the path that has served Erskine so well and ensure present and future residents enjoy the same fullness of life afforded to their predecessors.**

- 1 Volunteers Long Service Awards
- 2 Staff yoga
- 3 Staff SVQs
- 4 President’s Awards



# The Erskine Home

## Our Remembrance Service here at Erskine is a very poignant day in Erskine's calendar.

It is held annually on the 11th November at 1100 hrs, in the Activities Centre. It is always a very emotional service. Looking around at our Residents' faces during the Service, it is clear to us as members of staff that they are deep in thought, perhaps thinking about fallen comrades, remembering loved ones and remembering their own personal experiences.

The local community has an involvement in the proceedings and our Remembrance Service is well attended by various branches of our Armed Forces, Army Cadets, family members, veterans from Erskine cottages, local schools, volunteers, staff members, as well as family members of residents who have passed away.

Erskine's local Minister, Reverend Jonathan Fleming, led the Service and Chief Executive, Steve Conway added to the occasion by reciting Binion's Lines. The Service extended out to the Garden of Remembrance where wreaths were laid by local dignitaries, school children, residents and staff.

Our Service gives everyone attending an opportunity to remember and show their respects to the brave men and women who gave their lives for the freedom of our country, as well as a way to show their support and respect for our residents past and present. The staff here at Erskine are Proud to Care.

1 Residents: Peter Knowles & Tommy McSorley



# Erskine Edinburgh

## The residents, relatives and staff at the Erskine Edinburgh Home organised a Centenary Birthday Bash in August with a WWII theme.

Everyone was invited to dress up and were greeted at the entrance to the home by a Piper and a champagne reception. Entertainment was provided on the day by the Kennedy Cupcakes and George Gordon as well as WWII exhibits provided by Robert Ballantyne and Living History. Everyone was invited to have their pictures taken at the Blush Photobooth as well as receiving a poke of traditional sweets from the Ye Olde Sweet Shop and homemade lavender shortbread which was a lovely souvenir of the day.

Our Award Winning Head Chef Robert Anderson and his team provided a bespoke canape menu and the Centenary Birthday Cake was designed and made by Edinburgh College and cut by Margo Sinclair, Erskine Edinburgh's longest serving relative.

A commemorative tree was planted in the remembrance garden by Lt Col IM Elliot OBE, our longest serving resident.

Some of the comments from our guest book included:

**"Terrific afternoon and first class entertainment"**  
- Ron Wood (relative)

**"Lovely day, really enjoyed it, loved the costumes and music. Happy Birthday"**  
- Ethel Ferguson (relative)

**"Great place to work, enjoyed the centenary day, lovely to spend time with everyone on such a special day."**  
- Odette Burnside, Care Assistant

The summer fete (an annual fundraising event) took place on Saturday 2nd July. The fete was opened by the British Legion Bikers displaying the Erskine flag on the back of the lead bike as they rode down Gilmerton Road and up the drive to the home in a procession of over 50 bikes.

Entertainment included a WWII exhibition, Ye Olde Sweet Shop, various stalls, a barbecue, a visit from local Police and Fire Brigade with their vehicles, a Tombola, a Bake Sale and everything was topped off with our famous raffle!

A truly fantastic day enjoyed by all.



1 Centenary Birthday Bash

2 Resident: Lt Col IM Elliot OBE

3 Living History WWII Re-enactment Society

# Erskine Glasgow

Erskine Glasgow enjoyed another successful year in 2016. 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. The addition of the new recreation area 'The Bridge' greatly enhanced the opportunities for meaningful social interaction. 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 2017.

The Erskine Glasgow Home celebrated Erskine's centenary by hosting a formal Garden Party in June, for residents, relatives, staff and invited guests. The entertainment included a chamber orchestra, a ceilidh band, a historic tearoom and lots of food and drinks. The staff entered into the spirit of the celebration by wearing service uniforms from bygone days. The day was a huge success and enjoyed by all.

The year 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.



- 1 Resident: Sadie McBride
- 2 Centenary garden party tearoom
- 3 Nordoff Robbins session in 'The Bridge'



# Erskine Park

The introduction of the reminiscence room to Erskine Park has enabled us to assist residents to use their surroundings to promote their memories. The room is used for individual and group interaction and is designed to inspire the memories of the residents' early years being focused around the late 1940s.

