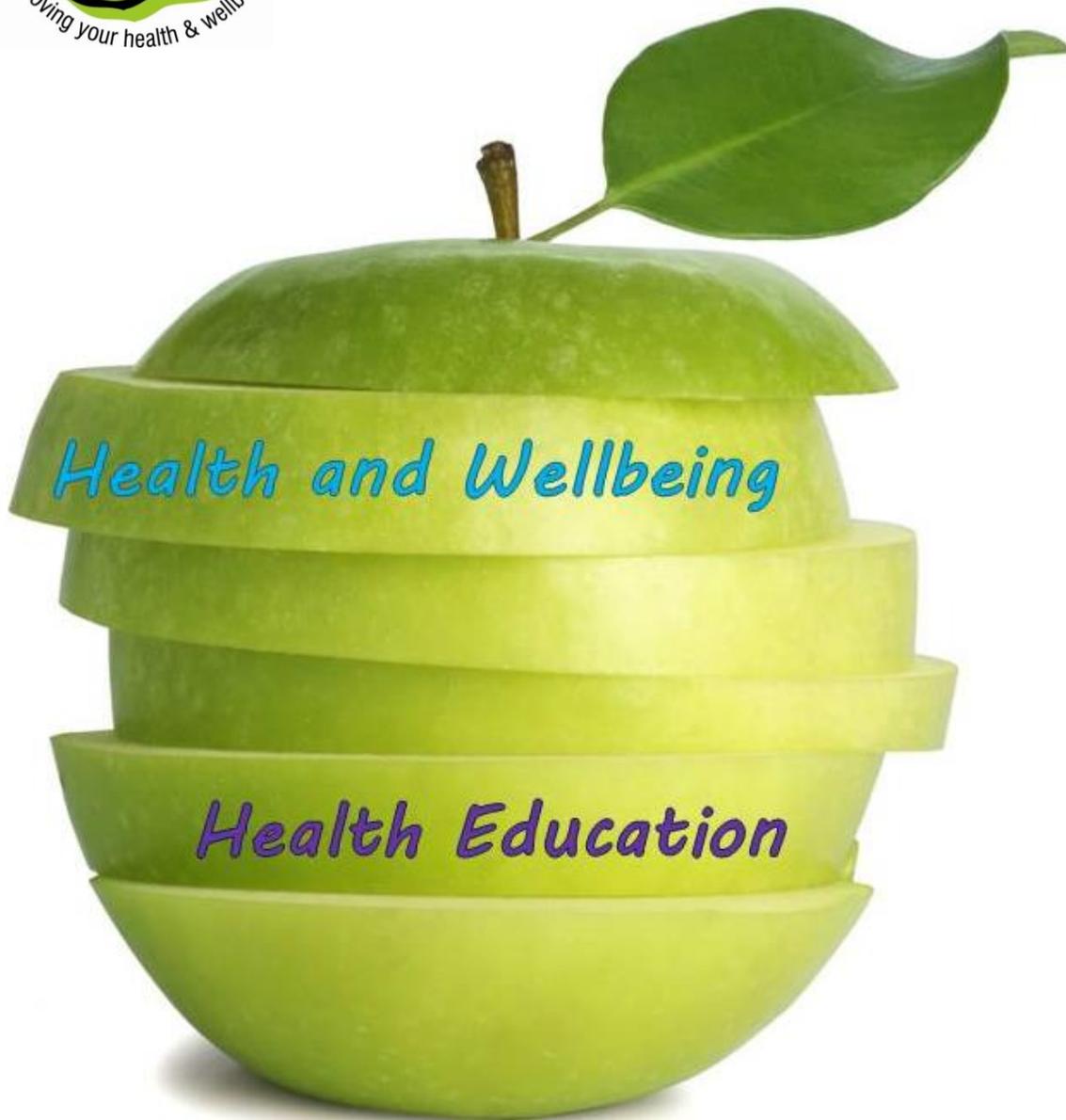


RHL Annual Review 2016



**“Making a Real Difference to
Communities”**

CONTENTS

Editorial	03
<i>From RHL's Chief Executive Officer and Chair</i>	
Overview of 2016	04
Health and Wellbeing	05
Active Older Adults Exercise Classes!	06
NHS Health Checks	07
Older Persons Community Support Grant	08
Awards for All	09
People's Health Trust	09
Cancer Rehab	10
Active Aldershot	10
Health Education	11
Supporting Families	12
Health Ambassador Training	12
Nepali Health Services	12
DESMOND	12
We are the Gurkhas!	13
Gurkha 200	14
Macmillan	15
Older People and Carers affected by Dementia	17
Governance	18
Supporters	19

A good year despite increasing pressures

Always changing to meet different needs

By Jim Ruddy, Chief Executive Officer and Jennifer Glastonbury, Chair.

