

## Our key partners...

Age Concern Hampshire  
 Alabare Christian Care  
 Alzheimer's Association  
 Arts Council  
 Aspire Sussex Ltd  
 Aster Care  
 Big Issue Invest  
 Big Lottery Fund  
 Bournemouth Borough Council  
 Bournemouth College  
 Carers Forum  
 Carers Together  
 Community Action Hampshire  
 Community Action Network  
 Community Dental Services CIC  
 Community Nurses  
 Dorset County Council  
 Eastleigh College

Fenwick League of Friends  
 Frameworks 4 Change  
 Hampshire County Council  
 Hampshire Domiciliary Care Providers  
 Henry Schein  
 Highbury College  
 HTP Training  
 Lifeline Projects  
 Mouchel Group  
 National Care Forum  
 New Forest District Council  
 NHS England  
 National Skills Academy Social Care  
 Oldham Council  
 Plymouth City Council  
 Poole Borough Council  
 Portsmouth City Council  
 Portsmouth Dental Academy

Portsmouth University  
 Princess Royal Carers Trust  
 RBS  
 Saxon Weald  
 Skills for Care  
 Social Enterprise UK  
 Solent University  
 Southampton City Catering  
 Southampton City Council  
 Southampton Football Club  
 Southampton University  
 Southern Health  
 Stroke Association  
 Totton College  
 Wessex Deanery  
 Winchester University



SCA Group sca\_group

[www.scagroup.co.uk](http://www.scagroup.co.uk)

Social Care in Action (SCA Group) registered as a company limited by guarantee no. 4526806, charity registration no. 1096903.

SCA Care, registered with charitable status under the Industrial and Provident Societies Act 1965 no. 27461R

SCA Transport Services, registered with charitable status under the Industrial and Provident Societies Act 1965 no. 29035R, VAT no. 750540356

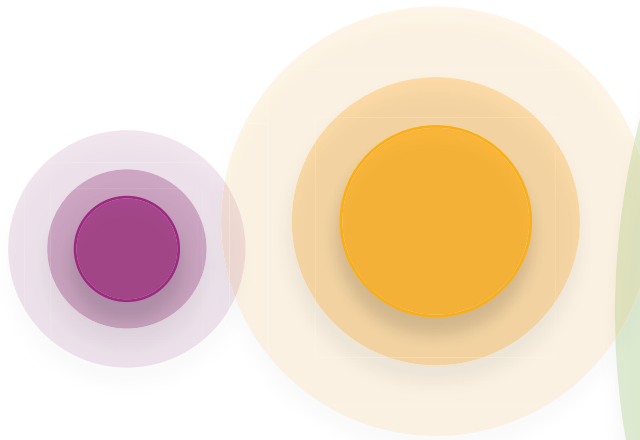
SCA Trafalgar Dental Services, registered with charitable status under the Industrial and Provident Societies Act 1965 no. 29975R

SCA Fenwick2, is registered under the Industrial and Provident Societies Act 1965 no. 30336R