The room decor will evolve over time to remain relevant for future residents. For residents who are confused and upset at having to leave their own home due to their dementia, the reminiscence room provides them with a source of comfort. Some residents said it reminded them of 'their own wee house'.

The positive effects of the reminiscence room were explained in the BBC documentary, *Beyond the Battlefield: 100 Years of Erskine*; where a relative and her mum are seen spending quality time together, and the resident comments on the lovely clock. This relative explains how her mum being in an environment such as Erskine Park has allowed her to be a daughter again.

The familiar decor and objects in the room, such as glass ornament cabinets and china dogs, can quickly provide a feeling of safety and security to the residents. The use of the reminiscence room helps to encourage the resident to share their thoughts and memories and allows them to express themselves in ways that would not otherwise be possible.

The room has been a very welcome addition to the home, promoting safety and wellbeing for our residents.



1 Jessie Adams with Sally Magnusson in the reminiscence room

*"He had flown to Italy to bury his son"*

ABF

THE SOLDIERS'

CHARITY



## Tommy McSorley Royal Scots

Tommy was conscripted on his 18th birthday – Boxing Day 1947 – and joined the Royal Scots. Less than a year later, in October 1948 whilst serving on a peacekeeping mission in Italy, the vehicle Tommy was driving hit a rouge landmine.

Blown up instantly, Tommy was unconscious for five days. When he woke up in hospital, his father was by his side. He had been flown to Italy to bury his son, such was the severity of Tommy's injuries.

Against the odds and despite his injuries: two broken arms, a fractured pelvis, a fractured skull, his stomach crushed and a blood clot in his leg, miraculously Tommy survived.

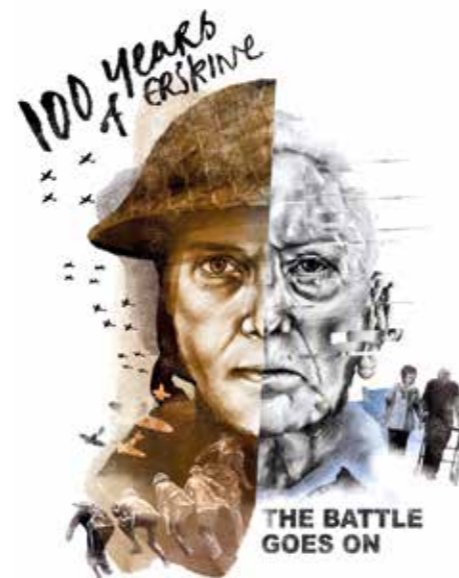
Two weeks after the accident his leg had to be amputated. At just 18 years old, Tommy's life had changed forever. He spent the next year in hospitals in Italy, Austria and Germany.

Tommy says, "Coping without my leg was really hard. For years I suffered from phantom limb pains that drove me crazy and I still get them today. Those were the worst and would keep me awake. Pain in my leg has always been an issue I've lived with. I'm quite resilient and I've always tried to live life to the full. If I could chase the lassies and still play football – even with one leg – then I knew I'd be fine. I chased the lassies until I met wee Jeanie; she kept me in my place".

Tommy and Jeanie were married in 1952 and went on to have a son and a daughter. He now has two granddaughters. Tommy has lived alone since Jeanie passed away, and relies upon carers who visit twice a day. He has been coming to Erskine for respite care twice a year since 2009.

"I came to visit the old Erskine Hospital four times for further amputations to my leg when I was younger. For the past seven years I've been coming to Erskine for respite care and I hope to move in permanently soon."

When at Erskine, Tommy benefits from regular physiotherapy and enjoys a wide range of activities and outings such as attending the Edinburgh Military Tattoo and football matches. Just as Tommy's needs have changed, Erskine's care has evolved for him and so many other veterans like him. "I always look forward to coming in. It's a home from home for me and I'm so grateful to be well looked after here and to be amongst friends at Erskine."