The year 2016 was a tough one economically for all charities with huge reductions in central and local government funding, increased pressures on the NHS and the potential upheaval caused by BREXIT. We had to be positive and ensure the services we provided were needed, relevant and meet the changing needs of the general public and the priorities identified by the NHS, Local Authorities, Clinical Commissioning Groups and other key commissioners.

Our core products are 'Health and Wellbeing' and 'Health Education'. We want people to be healthy and well informed, and to reduce health inequalities in deprived areas and in seldom heard groups.

Our expansion plans to deliver services beyond Rushmoor are coming to fruition. We are delivering our Older Persons Social Activities programme in Basingstoke, NHS Health Checks in Havant (and surrounding area) and have just signed a contract with Macmillan to deliver a Cancer Education Programme in South Reading (in partnership with South Reading Clinical Commissioning Group). We have also worked in Surrey and will continue to look for more opportunities. We have developed programme models that can be replicated anywhere in the country.

We continue to be a provider of innovative and quality services and work with key partners such as Hampshire County Council, NHS Clinical Commissioning Groups, Macmillan Cancer Support, Army Covenant Fund, People's Health Trust and the Big Lottery to not only deliver quality health related programmes and achieve desired outcomes, but also to bring real behavioural changes in people that will lead to healthier lifestyles and different attitudes to their health. We believe prevention through behavioural changes and better health education is key to a healthy and happy community.

Our volunteer programme has over 100 trained active volunteers who help us to deliver our services and spread good lifestyle messages amongst the community.

So what actually happened in 2016? Well, read on and you will see what we have been up to! We have used our Service Users experiences to tell you what we do and what a difference it has made to them.

We are very proud of what we have achieved over the last year and are looking forward to new challenges in 2017.

Jim Ruddy (CEO)

Jennifer Glastonbury (Chair)

Overview of 2016

RHL delivers and facilitates specially designed Health and Wellbeing Programmes in the South East.

Last year we engaged with over 20,000 people in over 25 different programmes.

Amongst those engaged were people:

- with mental health needs
- with physical disabilities
- with long term health conditions
- from seldom heard groups
- young people
- older people
- with Dementia
- whose first language is not English

We have supported them to:

- make behavioural changes
- stay healthy
- improve their health and wellbeing
- help themselves
- broaden their knowledge of conditions and illness
- access services
- learn new skills
- reduce isolation and loneliness
- engage with mainstream services
- empower themselves to do what they want to do
- take part
- increase self confidence and self-esteem
- learn conversational English



"I hadn't heard about the NHS Health Checks until they were offered at work by RHL – what a fantastic idea! It saves us from having to take time off work and takes some of the pressure off GPs. Let's face it I can never get an appointment when I need one anyway!"

Mary



Health and Wellbeing



Active Older Adults Exercise Classes!

We want older adults to keep fit while enjoying themselves. Our exercise classes provide a good workout whilst having fun and meeting new friends. No pressure environments with fully qualified instructors, affordable and a social club atmosphere....with no Lycra in sight!

We also deliver much needed specialist rehabilitation classes in community venues. These classes enable those recovering from heart, lung issues or cancer to exercise with others who have had the same experience. Our classes are friendly, laid back, can help reduce isolation and, best of all, keep you fit and active!

- Over 15,000 attendances at our classes this year
- Classes for all abilities
- Specialist classes such as Cardio Rehab and Pulmonary Rehab; designed to aid recovery and long term rehabilitation
- Steady and Strong aimed at those who have had a fall; to build confidence and resilience
- Cancer rehabilitation classes...you are not alone
- Qualified instructors
- Affordable prices
- Community settings
- Not a fashion show!

