

ANNUAL REVIEW

2020/21





About Us and What We Do

Archway was founded in 1986 and is a parent-led charity providing support for children and adults with learning disabilities and their families. Based in Aberdeen our first service opened in 1990 and since then we have continued to grow and develop what we offer.

Our purpose as an organisation is to create a network of care which supports the individual and their family, values their uniqueness, upholds their rights, and respects their dignity.

We have been providing services for over 30 years, our current services and support includes:

- **Permanent care** for 20 adults at our Westburn Road and Berryden Mills residential care homes
- **Care at home and housing support** for 4 ladies at our St Margaret's Place supported living service
- **Residential respite breaks** to over 150 children and adults at our 2 dedicated residential respite services
- **Emergency respite breaks**
- A range of **online activities** through our new Archway@Home programme which we developed while our respite services were closed due to COVID
- A wheelchair accessible **holiday home in Nairn** which our service users, residents and families can book for a holiday break
- Running the **7 till 9 Club** – a social club that meets weekly
- **Care at home support** through our membership of the Granite Care Consortium.





A warm welcome to our
latest Annual Review.

We hope you enjoy it!





Welcome From Emma Watson Our General Manager



It's that time of year again to look back and reflect on our last year. Unfortunately, since writing our last review we have continued to have to manage and respond to the COVID pandemic. 2020/21 has certainly not been the year we would have hoped for, but despite its challenges we have continued to grow and develop – more on that later. You can also read more about how we managed and responded to the pandemic despite its challenges later too.

First and foremost, our staff have worked incredibly hard ensuring that our service users and themselves have remained safe and well and I must extend a huge big thank you on behalf of myself and everyone associated with Archway to each and every one of them. Your hard work is very much appreciated by us all, even more so during these challenging times.

Despite the main focus of our year being on getting through the pandemic and continuing to provide our already established services we have continued as an organisation to develop, not only as part of our commitment to ensuring we provide good quality service but to enable us to grow and develop moving forward.

A summary of our main developments over the last year are:

- **Permanent care** – by reconfiguring our Westburn Road service we have increased our permanent care provision by 4 beds. This means since 2019 we have doubled the amount of permanent care that we provide. Our Permanent Care Subgroup have completed a review of our current accommodation and identified the need for additional provision, and it is our aim to develop additional permanent accommodation every 2 - 3 years.
- **Respite** – In addition to providing residential respite at our Dyce and Two Mile Cross services our Respite Development Subgroup have been looking at what other services we may want to provide. Our success as part of the Granite Care Consortium in winning the tender for Care at Home services in Aberdeen City in 2020 will enable us to develop our offer to individuals and their families. We are currently applying for





a new registration with the Care Inspectorate so that we can develop a new Care at Home service. With the success of our online activity programme, we have also appointed an Activity Co-ordinator to lead on this work with a view to offering some face to face social activities also moving forward.

- **New management structure** - In order to support our existing services as well being able to develop new services we recognised there was a need to create further capacity within our management structure. In 2020 our Board agreed that we would appoint an additional Operations Manager and create a brand new post within Archway of Learning and Development Manager. The responsibilities of our 2 Operations Managers are now divided between permanent and respite services with both having the role of managing our existing services and the development of new services. Our new Learning and Development Manager post focus on the delivery of our training and SVQ programme for staff which will have a positive impact on the quality of our service provision as well as freeing up some of our existing managers time to support our service development. We have also introduced a number of assistant manager posts across the organisation to support our managers, these posts also provide an opportunity for career progression within the organisation. These new posts show our commitment to continue to provide good quality services as well as to enable us to develop new services going forward.

- **Granite Care Consortium (GCC)** - In 2020 we became members of the Granite Care Consortium. The Consortium is a group of 10 local third and private sector providers, with decades of experience in delivering social care services. The Consortium was set up to create market stability and improve outcomes for individuals and was successful in their tender bids to delivery care at home services across the whole of Aberdeen City.

In addition to all this a lot of hard work goes on in the back-ground in our Administration office to ensure all the financial and administration aspects of Archway run smoothly. A big thank you to our finance and admin team for keeping this going during COVID too!

Thanks as always go to all our service users and their families, our Board members, Janine our Fundraiser, our Charity Shop managers and volunteers, as well as all of our supporters, donors, funders and commissioners for your continued support throughout the year. It means a lot to all of us at Archway, and even more so during these most recent difficult times we have experienced during COVID.

Despite what has been a challenging year, I hope you enjoy reading this Annual Review and looking back over what we have achieved and our plans for the future.



Archway Mum Di Tells Her Family Story

We had a good pregnancy and were planning a home birth, but a long labour took us into hospital. This was just as well as Craig was born with thrombocytopenia - very low platelets - and needed blood transfusions straight away. He also had a club foot and different facial features, though genetic tests showed no abnormalities.

Feeding difficulties led to a readmission to hospital after his six week check and further genetic tests were done. We then found out Craig has a rare genetic disorder- chromosome 18q - with mosaicism, meaning only half his cells are affected - making the effects of his condition more random and less predictable.