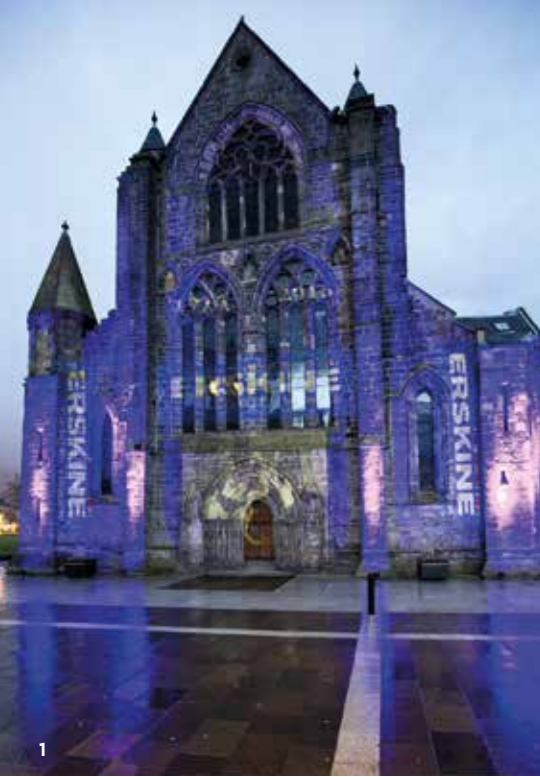
1 Respite Resident: Tommy McSorley

2 Tommy featured in the Centenary Remembrance campaign

3 Centenary Service of Commemoration at Glasgow Cathedral







# A Century of Care

## Commemorating 100 years of caring for veterans.

Erskine has such a rich history and as the current caretakers, trustees and staff recognised their responsibility to publicly commemorate Erskine's centenary year. A recent message from one of our supporters expressed this so well:

"You and your colleagues are in a tremendously privileged position, being able to offer comfort, hope, security and care to some of the bravest people around. Please convey our gratitude to them and reassure them that they are not forgotten by the people whom they sought to keep safe...us, the public. We are humbled at the debt we owe; please ensure they know that such feelings are widely felt today".

With the tremendous support of Glasgow University Archives now custodians of the Erskine records personal stories brought the unique spirit of Erskine to life in the book, 'Erskine: A Century of Care'.

The University of Glasgow also held the Erskine Exhibition at The Hunterian Museum, featuring an original Erskine prosthetic leg borrowed from The Science Museum, London. Professor Tony Pollard, Director of the Centre for Battlefield Archaeology was also invaluable to our research and featured in the BBC documentary, *Beyond the Battlefield: 100 Years of Erskine*. The documentary aired on BBC 2 Scotland on 3rd November 2016. 118,000 people watched the broadcast with a further 4,000 people viewing on BBC iPlayer.

During our centenary year we launched our centenary tartan and Arasgain Whisky, along with a special range of centenary merchandise. We also announced the online Book of Remembrance, and work started on the Centenary Garden where supporters can have plaques placed in memory of loved ones.

Our year of commemoration events commenced with a civic reception in March which was kindly hosted by the Provost of Renfrewshire. In June, 600 guests attended the Service of Commemoration at Glasgow Cathedral which was attended by HRH The Princess Royal.



The Erskine Centenary Ball took place in October at the original home of the Princess Louise Hospital for Limbless Sailors and Soldiers, now Mar Hall Hotel.

A motion was lodged in the Scottish Parliament by Maurice Corry MSP congratulating Erskine on our centenary year. Due to the motion receiving cross party support, it was debated in the Parliament on Tuesday 22nd November. Residents and staff from both The Erskine Home and Erskine Edinburgh attended Parliament in Edinburgh to listen to the debate.

Glasgow Phoenix Choir hosted a 100th Birthday Concert at the Glasgow Royal Concert Hall.

Erskine was also pleased to receive archive material and items for our centenary display including a Cap Badge collection which belonged to the late Archie McKay, formerly of the Queens Own 4th Hussars; and a WW1 mural painted by prisoners from HM Prison Barlinnie.