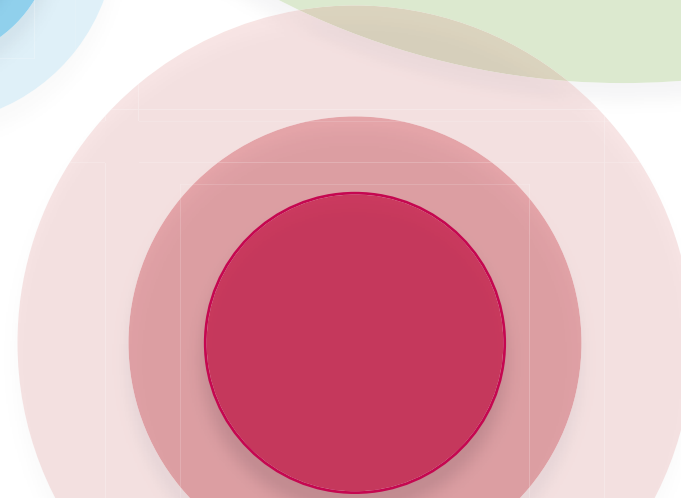
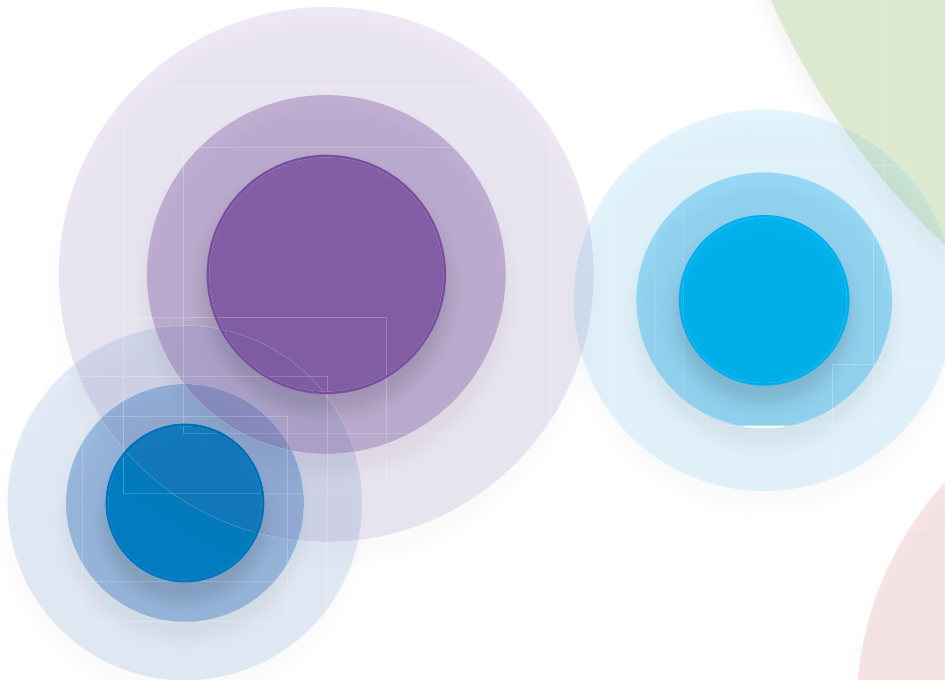
Registered office for each company listed above is Amplevine House, Dukes Road, Southampton, SO14 0ST.

All registered with the FCA (London) except Social Care in Action (SCA Group) which is registered with Companies House (Cardiff).





**SCA Group – Social Care in Action**  
Making a Deeper Impact



# A year in the life of SCA...

Over **100,000** customer members  
benefitting from our services

**303,146** miles travelled by the SCA Transport fleet

**80,000** NHS dental patient members

**234,698** hours of care and support for  
**2203** customer members

**800** customer members received advocacy or advice

**450** staff members

**7021** customer members accessing wellbeing  
services at Fenwick2

**1871** care customer members supported leaving hospital

**100** volunteer members

Community clubs for **414** care  
customer members each week

**2043** staff and customer members received  
award-winning training

Over **100** days of external consultancy delivered,  
reaching **332** staff in other organisations.

# Introduction...

SCA is a successful group of social enterprises focused on health and wellbeing – care, transport, dentistry, a formerly closed community hospital transformed into a vibrant wellbeing centre called Fenwick2, a jointly owned community enterprise. We offer expert training, consultancy and community facilitation services locally and nationally.