Doctors couldn't tell us how Craig would be affected, though the one clear prediction was he would be small. Craig has hearing and sight issues, digestive problems, low muscle tone, speech and mobility impairment and poor motor skills. He has learning disabilities and developmental delay. He also developed epilepsy and has a scoliosis so has a back brace that we get checked in Edinburgh every six months.

We were very lucky to get an early diagnosis. It meant that issues were addressed early and helped our understanding. He had hearing aids before he was one and glasses soon after - and we had support from the Raeden Centre in Aberdeen. As for being small, we think he heard that too often and decided to have none of it; he is good at quietly asserting his own way!

Craig was soon sharing his lovely smile and infectious giggle.

He is very sociable and communicates well in his own manner. He makes a range of tonal sounds and will enjoy a 'conversation' when given close interactions and time. He likes to join in with mischievous humour at home. Though floppy, Craig developed his own ways of moving including a mad back crawl and roll and what we called cot jumping when we would find him in a completely different position in his cot from where we had left him. He loves swimming and has perfected his own unique stroke so he can gently swim himself with his armbands on.

Since he was small, he has loved almost all kinds of music - harp, strings, drums, world, rock, and especially being sung to. He has amazing concentration and applies himself fully when things are presented in a way accessible to him. He will listen through a whole classical recital avidly and happily - but if a spoken introduction goes on too long, he lets his feelings be known! Craig is wheelchair bound with very limited use of his hands but enjoys pressing a switch to choose what to watch and hear on his computer. He also loves his eye gaze, and with this he can conduct his magic bird orchestra or play drums, guitar or xylophone.



Craig's sleeping patterns were also individual, and he did not always confine his giggles to daytime hours. Ongoing sleep deprivation left us as parents needing respite and when Craig was 8, we were offered our place at Archway. Though we desperately needed it we were also very nervous at first about trusting Craig and his package of idiosyncratic needs to others, and how he would feel about being away.

Going to meet everyone at Dyce, talking through all the details needed for Craig, and knowing we could go at our pace helped greatly. On his first stay Craig was allocated two nights but we only left him for one. Over the years we have all appreciated getting to know the fantastic team at Archway more and have extended our trust and time. It is good to know we can phone every night and hear how Craig's day has been, and also that the team will contact us with any queries.

Dropping Craig off the first time, I met a Mum who was just picking her son up and was very happy to have had the time to deep clean his room. At the time, nothing was further from my mind, though I now fully appreciate what she means.

At first our thoughts were full of the activities we could do with Craig's younger sister, Kara, which we couldn't do with a wheelchair. She has always been very understanding that Craig's needs take more of our time, which is hard to balance. Though Craig can't join Kara in play in the same way as other siblings, they have a strong bond and Kara is very loving and protective of her big brother. We had not thought about how much she would just miss him at first, before she learned to embrace the special time and opportunities.

It took a while for us all to learn how to use the respite time well and to balance needs, wishes and realities. We used the time to do special things, including visit family and friends who can't visit us; but we also fully appreciate the time to clean and do jobs, as well as sleeping and the lack of constant necessary routine.

Caring for Craig is rewarding, full of very special moments, interesting and challenging; it is also constant

and emotionally and physically exhausting. When Craig is at home, I am alert at all times - listening and watching to see if he is happy, if he needs anything, thinking what he would like to do, checking he is well.

It is not just the practical details; it is the thinking for him which is constant through day and night. Often, he only needs a change of position at night, but he needs help with that. I find during respite times that I can literally think a bit more than beyond the everyday. Emotionally too, that bit of space to catch up or relax a bit is invaluable.

And Archway gives Craig so much too. Because he needs help with everything, it's hard for him to be independent from us and Archway helps him do this. I was so worried leaving him for his first full holiday week at Archway, but not only did he cope brilliantly, he had a really good week, and so all the care, thought and attention given to him by all the Archway team not only gave Craig plenty of fun and good experiences, it also gave us the chance to feel proud of him.

Lockdown had its highs and lows.

Craig missed school, swimming and Archway. We were almost shielding throughout so his social world shrank – though his face often lit up when he saw his home carers and we appreciated their input all the more. He enjoyed one to one music therapy sessions online and some specialised meets, but other groups were too fast for him. Perhaps not unrelated, his health deteriorated a bit over

this time, and he was not able to get to Archway for a while. He now has a nasogastric tube and is feeling a little stronger. He has loved getting back to swimming over the summer, and we have loved seeing his smiles again.

Craig has been back to Archway again recently and has enjoyed his time there while we have really appreciated the respite after such a challenging year.

Lockdown for us has intensified our value of each other and those around us. Within this is the relationship built with Archway and all the support which helps Craig enjoy time there, and thus refuels us to manage and enjoy our life with Craig.





A Message From Alan Pilkington, Archway Chairman

In many ways this has been a remarkable year. The unexpected and unprecedented Global Covid-19 pandemic has presented many challenges as we have tried to maintain and develop services during this difficult period.

I want to begin by giving a special thank you to all our staff who have worked tirelessly, in very difficult circumstances, and have gone beyond expectations to continue to give their best to support service users and families.