- 1 Civic Reception at Paisley Town Hall
- 2 Resident: Peter Knowles at the University of Glasgow Hunterian Museum Erskine Exhibition
- 3 Entrance Stone to the Erskine Centenary Garden
- 4 David Ritson, son of James Ritson who was the first patient admitted to the Princess Louise Hospital for Limbless Sailors and Soldiers in October 1916

- 1 Chief Executive Steve Conway, with senior staff colleagues, receiving the honorary doctorate from the University of Glasgow
- 2 WW1 mural painted by prisoners from HM Prison Barlinnie
- 3 Arasgain (Gaelic for 'Erskine')
- 4 Drystone Walling Association of the West of Scotland centenary wall



# Thank You

The Community Fundraising Team used the centenary year as an opportunity to thank our supporters who raised significant funds and went that extra mile for Erskine, by presenting them with a 100 Heroes for 100 Years medal.



1 Erskine Fundraising team at the Institute of Fundraising Scotland Awards  
 2 Nordoff Robbins session  
 3 Centenary Military Ball

## Our Thanks

Each year we need to raise over £8m to ensure that Erskine can continue to care for our veterans, and each year our supporters continue to show their generosity, for which we will always be thankful. Here are just a few examples of their amazing efforts:

Musicians from The Glasgow Theatre Guild who put on a special production of Hey Mr Producer to celebrate and honour Billy Love, a resident at Erskine, and founder member and Honorary Life President of The Guild.

American Friends of Erskine celebrated funding a bespoke 16-seater minibus with a generous donation of \$70,000, by taking some of our veterans on a trip to Loch Lomond for cream tea.

Nordoff Robbins Scotland provided a year-long programme of music therapy for residents in the Glasgow Home thanks to grant funding.

ACVO in partnership with Aberdeen City Council unveiled the Erskine Centenary Bench in Seaton Park.

## Giving by Direct Debit

A growing number of our supporters now make a regular gift via direct debit. We thank them all for their donations. This cost effective way of making a donation assists Erskine to make future plans as we are able to count on reliable, regular income.

The Fundraising Team were delighted this year to win the Donor Development Campaign Award for our Centenary Garden Appeal at the Scottish Institute of Fundraising Conference.

## Erskine, Proudly supported by:

The Avon Valley Motorcycle Club from Strathaven who donated £29,000 for a new mini bus.

Carlisle Rotary Club who raised £14,000.

Edinburgh Airport gifting £21,000 from their Charity of the Year partnership.

Bishopbriggs Academy pupils who walked part of the West Highland Way raising over £5,000.

Chris Ward who completed 'Sober Till October' and raised over £6,500.

SMT Claymore raised an incredible £10,000 from their annual dinner dance.

The Braehead Clan who auctioned off Erskine jerseys and raised over £6,000.

Ingliston Equestrian Centre Burns Supper raised £1,250.

All Trusts and Benevolent Funds who have supported Erskine and continue to allow Erskine to have such a positive impact on the lives of veterans and their families through new projects and initiatives.

Everyone from The Rangers Supporters Erskine Appeal for their continued support from events during the year, with a special thanks to Harry!

## Events throughout the Year

Our corporate supporters very generously through financial gifts, sponsorship and in-kind support, helped to make our centenary year of events a huge success.

Our thanks to The Highland Club for their headline sponsorship of the Centenary Ball; our thanks also to McLays Master Butcher and Greengrocer, Bunzl and Arthur McKay.

We are also indebted to the numerous organisations who provided gifts-in-kind or products free of charge: our thanks to Bullet Express, The Malcolm Group, MKM Building Supplies, The Cobble Shop, J M Murdoch, Spar, CJ Lang Group, Calders Garden Centre and many more.

To celebrate our special year with our supporters, 100th Birthday Parties were held in all of our homes with a Centenary Gala Day taking place on the Erskine Estate, Bishopton in July 2016. Our Gala Day was enjoyed by residents, staff, their families with the general public and local politicians coming along too. There was a party atmosphere with music, stalls, food and a wide variety of entertainment.



4 Erskine Centenary Bench, Aberdeen  
 5 Ladies Lunch  
 6 'Harry' visiting the Ideal Home Show Glasgow SECC; donated by the Rangers Supporters Erskine Appeal  
 7 Presentation of the American Friends of Erskine mini bus with grateful thanks to the Caledonian Club of San Francisco

# The Ultimate Gift

## Are legacies important to Erskine?

From the visionaries of the past, through the present, to our perception of the future, we are more focused than ever to continue to provide an unrivalled level of care for veterans and their spouses.

