

- continue to take a holistic approach that seeks to fit services around the individual
- strengthen our relationships with our partners in health, social care, the voluntary sector and the councils in the Royal Borough of Kingston and the Borough of Reigate and Banstead
- play a leading role, with our key partner Your Healthcare, in the development of the Kingston Coordinated Care programme
- work in partnership with other voluntary organisations to deliver on the Active & Supportive Communities agenda
- start to improve and develop services provided by the three community centres in Reigate & Banstead
- implement a new Customer Relationship Management (CRM) system to help develop our knowledge of our customers and what they want
- reshape and improve our internal administration processes
- improve our performance management procedures
- increase income through the Kingston Community Furniture shop
- continue to increase income maximisation through the Information, Advice and Advocacy service
- increase the number of volunteers working across all our services
- continue to provide a wide range of high quality services that make your life greater



'I'm delighted to let you know that I have now been allocated the Attendance Allowance and at the higher rate. Of course I could not have done it without you. Just wanted to say very many thanks for all your help and kindness.'



How to contact us

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Celebrating 70 years: 1946–2016



2016 was a big year for us as we celebrated 70 years of supporting people, and we find our services busier than ever. Since our foundation, we have evolved and grown, while remaining dedicated to the aims established in 1946, of supporting people to live independently and be connected with their communities.

More than ever, Staywell is working with local partners to ensure we are still able to meet the demands of our growing older population. We have been working with our local health care providers and the council, to redesign and shape how community health and care services will be provided in future. This work has involved working out how people can get the support they need to keep them active, well and independent, and also making sure that when people do need care they are listened to and have a better, more 'joined-up' experience.

In this special celebratory year, and after 18 months in the making, we finally took over the management of the three community centres in Reigate and Banstead, which house some of the borough's older people's services. This is a significant development in the life of the organisation.

We have had many achievements to celebrate in our 70th anniversary year.

At the end of January, for the 16th consecutive year, Staywell's free Information, Advice and Advocacy service was awarded the Advice Quality Standard (AQS). The AQS is the only advice-specific, independently audited quality standard in the voluntary sector, endorsing the professionalism of the service and accuracy of the information and advice given. We were also presented with the Kingston Quality Award (KQA) for our commitment to best practice in volunteer management. This is a great endorsement of our methods of recruitment, training and retention of our highly valued volunteers.

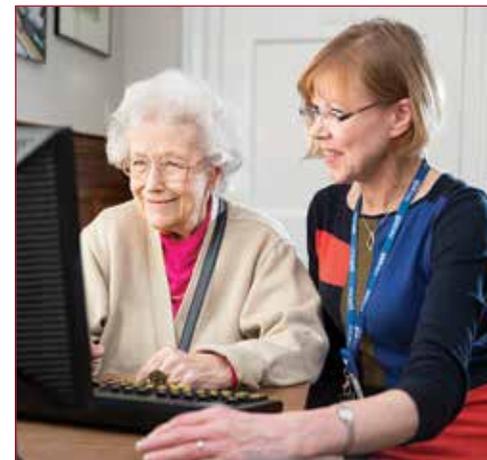
Staywell has come a long way over the last 70 years, and the need to evolve and innovate will continue to intensify as more people live longer, with higher expectations of services. We are working more closely than ever with our partners to provide high quality, cohesive services that support people to live their lives independently and with dignity, and promote wellbeing and resilience.

We thank all those who have supported us on our journey thus far, and look forward with enthusiasm to our future development.

'You – Stay Well at Home Coordinators – were absolutely wonderful when I needed help. I am most grateful for all you accomplished for me, and I would like to give something back in return (possibly volunteering in the future?)'

What we said we would do

- ▶ celebrate 70 years of providing services and supporting local communities
- ▶ increase the capacity of our Information, Advice and Advocacy service
- ▶ improve the accessibility of Kingston Community Furniture by opening a shop
- ▶ increase regular weekend openings at our day centres, particularly targeting isolated people
- ▶ work in partnership to develop Kingston's vision of 'active and supportive communities' and 'coordinated care'
- ▶ take part in the redesign of health and social care support services in Kingston
- ▶ develop new partnerships in Reigate and Banstead borough
- ▶ improve the lives of isolated and vulnerable people by developing our outreach activities and practical support services
- ▶ provide innovative, practical, training to staff and volunteers in dementia care best practice
- ▶ invest in new internal systems and processes to further improve our customer service
- ▶ achieve the target outcomes of our Fit as a Fiddle contract
- ▶ increase the numbers of volunteers working across all our services and develop our volunteer training programmes
- ▶ continue to provide a wide range of high quality services that make your life a greater life



What we did

- ✓ celebrated our 70th anniversary with a special event for over 200 stakeholders & increased awareness of our work through a four-page wrap-around promotion in the Kingston Guardian
- ✓ helped local residents successfully apply for income and benefits worth £670,875 – £550,000 of which is ongoing annual income
- ✓ opened 1,573 client cases, 851 of which required ongoing casework
- ✓ opened Kingston Community Furniture's first retail outlet
- ✓ secured Raleigh House's Saturday Social as a permanent fixture
- ✓ played an active role in the Design Team for Kingston Coordinated Care, aiming to provide local people with better, more joined-up and more effective health and social care
- ✓ took over the management of three community centres in the borough of Reigate and Banstead
- ✓ piloted a befriending and mentoring programme to reach some of the borough's most isolated and vulnerable older people
- ✓ piloted the 'Bradbury in the Community' programme, in partnership with Kingston Council's housing services
- ✓ provided 556 households with Help@Home support, with a total of 17,987 hours of support delivered
- ✓ facilitated the Best Practice in Dementia Care course, in conjunction with Stirling University, with 16 staff and volunteers achieving accredited certification and further courses planned
- ✓ invested in developing a new CRM system which will enable improved understanding of our service provision and how to further improve customer care
- ✓ enabled 251 people to improve their physical and mental health through our fun and award-winning Fit as a Fiddle programme
- ✓ added £398,000 worth of value to our services thanks to the input of over 120 trained volunteers
- ✓ achieved the Kingston Quality Award (KQA) for best practice in volunteer management
- ✓ provided a wide range of quality services to 2,740 individuals