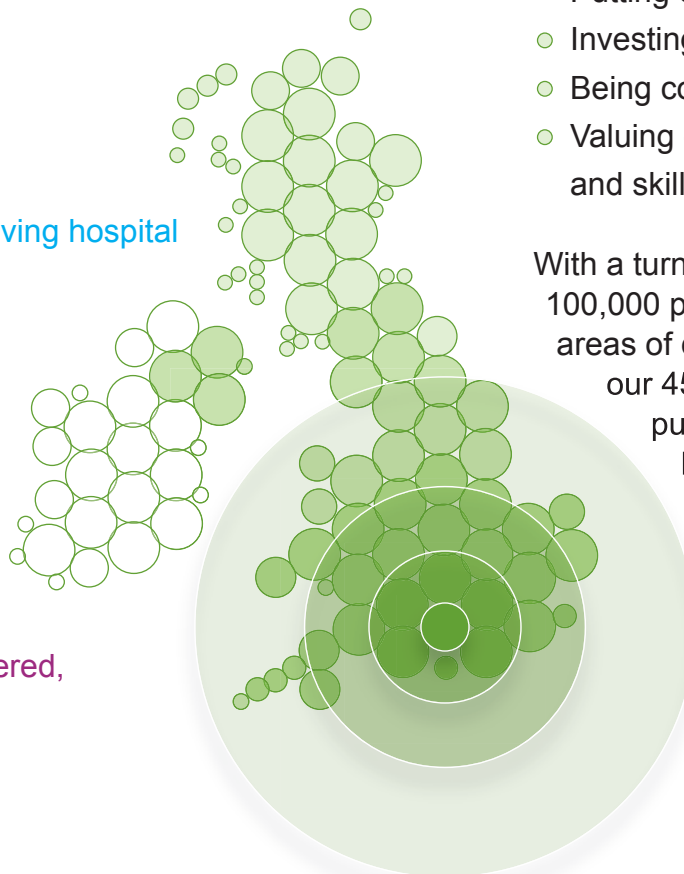
We exist to support our Members to live better lives through compassionate care, health and community services, strengthened by working together for the common good.

Our values are integrated in everything we do, including:

- Putting our Members and communities at our centre
- Investing in our communities
- Being compassionate, flexible and proactive
- Valuing everyone – their ideas, experiences, creativity and skills

With a turnover of £10m, we provide services to over 100,000 people in Central Southern England, focused in areas of disadvantage and providing rewarding jobs for our 450 staff and 100 volunteers. We have a mix of publicly commissioned services and those direct to local people.

We involve our Members in setting our priorities, evaluating our impact, and listen to their ideas on what we should do next. We take an enhanced quality and governance approach.



# Feeling good about myself...

## What we do

**Fenwick2 Health & Wellbeing Centre** – provides a range of services and facilities to the local community including gym membership, support groups, therapies, counselling, room hire and a dementia specialist day club.

**Advocacy** - empowering and enabling 200 vulnerable people each year, to find solutions to problems that they have in their lives and speak up for their rights in times of trouble. We make a wide community impact working with diverse customer groups.

**Day Clubs** – six clubs across Southampton and the New Forest provide fun, friendship, support and respite in safe and accessible venues.

**Mental Health** – delivering services to promote positive and improving mental health including co-production with service users.

**Homesafe** – funded by Southampton City Council, the provision of a free, independent advice, information and signposting service to Southampton residents.

## Member Story

Carol approached our Advocacy Manager at an Age Concern event in Hampshire about some Court of Protection forms.

Her husband was very ill and had lost mental capacity.

Carol was unable to pay for her husband's care as the finances and the house were all in his name. She was anxious and extremely worried. A solicitor told her they would help at a cost of £4500. The solicitor did not explain further, except giving her a set of forms and telling her to go away and fill them in. This is when she approached us.

Our experienced volunteer advocate was able to help and explain what to do and that although the forms cost £400 to register, there would be no further charge from SCA. The advocate helped her complete and submit the forms.

Weeks later, Carol approached us again clutching LPA forms, but this time because she wanted to fill these out for herself to avoid her son going through the same thing, should she ever lose mental capacity. She is very grateful to SCA for saving her in the region of £4,000.

## Our Impact

Healthy Horizons, an exercise programme for customers with a recognised medical condition, is run from Fenwick2 by New Forest District Council. This saved our Members £1194 last year on the usual cost of a gym session and after the ten week programme, 79% felt they had improved.

Fenwick2's Steady and Strong classes are improving the balance and co-ordination of 177 older people in the local community each year. This helps prevent falls, which annually cost the public purse £2 billion.

Advocacy has already assisted 55 people with their Lasting Power of Attorney and Court of Protection forms, mid-way through our Lottery funded project. Thus £4000 of Big Lottery funding has saved our Members around £50,000 in solicitors' fees.