Classes Delivered in 2016:

Move it or lose it
Pulmonary Rehab
Zumba Gold

Health Circuit
Pilates
Seated Pilates

Yoga
Seated Exercise
Cancer Rehabilitation

Phase IV Cardio Rehab
Steady and Strong



“I can now get up and down from off the floor, which isn’t bad for someone of 93!”

Frank

NHS Health Checks



Following our successful trial in 2015/16 to provide 1,300 NHS Health Checks to the Nepali and Cherrywood community in Rushmoor we were awarded a three-year contract by Public Health Hampshire to deliver community based health checks right across Hampshire.

Who are the NHS Health Checks for?

This check is part of a national scheme to help prevent the onset of certain health problems. Everyone between the ages of 40 and 74 who has not been diagnosed with the conditions mentioned below will be invited for a check once every five years. If you are outside the age range and concerned about your health, you should contact your GP.

To be eligible for an NHS Health Check you must;

- Be aged between 40-74
- Be registered at a GP in Hampshire
- Not have had a NHS Health Check in the last five years
- Not have one or more of the following pre-existing conditions; Diabetes, Hypertension, Chronic Kidney Disease, Angina, Familial Hyperlipidaemia, Atrial Fibrillation, Peripheral Arterial Disease, Stroke, Transient Ischemic Attack (TIA), Heart Failure, Heart Attack, Coronary Heart Disease
- Not take any of the following medication; Blood thinning medication (except for DVT), Anticoagulants including Warfarin, Apixaban, Rivaroxoban, Dabigatran (except for DVT), Hypertensive drugs, Anti-platelets, Cholesterol medication, Statins, Diabetes medication



In the past year with have carried out health checks at the follow locations;

Rushmoor Borough Council, Farnborough Community Centre, St .Josephs Church Aldershot, Daisy Wray Fitness Aldershot, South Down College Waterlooville, Carers Forums across Rushmoor, Radian Housing Association, Aspire Aldershot, Sarum Centre Basingstoke, Princes Hall Aldershot, Church Crookham Baptist Church, Andover Nepali Group, Mayfield Centre Farnborough



“Wow, I was not expecting to have High Cholesterol! I had no idea and probably would have carried on having no idea.”

Sally

Older Persons Community Support Grant

Basingstoke and Rushmoor

We are living longer and therefore the number of older people is increasing. This can mean an increased burden on health services, social care and other resources. We want older people to be happy, healthy and enjoy a good quality of life.

We have devised several programmes aimed specifically at older people to keep them active, reduce loneliness and isolation and empower them to stay independent and healthy. We believe achieving these aims will improve older peoples' physical and mental health and have a huge impact on the resources mentioned above by preventing or slowing down physical and mental conditions. There is also evidence to suggest a fit and active community can lead to the slowing down of the onset of dementia.



We have been providing self- funding exercise classes aimed at the over 50s for several years but wanted to extend these classes to a much wider audience and provide different types of activities rather than just exercise based. In February 2015, we successfully bid for three-year funding from Hampshire County Council (HCC) Older Persons Support grant. This has enabled us to establish social events across Rushmoor and into Hart. We then obtained further funding to replicate our programme in Basingstoke. Hampshire County Council had identified elderly Nepali's in Basingstoke as a priority in their strategic review and we were tasked with setting up a sustainable social project in Basingstoke.

We have established six exercise-based socials in Rushmoor, two in Hart and two in Basingstoke. Over 200 people attendances are recorded every week. Activities include: Social gatherings in community settings and sheltered housing schemes, Yoga and Zumba Gold (originally aimed at elderly Nepalis but now attracting many non-Nepal is as well), Seated Exercises and Seated Pilates for the more active. These are not just about exercise, they are socials too where people can meet each week, have a chat over a cup of tea and biscuits and forge new friendships. The participants see the activities as a club and look forward to meeting up with each other to swap stories and of course, exercise.

"I really look forward to coming here each week, it makes such a big difference to my health and it gets me out the house."

Janice

Awards for All

We were successful attracting funding to develop three new specialist exercise classes in the Rushmoor Area, primarily targeted at older adults. Two of the classes are Cardiac Rehabilitation (recovery from heart conditions) and the other one is a Pulmonary Maintenance class (recovery from lung conditions).