Every week a veteran turns to Erskine for help. Every week we want to respond. Today's Servicemen and women will be tomorrow's veterans. Some of them will experience difficulties we cannot imagine and need Erskine care.

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 the people who left Erskine a gift in their will. No act of kindness is ever wasted at Erskine.

Last year legacies helped provide specialist nursing, dementia, residential and respite care. Residents also enjoyed outings and social events throughout the year and welcomed many visitors from all three Services. It is only with the help of many of our supporters making their final gift to Erskine that we can continue to be there when they need us most.

Bob Gilfillan a WW2 Submariner who calls Erskine his home tells us: "I'm filled with pride and respect, but I know that it's thanks to the generosity of supporters that I now have this wonderful home and dear friends. When my great-grandson returned from Afghanistan, I prayed that Erskine would still be there for him if he needed help in the future."

Bob Gilfillan pictured with Scott Meenagh



*"I pray Erskine will be here in the future"*

- Bob Gilfillan

### Mrs Margaret Russell Donaldson

Margaret was brought up in Glasgow and educated at Glasgow High School for Girls. She joined the ATS attachment to the Cameronians (Scottish Rifles) in Hamilton and was called up at the beginning of the war. At that time a girl in uniform was a bit unusual and she was amused when kids in the street shouted "there's a wumun sojer". She was promoted to Corporal, then Sergeant and later commissioned and subsequently was Captain of a Signals Company.

From there she went to the ATS Staff College in Egham in Surrey where, having come top of her year group, she was appointed to a prestigious post in the War Cabinet Office. There she worked, underground in cramped offices for about 18 months with the Intelligence section, working on the Deception Plan and was aware of all the highly secret details of the invasion. The deception unit was known as the London Controlling Section. Margaret is remembered on plaques in the Cabinet Office Museum in Whitehall.

When this special section was due to be disbanded after the invasion of Europe, Peter Fleming (brother of well known author, Ian Fleming), knowing that Margaret's husband was serving with the Royal Scots in India, invited her to work for him in Delhi. Peter Fleming was in charge of military deception operations in Southeast Asia based in Delhi.

Margaret used to tell stories of Peter arriving at work, flamboyantly, on a white horse. It is said that he was indeed the inspiration for his brother's James Bond character.

Margaret and her husband settled in Edinburgh after the war, first in Corstorphine, then Morningside where they had two children Patricia and Peter. Margaret's gift last year helped fund adapted cutlery for our veterans helping them maintain their independence by making meal times easier.

### Miss Margaret Blackwood

Margaret lived in Girvan and made the decision to leave a share of her Estate to Erskine in memory of her father, Archibald Gordon Blackwood, who served with the Kings Own Scottish Borderers during WWI. Margaret's father came to Erskine and had a left leg amputation and she wanted to thank us for the care and assistance provided which helped aid his recovery until his death in 1953.

Her cousin and her husband asked that Erskine honour her gift and we were pleased to do so with a commemorative plaque which will be placed in our Centenary Gardens in memory of both her and her father.

Last year Margaret's gift helped to provide specialist nursing care along with physiotherapy and speech therapy which improved the health and mobility of our veterans and their quality of life.

**These are only two of the many people who supported Erskine and chose to make the 'ultimate' gift in their Wills. Erskine owes a great deal of gratitude to them and we are grateful to each and every one of them for their unwavering support of our veterans. Their acts of kindness will never be forgotten.**

With our plans to create a Veterans' Village, you can make an incredible difference by helping Erskine address areas of unmet need in accommodation and reducing social isolation.

If leaving a gift to Erskine in your Will is something you can do, then it would be greatly appreciated. Our support for our veterans must never stop. With your support it never will.

Another legacy gift was left specifically for the dementia gardens of The Erskine Park Home.

This will be used this year to upgrade the facilities and specialist garden equipment to benefit our veterans. This will enable Erskine to create an environment that can provide opportunities to live a meaningful life, despite the losses and challenges associated with dementia.