Our day clubs enhance the lives of 400 people every week, reducing social isolation, giving a sense of belonging and worth as well as providing important mental stimulation. 97% of Members say that the day club increases their independence. The wider impact of our day clubs is the respite provided to carers and their families, allowing them to care for longer without public intervention and the need for expensive residential placement, therefore achieving long term savings elsewhere.

We support people with their mental health recovery in their community through a co-production approach.

Homesafe supports 600 people a year who report 98% satisfaction levels with the service. Each £1 cost for benefit advice generates £17.16 additional income for our customers.

# Care all about me...

## What we do

**Home care support** – our care workers provide personalised care and support to Members in their own homes.

**Reablement** – supporting people to remain in their own home or with their discharge from hospital and recovery.

**Respite** – services enabling carers to take a break from their caring role.

**Extracare** – on-site care provision in five specialist housing schemes in Southampton and Dorset.

**Companionship and community support** – preventing isolation and supporting people to access their local communities.

**Dementia specialist day services** – day care provision for people with dementia like illness.

**Cognitive stimulation therapy** – development and delivery of a CST programme to support people with dementia to maintain cognitive skills.

**Specialist dementia holistic care and support** – a pilot service for people with dementia and their carers in an independent living setting.

**End of life care** – tailored care packages delivered in partnership with other professionals and services.

**Bespoke care packages** – for holidays, days out and respite.



## Our Impact

Of our 2070 home care and support Members in the community, 99% felt that having a carer improved their confidence, 80% felt that receiving the service increased their independence and 95% felt that having a care worker met their expectations (annual satisfaction survey results).

Our reablement services supported 1871 members last year on their discharge from hospital; 98% of whom regained and maintained independence in their own homes. This has a significant positive impact on readmission rates to local hospitals saving them £3m each year. Respite services in the community provide a vital support to carers and their families and enable them to continue their caring role. Unpaid carers save the NHS and Social Services £119bn (Valuing Carers 2011) per year in the UK and therefore it is vital to support them wherever possible.

Our Extracare schemes support 160 Members, many with complex needs and co-morbidities live independent lives, with 24 hour support, at an average cost of £160 per week. This is substantially cheaper than the average cost of residential care which is £600 per week. Member satisfaction audit shows 100% felt that overall care we provide is excellent or very good and they are supported to manage everyday tasks in a way that respects their independence and dignity.



## Member Story

Gillian has been a customer of SCA Care for almost 20 years. She uses a wheelchair due to nerve damage and spinal problems that severely affect her mobility.

Gillian's care worker supports her to get out and about each week either swimming, shopping or other leisure activities.

Gillian is a very active member of the community and sits on the Leonard Cheshire Disability committee as a customer representative.

Due to her work with Leonard Cheshire Disability Gillian was invited in 2010 to the Garden Party at Buckingham Palace. Her SCA care worker supported her to attend the event, including getting ready, getting there and then support throughout the day. Gillian and her care worker were delighted that they were able to meet and speak to the Queen.

"SCA makes a difference to my life because it supports me through my care worker to be independent and able to access a variety of social amenities. When one is disabled, even shopping becomes a social activity and most importantly it gives me a change of scenery."



*"SCA makes a difference to my life because it supports me through my care worker to be independent..."*

# We look after our health...

## What we do

**NHS dentistry** - provision of high quality NHS dentistry to 80,000 Members through seven dental practices in areas of high dental need.

**Health promotion** – a calendar of events across all practices and in local communities to promote smoking cessation, alcohol cessation, dietary advice, cancer awareness, oral health education and dental anxiety and phobia support.

**Dental hygienist** services available at all practices.

**Development of areas of special interest**, such as Implantology and Endodontics services, to support our practices.

**Link in with the 111 service** – providing people with emergency dental care when needed. Most people who use this service do not have a permanent dentist and are invited to join one of our SCA Trafalgar Dental practices following their emergency treatment.

**Accessible dentistry** – ensuring that practices are accessible and providing access to interpretation services, language line, sign services and hearing loops across all sites.

**Links with University of Portsmouth Dental Academy, Highbury College, Eastleigh College, Bournemouth College and Wessex Deanery** – providing training and work experience for clinical staff.