We were also successful in obtaining funding to trail a completely new class, Seated Pilates allowing participants to benefit from the mobility, flexibility and core endurance that Pilates offers without having to get up and down off the floor. This innovative class is designed for those who seek the benefits of Pilates but are unable to work on a mat. Seated Pilates is suitable for those with osteoarthritis, osteoporosis or hip/knee replacement.

Video <https://youtu.be/BaNfHFrRtUU>

People's Health Trust

Building Stronger Communities

We were won a bid with the Peoples Health Trust to address integration issues amongst the Rushmoor Nepali population due to old age, language, cultural and education needs. Using community venues, we deliver regular weekly workshops and events to the Nepali community. We particularly target women who may not speak English and have literacy issues even in Nepali. The workshops include learning functional English Language, cultural awareness, computer literacy classes, exercise and the opportunity to socialise. Events include guest speakers on many subjects to improve cultural awareness and educate the Nepali community on simple matters such as GP/Hospital appointments, prescriptions, banking, insurance, benefits and budget management. The sessions help them with integration and provide opportunities to reduce loneliness and isolation as many live in bedsits or poor housing conditions. We have regularly been attracting 50 to 60 people per week.



“When Nanda was sick and admitted to Hospital many other women from the group went to visit her, she felt so good.”

Dhan Kumari

Cancer Rehabilitation

Hampshire and Isle of Wight Community Foundation

Our Service Users told us there was very little “after care” support for survivors of cancer in Rushmoor and that after the “all clear”, support networks can disappear.

We wanted a class where people could exercise, offer peer support, become friends and talk about their experiences. “Moving on” meets those goals with an 8-week programme of one hour circuits (to their own level) followed by tea and biscuits and a good chat, all in a non-hospital setting – they’ve been in quite enough of those! We are happy to accept self-referrals as well as referrals from hospitals and GPs. Success is measured by move on. No longer a “special case” they can join other classes, get together with friends or do whatever they want to do!

Active Aldershot

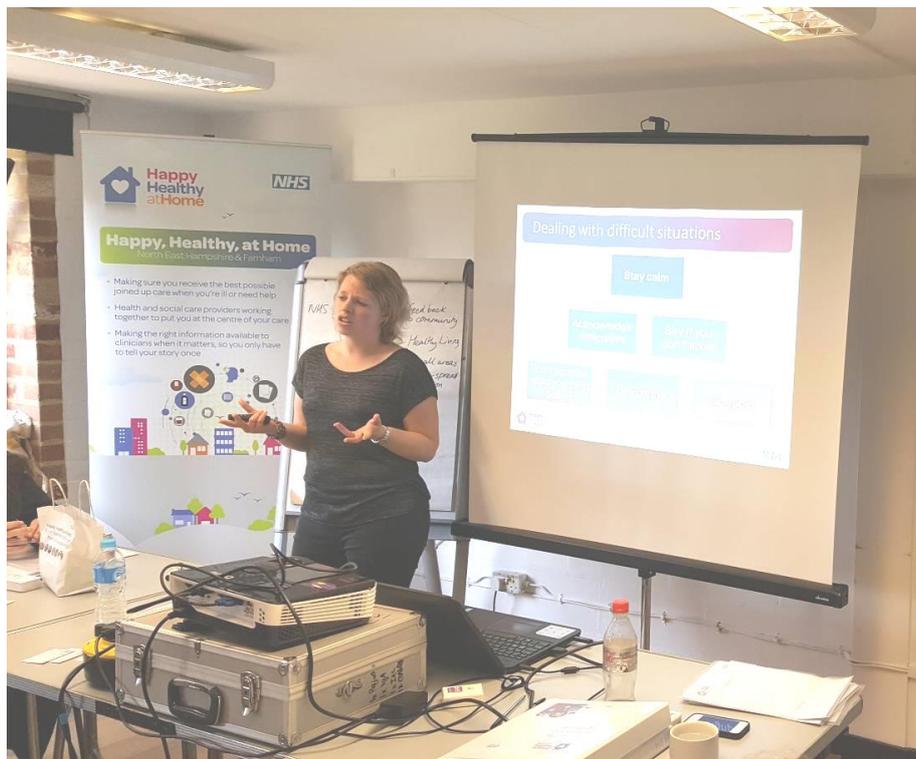
Funded by Public Health Hampshire, AA ran from May 15 to March 16 in Aldershot. Our aim was to get families and individuals who do not engage in sporting activity to take part and get healthy. With over 1,500 engagements in 39 weeks, our families took part in: Tennis, Table Tennis, Football Coaching, Touch Rugby, Badminton, Gym Conditioning, Rounders, Basketball, and Netball.