Our support for our veterans must never stop and with your support it never will. There will be a series of Meet Erskine events across Scotland this year, where our supporters can gain a better understanding of our work and meet some of our staff and veterans in person. It's our way of getting to meet you personally and to thank you for your continuing support.

**If you require further information on leaving a gift to Erskine, would like a copy of our legacy brochure or wish to visit one of our Homes prior to making a Will, then please contact Ann McCallum, Legacy Officer at Erskine.**

**Ann McCallum  
Legacy Officer  
Erskine,  
Bishopton,  
Renfrewshire, PA7 5PU  
Telephone 014 814 4520  
E-mail [anne.mccallum@erskine.org.uk](mailto:anne.mccallum@erskine.org.uk)**



Mrs Margaret Russell Donaldson

# Financial Summary

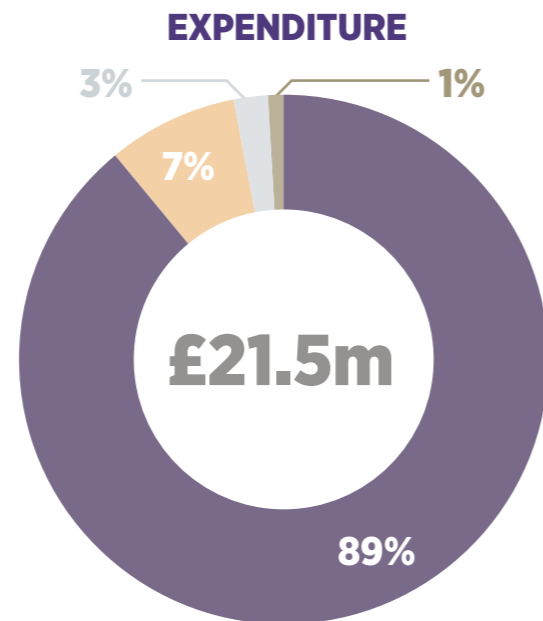
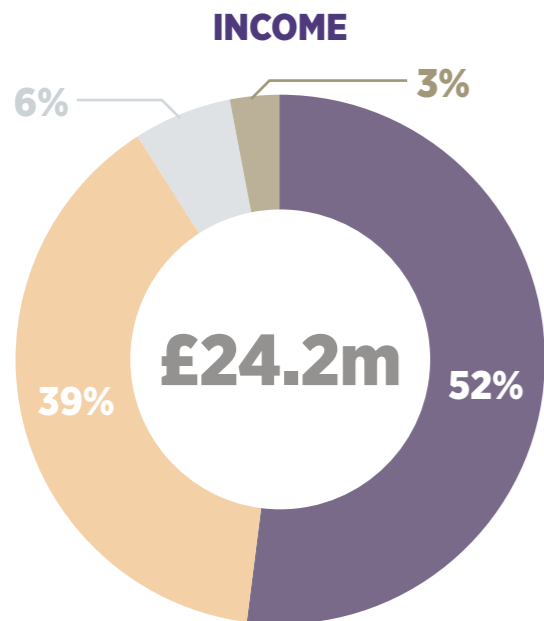
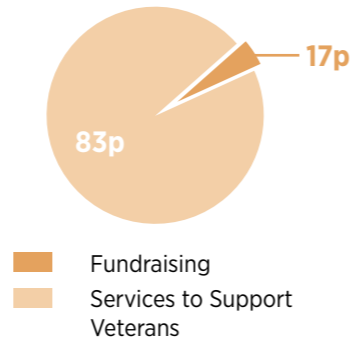
In this, our centenary year, the commitment and generosity of our donors has never been more evident.

This generosity means that Erskine can continue to provide high quality care and support for members of the ex-Service community, and this year we can also use most of the £2.7m surplus to develop new facilities or improve existing ones. Examples are mentioned elsewhere in this report but include improving some of the recreation areas and modernising our veterans' rooms with new floor coverings and furniture.

Although our average occupancy levels improved from 93.5% to 96.8%, the income of £12.7m from care home fees was a reduction of 0.9% from last year, due to the closure of the Erskine Mains home. However, this also meant that the cost of providing care was reduced from £20.04m to £19.13m.

New accounting regulations for charities have required us to account for our voluntary income differently this year. The figures below show the adjusted amounts we received.