## Our Impact

We provide NHS dentistry to 80,000 Members living in deprived areas and areas of high dental need. On average a quarter of our adult dental patients are exempt from charges.

We opened a new practice in Swanage to provide NHS dentistry where there had been a minimum level of NHS dental provision for over 15 months.

We beat 42 private organisations to win this contract with our quality community based wellbeing approach. Our new practice has been described as the best new practice out of 200 new practices and one of the most accessible practices in the country. It is co-financed in an initiative mixed funding deal between RBS and Big Issue Invest.

100% of the feedback from our Members states that they are satisfied with their clinical treatment, cleanliness of the practice, welcoming staff, dentist ability to listen and information on choice of treatment.

We are developing free oral health education sessions in our practices and at local schools. These sessions include tooth brushing demonstrations and oral health education in a simple fun format. Improving the oral health of children is a key priority for us as it will impact greatly on the future oral health of our local communities.

Over eighteen months Trafalgar have referred 156 patients via the two week rule to the head and neck cancer services referral centre.

Portsmouth practice alone supports around 100 patients a month through the out of hours 111 service.





## Member Story

Ken suffered dental phobia following a bad experience when he was a child. This phobia had been compounded over the years with each unsatisfactory visit to the dentist. Unfortunately Ken broke a tooth and was left with a partial sharp slither which was causing a considerable amount of pain and discomfort. A friend recommended SCA Trafalgar Totton to Ken and so he nervously called, registered and made an appointment. Upon his appointment Ken found the practice to be warm, welcoming and calming. He felt the dentist listened to his stories of past experiences with compassion and understanding and the assessment was undertaken.

Following the assessment and resulting dental treatment provided to Ken, he is no longer dental phobic and is now a firm supporter of SCA Trafalgar and the way we deliver dentistry. So much so that Ken advocates strongly the importance of preventative action and dental check-ups and has offered to speak to other patients who may be nervous about visiting the dentist.

*“When I left the surgery my whole attitude towards general dentistry had changed forever!!”*





## We go places...

### What we do

**Southampton Dial-a-Ride** – provision of a city-wide transport service available to Members who are unable to use existing mainstream public transport.

**Transport to day clubs** – collecting Members from their homes in the morning and taking them home again in the afternoon making sure they are indoors and settled before leaving.

**Group hire** – local community groups and organisations are able to hire our buses on an ad hoc or regular basis. Around 600 group journeys per year.

**School transport** – for pupils with learning difficulties to specialist schools in Southampton, Winchester and Brighton using both minibuses and private hire cars and a social car scheme with volunteers using their own cars to transport clients for social services.

## We share knowledge...

### What we do

**Consultancy** – for a wide range of sectors on specialist areas including communication, HR training, skills audits, finance analysis, business and growth planning, budgeting and financial modelling. Supporting the development of social enterprises in the health and social care sector.

**Partnerships** – each year we work with 400 organisations in partnership, to support our communities, ensuring our social enterprise model is passionately advocated for.

98% of SCA Dial-a-Ride Members say the service improves their confidence and quality of life. The majority of trips are for shopping or social activities; enabling Members to stay living at home, reduce social isolation and maintain independence. We schedule around 10,000 journeys a year for our Members. The combination of attendance at the day club and provision of escorted transport to and from the club has a significant positive impact on the loneliness of our Members. Transport can alleviate the issue of isolation and loneliness for our Members by connecting them to community facilities and activities.

200 community organisations link in with transport through the Group Hire scheme; opening up worlds for local people. These journeys include regular trips to local support groups such as Parkinson's UK or ad hoc trips for groups for days out shopping or to visit an attraction further afield such as Longleat, Monkey World or Windsor. These trips get people moving and encourage friendships and building of social networks.



## Our Impact

We delivered 100 days of consultancy reaching over 330 staff in other organisations. This was delivered to a variety of organisations including adult education, adult social services and catering. All of these organisations have now become successful social enterprises, charities and community interest companies.

We work in partnership with a wide range of organisations including the police, universities, colleges and schools, private businesses, social enterprises and community organisations. Examples of our partnership working include running workshops, supporting student placements, shared training, education initiatives, joint fundraising, bespoke service delivery and commissioned services.