Many service users said they will definitely be more active following the programme and that it has encouraged them to exercise and take part as a family. They thought it was a great idea to get families active. They also liked the informal, no pressure and welcoming approach.



“Every community should have their own version of Active Aldershot! Despite loving sport I rarely have a chance to exercise due to a very stressful job and being a carer. Active Aldershot has meant that I once again get the chance to exercise regularly and with my son. With so many sports offered it means that there is always something for everyone and it has also given me the opportunity to know some of my son’s friends and families as it has become a regular meeting place.”

Phil



Health Education

Supporting Families

We completed our work in April 2016 with the three Rushmoor Borough Council nominated families as part of the Supporting Families programme (led by Rushmoor Borough Council). We successfully dealt with over £20k of debt, setting up repayment programmes and in some cases getting outstanding debt written off. The main outcomes for the families were less debt, becoming better managed debt and better informed on dealing with bills and budgeting to prevent debt in the future. We helped secure a tenancy (that had been under threat) for one family and even obtained a replacement boiler for another family who could not afford to replace their condemned boiler.

Nepali Health Services

2015 saw the publication of our local Nepali Health Service Directory which will be updated with new projects in 2017. You can access it by clicking this link:

http://www.rhl.org.uk/downloads/directory_nepali_services.pdf

DESMOND

Commissioned by North East Hants and Farnham CCG we are helping deliver the Desmond (Diabetes Education and Self-Management for the Ongoing and Newly Diagnosed) training to the local Nepali Community. We work with health professionals to explain the condition and deliver sessions regarding nutrition, lifestyle changes and managing diabetes. The programme encourages behavioural changes that will improve their quality of life while managing their diabetes.



“This project has really helped me manage my condition and I wish it could run more often!”

Padam

We are the Gurkhas

A common question amongst Rushmoor residents is “who are these Nepalese and what are they doing here?” Older residents will remember the Gurkha regiment being based in Church Crookham, just outside of Rushmoor, but to many, they are puzzled why approx. 13,000 Nepali’s have suddenly turned up in Rushmoor.



The Gurkha regiments were formed over 200 years ago and have been formally part of the British Army since 1947 (previously part of the Indian Army under British rule). They are famous for their loyalty, bravery and exceptional fighting skills. They boast many Victoria Cross and George Medal recipients. Traditionally Gurkhas were expected to return back to Nepal after their service. Small changes were made as time progressed but a landmark ruling in 2009 allowed ALL ex Gurkhas to settle in the UK with their immediate families on full pension. This led to an influx of many people from Nepal, many being elderly and in poor health. Ordinarily immigration on this scale would mean a fair spread of people all over the UK but these proud ex-soldiers headed back to where they had been stationed. This is why Rushmoor took the brunt of the immigration with Aldershot being known as the home of the British Army. Other military towns like Colchester and Deal saw an influx, but nothing like the estimated 13,000 that now reside in Rushmoor (meaning an increase in population by over 12%).

This brought tensions as no infrastructure was put in place to handle their arrival. Rushmoor already had three areas of deprivation and many locals felt the area was already “on its knees”. Add huge queues at Health Centres and GP surgeries, hundreds of elderly Nepalis seemingly walking the streets with nothing to do, their take up of the cheaper housing available (influx led to a rise in poor housing with tiny bedsits to take advantage of the demand), it was not surprising that the local population felt resentment towards these new arrivals, especially as they had no idea why they were here!

Our ground-breaking project “WE ARE THE GURKHAS” was a way of getting ex Gurkhas

“It’s literally a culture clash where nobody has bothered to understand it. This whole project has helped me see things from a different point of view, not just my own.”

