

24 April 2019

Please reply to:
Clerk to the Trustees:
c/o 6 Guild Cottages
Church Street
Stratford-upon-Avon
Warwickshire
CV37 6HD
T: 01789 293749
E: clerk@municharities.org.uk

Mr Seb Johnson
52 Ulfgar Road
Oxford
OX2 8BA

Dear Mr Johnson

Re: Your Father – 14 Guild Cottages

Further to your conversations with our Scheme Manager Jess Daly, I write to express some concern on behalf of Trustees that a) your father appears to have cancelled visits by Rainbow Care and b) that there are no formal arrangements in place for support on laundry, cleaning and shopping, beyond the support that you are able to give to your father in these areas.

I need to re-emphasise to you that the Trustees expect residents to be able to care for themselves in full, albeit with assistance of family and potentially with the support of other service providers; this is a condition of the licence to occupy, as a beneficiary of the charity.

I also need to emphasise that it is not within the remit of the Scheme Managers' role to provide any personal services to residents. Any assistance they do give should be seen as a "one-off" in an emergency and not taken as setting a precedent.

I am therefore writing to ask you two things:

a) Support from Rainbow Care

Could you please have a chat with your father to persuade him that he should continue with Rainbow Care, at least for one morning visit to assist with washing and dressing.

b) Home Help

Could you please progress this issue to put in place laundry, cleaning and shopping services, to complement whatever support you are able to provide in these areas.

I attach the Age UK webpage giving you contact details for the Home Support Administrator (01788 552548), a service we are aware of in the context of services provided to another resident.

Age UK tell me that the charges are £18 per hour and there is a minimum of a 1-hour booking. Age UK would need to come out to meet with you and your father to assess his needs; there is currently a circa 2-week waiting list for these assessment meetings.

There is also, unfortunately, a waiting list in Stratford upon Avon for commencement of delivery of Home Help services, but the flexibility of delivery and frequency required will impact on how soon such a service could be put in place.

My research suggests the following organisations may also be able to provide some or all Home Help services for your father although I can't vouch for them in any way:

- Helping Hands (Housekeeping services) 0333 060 6900
- Barnfield Home Care (cleaning, laundry and shopping services mentioned): 01564 782099
- Time for You cleaning – 01789 273008

Yours sincerely



John Loscombe - Clerk to the Trustees

Encl:

Charities administered by the Trustees

The charities listed below are administered under the title of Municipal Charities Registration No. 214958 by a Uniting Direction granted under Section 96 (6) of the Charities Act 1993 on 28 April 2005 by the Charity Commissioners.

Almshouses Charity, Stratford-upon-Avon Charity for Almspeople, Charity of William Tyler, Stratford-upon-Avon Relief in Need Charity, Mary Newlands Almshouse Charity, The Emily Payne and Elizabeth Saunders Homes and John Roberts Almshouses.

The Homes England Registration No. for all the Charities is A2785