## Member Story


Kathy has cerebral palsy and has very limited mobility which means getting out and about on mainstream public transport is challenging and problematic. Kathy has been a Dial-a-Ride member since 2001 and has been using the bus on a regular basis for a number of years. The Dial-a-Ride service helps Kathy to live independently and it has built up her confidence to get out and about and therefore reduces her isolation. Kathy books the bus for two weekly trips to the Spectrum Centre for Independent Living where she volunteers on the reception area.

Kathy also uses the bus once a month for a social visit to meet up with friends at various clubs and meeting points.

"I couldn't really get out a lot until I got in contact with SCA.

They have a good service, they help me a lot. Ever since I've used Dial-a-Ride it has built up my confidence and I don't know what I would do without it, I would be isolated. Everyone is ever so friendly and they are ever so reliable."

Kathy, SCA Dial-a-Ride Member



*"Ever since I've used Dial-a-Ride it has built up my confidence and I don't know what I would do without it"*



# We fulfil our potential...

## What we do

**Quinn Centre** - provides high quality training to the health and social care sector.

**NEET Programme** – providing pre-apprenticeship training to young people who are not in education, employment or training (NEET).

**Apprenticeship Model** – supporting people to start a rewarding career in the health and social care sector

# We deliver better business...

## What we do

**We reinvest** back into our communities with our accumulated reserve of £850,000.

**We fund our projects** using a social investment mix such as our Swanage Trafalgar Dental Practice that used funding from RBS in partnership with Big Issue Invest.

**We continually improve** corporately.

**We develop partnerships** locally and nationally to make a deeper impact.

In the last year, SCA Care enabled 73 people to undertake pre and full apprenticeships – with a success rate of 92%. This has in particular enabled those severely disadvantaged in the labour market to work on full salaries and obtain a health and social care diploma and basic skills at level 2 giving a solid foundation for careers in the social care sector in partnership with Totton College.

SCA offered a bespoke programme to recruit a cohort of 15 NEET young people onto a pre-apprenticeship employment programme which would introduce them to health and social care careers, improving their prospects of long-term employability. All participants successfully completed the programme, achieving the following - increased confidence, improved numeracy, literacy and qualifications, partial completion of mandatory units of the Diploma for Health & Social Care Level 2 and employment with SCA Care as an apprentice.

Our award winning training arm, SCA Quinn, delivers training to over 2000 internal and external candidates per year. Consistently achieving a 100% satisfaction rating of either good or excellent.

We celebrate our 450 staff's successes monthly and at an annual ceremony. This year we received over 400 nominations from staff and customers, for our staff who delivered excellence and compassion. We have over 100 volunteers adding value to our services – from lawyers offering free Power of Attorney assistance to volunteer drivers accompanying customers to access community facilities.

With the support of numerous local business and a considerable donation from our friends at First Bus in Southampton we have been able to provide 100 of our most vulnerable and lonely customers with gifts, support and outings.

## Our Impact



## Member Story

Chloe didn't engage with the educational system and had difficulty finding a job as she was under 18 and had no previous experience. Chloe heard about the opportunity at SCA for Apprenticeships in Health and Social Care. After discussing the implications of care work with Paula Bennetts at SCA Quinn, Chloe decided to embark on the NEET Pre-Apprenticeship training scheme. At the start she had low self-esteem, no trust in her own ability, no aspirations and no self-belief. However, she successfully completed the course and grew immeasurably in confidence, personality, self-belief and trust. Chloe also improved her employability, health, wellbeing, aspirations, community integration, stability of home life, relationships and her support network. Chloe appreciated the support she got from the team at SCA Quinn and benefitted greatly from her mentors in SCA Care. Chloe enjoyed the work experience and received positive feedback from her colleagues. Her mentor stated, "she is born to be a carer".

Chloe took up an apprenticeship and is now working as a competent Care Worker. Chloe is very proud that she has been selected to join a team working on a flagship pilot project for SCA, providing specialist care for people with dementia. Chloe commented, "it is an exciting opportunity, and my family are very proud of me."



*"It is an exciting opportunity and my family are very proud of me"*