Gemma

“Our culture sees it as they come over here and take everything, but actually they don’t and they do put something into the community. I didn’t realise they did a lot for the army as I thought the army was mainly British people. Actually, they have done a lot.”

Andy

to explain who they were, why they joined the British Army and why they are now living in Rushmoor. It allowed them to talk about THEIR frustrations, aspirations and their military past, much of which had not been heard before by the local population. We devised a “Roadshow” format where we would train and prepare Gurkha Veterans to speak on a platform to varying groups of people. We obtained funding from the Army Covenant and set out to speak to as many different parts of the community as we could.



So far the Roadshow has delivered many sessions to sheltered housing schemes, North East Farnham and Farnham Clinical Commissioning Group Forum (<http://www.farnhamherald.com/article.cfm?id=117160&headline=Gurkhas%20tell%20their%20story%20to%20health%20group&ionls=news&searchyear=2017>), schools, Rushmoor Voluntary Services Forum with many more planned. Probably the highlight of all our talks was the one we organised at Step By Step in Aldershot, a charity for homeless young people. This created a lot of interest and was filmed by British Forces Broadcasting Services and Children in Need. These young people probably had the most right to feel aggrieved as they had found themselves homeless and they had a perception that these elderly people had been prioritised over them. The talks and the reactions of the young people were amazing and have really touched anyone that has seen the video (link below). Instead of resentment, there was admiration and a will to understand what the Gurkhas had done and why they had every right to be here. You sensed a real respect for the veterans and their feedback regarding the young people was equally touching. The veterans felt very proud of themselves but also proud of the young people and what THEY had achieved. This has been the reaction wherever we have presented the Roadshow.

<http://forces.tv/61970979>

Gurkha 200

There were over 1,500 attendances at our education and social activity sessions from April 2015 to March 2016. The project was funded by the Army Covenant fund to help celebrate the 200th year of the Gurkha regiment.

“We didn’t feel we knew enough about the English culture so we’re quite isolated, we needed to know more about the various customs, this project has really helped.”

Bahadur

The project encouraged local Nepalis to take part in social activities, English classes and craft sessions to improve their confidence and self-esteem. We also introduced them to English customs such as Valentine’s Day, Easter and Christmas so they can understand more about English culture and make it easier to integrate with the local non-Nepali community.

RHL and Macmillan Cancer Support



We have been working in partnership with Macmillan Cancer Support for over three years now and the partnership is to continue with a new two-year contract to deliver our Cancer Educator Programme in South Reading from 1st March 2017

The original one year programme was based on the dramatic rise in the Nepali population in Rushmoor (estimated circa 13,000) and that despite this rise, local health organisations such as Frimley Park Hospital, NE Hants and Farnham CCG and local hospices were reporting fewer than expected cases of cancer amongst Nepalis and very little engagement with the community about the subject.

The task was to raise Cancer awareness and train Nepali volunteers to spread the word around the community. With Macmillan’s help and support we identified and trained 30 Nepali Cancer Ambassadors who immediately made an impact in their community. Soon cancer was on every Nepali meeting agenda and the community were talking about this once taboo subject. It became evident that the community had been dealing with cancer in silence and not seeking help from statutory bodies. We worked hard to explain what symptoms of cancer were, what services were available and crucially, how to access them.

The project was a success and the community now understood what cancer is and the need for early diagnosis and treatment. However, our evaluation showed there were

Case Studies

Mr A came to one of our Cancer Ambassadors after receiving a letter from the hospital following some tests on a stool sample. With limited English and being very concerned that he may have bowel cancer, he received the help with reading the letters and the help with translation at the hospital that he needed.

Mrs B’s husband was in the final stage of cancer and it was the family’s wishes for him to spend it at home. Upon being discharged from the hospital they were supported by the cancer ambassadors working with Frimley Park Hospital to set up the oxygen and make sure he was well supported.

still many issues regarding language and culture and access to services. Health professionals told us they had problems understanding and helping the Nepali Community. Macmillan commissioned RHL to deliver a new two-year project to address these issues.