For every £1 donated to Erskine...



Care Services	£12.7m
Donations & Legacies	£9.4m
Investment	£1.4m
Other	£0.7m
<b>Total</b>	<b>£24.2m</b>

Care Services	£19.1m
Fundraising & Donor Development	£1.6m
Marketing & Communications	£0.6m
Management/Investment & Governance	£0.2m
<b>Total</b>	<b>£21.5m</b>

# 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 Andrew Robertson OBE LLB (Chairman, resigned 14 December 2016)
- Mr Robert Crawford LLB CA (Chairman from 14 December 2016)
- Mr Stuart Aitkenhead
- Lieutenant Simon David Allbutt FCIPD RN
- Dr Brian Cowan
- Mr Kenneth Cowan (resigned 29 March 2016)
- Professor Rosslyn Crocket MBE
- Ms Rani Dhir MBE BA GradIPD DipHS FCIOH FCIOSB
- Captain James Fraser
- Lieutenant Colonel David Harrison OBE BA (Hons) MBA
- Group Captain Robert Kemp CBE QVRM AE DL
- Mr Ian Lee
- Mr Ian Reid
- Mr Alan Seabourne
- Miss Elizabeth Simpson MA CA
- Ms Jill Vickerman (resigned 14 December 2016)
- Mrs Brenda Wilson

Lieutenant Colonel Steve Conway  
 Chief Executive  
 Royal Marines (retired)  
 Company Secretary  
 Captain Andrew Cowan  
 RD LLB RNR

Erskine resident, Jack MacKay.



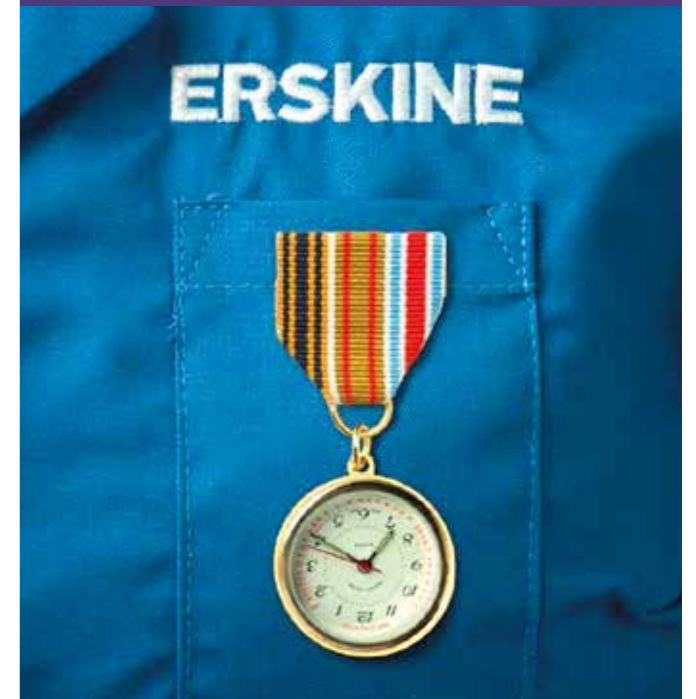
# TIME TO CARE

If you or someone you know has spent time in our Forces, they deserve some extra special care in return.

At Erskine we have the time to provide the compassion, kindness and care that is needed. We care for our ex-Servicemen and women, their spouses, widows and widowers.\*

If this applies to you, the difference of a lifetime could be just a quick call away.

\*Unless the spouse has remarried



To find out more about spending time at Erskine for nursing, residential, respite or dementia care, call us today on

**0141 814 4538**

or visit us at:  
[www.erskine.org.uk](http://www.erskine.org.uk)

**ERSKINE**  
 Caring for Veterans



# ERSKINE

Caring for Veterans

## **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**

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)

 [www.facebook.com/ProudtoCare](http://www.facebook.com/ProudtoCare)

 [@Erskine1916](https://twitter.com/Erskine1916)

 [@ErskineP2C](https://twitter.com/ErskineP2C)

Incorporated in Scotland as a non profit-making company limited by guarantee No. 174103 at Companies House, 37 Castle Terrace, Edinburgh, EH1 2EB.  
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