Our Nepali Educator now works with health professionals to educate them about Nepali culture, possible barriers to the community and also to produce practical help that health professionals and Nepali patients can use to promote engagement. We established a Cancer Self-Help Group who are self-financing and boast over 100 members. We support the group and invite health professionals to engage with them. Some members have relatives who have had cancer and offer insight to the rest of the group. We have also produced some simple to understand videos and have developed a Nepali “Buddying Scheme” with Frimley Park Hospital.

The biggest success and outcome is the statistic (from Frimley Park Hospital) that Nepalis are now accessing cancer services at the same rate as the non-Nepali community.

Although the project in Rushmoor ends in March 2017, the legacy will live on through the self-help group, the Buddying scheme and the relationships built between the Nepali community and health professionals.

We have also been asked to replicate the programme in South Reading and recently signed a two-year contract. The demographic of South Reading is very different with Nepalis only making up a small percentage of their BME community. There are also large pockets of deprivation and a history of non-engagement. However, the model can be adapted to meet the needs of any community and we look forward to working in partnership again with Macmillan and the Reading Clinical Commissioning Group



Case Study

Mr C has bowel cancer and he is cared for by his wife. They both cannot speak English which is large barrier to receiving cancer treatment. Our Buddying scheme provides them with valuable support through home visits where important letters can be read and explained, they get help with booking transport to go to appointments at the Hospital as well as counselling and emotional support. Without this service, not only would they not be able to access their treatment but they would lack a real understanding of what they were going through.

Older People and Dementia

We deliver two very different services, both aimed at stimulating the brain of the dementia sufferer as well as encouraging interaction with their carers.

Weekly Sparkle

We have been delivering the virtual publication “Sparkle” for over seven years. It is a weekly online publication (that uses bright colours and is just as effective printed) designed to hold the attention of people with dementia using articles about the past, quizzes, puzzles and sing-alongs, all geared towards stimulating the mind and improving memory. Carer’s notes are provided with each weekly edition and it’s completely FREE! The audience is varied with copies sent to individual carers, relatives of people suffering from dementia and Carers groups to enable one-to-one interaction for dementia sufferers.

Music Boxes

Our Music Box programme is also in its seventh year. The programme has evolved from a dementia trained musician visiting a care home and organising a sing song to developing specialist musical programmes that can be altered and personalised through the Music Box. Singing is an activity that accesses long-term memory, stimulates the mind and helps dementia sufferers remember passages in their lives as they associate the songs with things that happened to them in the past. They also have great fun reminiscing and sharing memories. Music Boxes are simple to use and we have successfully secured funding for six boxes in six care homes. We have developed a training programme that enables the care homes to deliver the sing along sessions as often as they want to.



Governance

RHL

RHL is an independent charity and a company limited by guarantee. We are also a Social Enterprise, selling services to earn income in order to acquire financial sustainability.

Public Benefit Statement

The directors have paid due regard to guidance provided by the Charity Commission in deciding what activities the charity should undertake. We are satisfied that all our activities support our charitable objects and that consideration is given to the fulfilment of these objects when new activities are considered. All our activities address some or all of the following subjects which form part of RHL's charitable objects: health, emotional wellbeing, the relief of poverty, education.

RHL Trustee Board and Board of Directors

Jennifer Glastonbury

Board Chair

Vineet Choumal

Chair of Finance Committee

Amanda Dubarry

Chair of Quality, Performance and Resources Committee

Colin Slatter

Company Secretary

Chair of Human Resources

Dr Olive O'Dowd-Booth

Colin Alborough

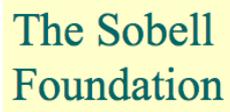
Kathryn Stuart

Chair of Business Development Committee

Rosemary Gold

*Photographs in this report are of actual RHL Staff, volunteers or events, and permission has been obtained

Supporters



money raised by
healthShape
through



North East Hants and Farnham Clinical Commissioning Group
 W G Edwards Foundation
 Guido Charitable Trust
 The Boshier-Hinton Foundation
 The Michael and Anna Wix Charitable Trust
 Helen Hamlyn Trust
 NHS DESMOND Training
 The Gerald Bentall Charitable Trust
 Fitton Trust
 Alfred Henry Goode Trust
 Mears Foundation
 Friends of Tumbledown Dick
 29th May 1961 Charitable Trust
 The Rest-Harrow Trust
 The Broyst Foundation