I spoke last year of the organisational changes that we had put in place to provide greater capacity within the Management Team to meet the demands of the Covid Pandemic and to develop new services to provide further support to families.

During this last year we have progressed these developments and expect to have completed the registration process for our Care at Home Service towards the end of this year. This will enable us to provide services through the Granite City Consortium. The Permanent Care Sub-Group have reviewed our existing accommodation and are forming plans to redevelop some of our services and to develop additional accommodation.

We have continued to oversee our response to the Pandemic through the Coronavirus Sub-Group and have instigated a review of the actions taken during the last 18 months in order to learn lessons and ensure our preparedness in the future. We are going to ensure that any future developments take any recommendations from this review into account. We are also aware that we will be living with Covid-19 for the foreseeable future and

many of the measures and restrictions in place will be with us for some time. I want to thank our Partners, in Aberdeen and Aberdeenshire, for their financial support during this time, which has enabled us to maintain services.

I would like to thank my fellow Directors for their support, dedication and patience over the last 12 months. We have had to embrace new technologies and new ways of working.

Also thank you to Emma and her team for their hard work during this year.

Alan P Pilkington

Archway Chairman



Meet Our Board

Archway and Archway Charitable Trust

Archway and Archway Charitable Trust are governed by 2 Executive Committee's made up of several directors who give their time, knowledge and experience voluntarily.



Alan Pilkington
Chairman of Archway
from April 2019



Jim Sangster
Chairman of Archway
Charitable Trust from 2019



Roger Hessing
Company Secretary



Dr Brian Brock



Mike Bowyer



Ed Gardyne



Alan Milton



Thelma Morgan



Lawrence Morrice



Kenny Simpson



Dave Stanley

- Hilary Smith & Richard Woodhouse - resigned 2021

More information about our Board members can be found on our website
www.archway.org.uk/about/who-we-are/meet-the-directors/



COVID

The Challenges We Faced

As it was for all of us, 2020 was a difficult and challenging year for everyone at Archway due to the Coronavirus pandemic. The 23rd March 2020 is a day that we will all remember as being the day when the country went into its first lockdown.

At that time, we had to follow government advice to close our respite services and our main focus at that time was to ensure our permanent residents were safe and well and that our permanent services were sufficiently staffed.

In order for us to be able to manage and respond quickly to a rapidly changing situation, guidance and advice we set up a subgroup made up of senior managers, our finance manager and 4 Board members. The group met weekly during the first few months of the pandemic moving to monthly more recently.

Our main Covid management and responses included:

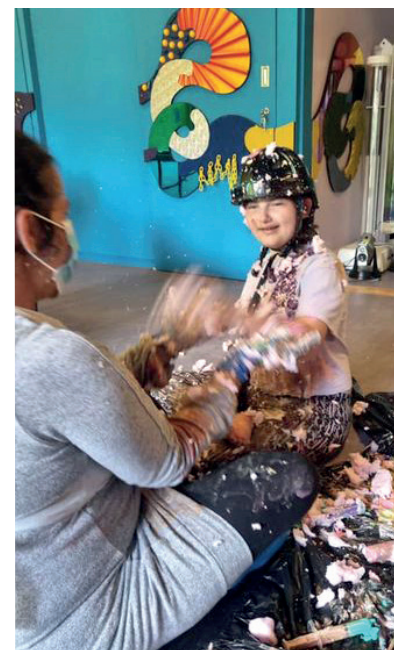
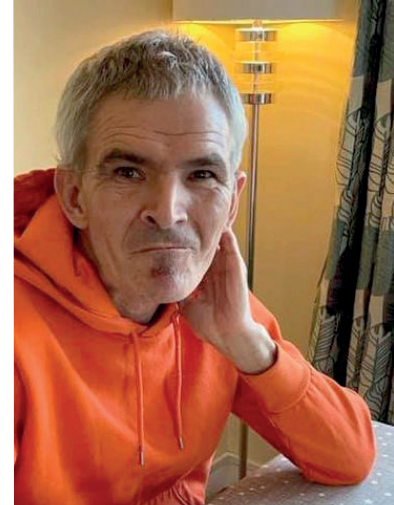
- The closure and subsequent re-opening of our respite services
- Keeping in touch with respite families whilst the services were closed
- Setting up our Archway @ Home private Facebook group and a programme on online activities to help keep people connected
- Working closely with Health Protection, colleagues from the Health & Social Care Partnerships and the Care Inspectorate to risk assess the gradual re-opening of respite
- Following lockdown guidance in our permanent care services meaning that visiting had to stop and then the subsequent re-introduction of visits, outings and activities



- Keeping up-to-date with the guidance from the Government and Health Protection on areas such as infection control, PPE, staffing testing and visiting and keeping our risk assessments up-to-date
- The requirement for staff to wear PPE and the sourcing of this
- Introducing additional training for staff around PPE and handwashing and developing our cleaning regimes
- Ensuring safe staff levels and managing staff absence
- Developing monitoring and quality assurance processes to ensure we were following all the COVID guidance
- Rolling out the staff COVID testing regime and the vaccination programme for residents and staff
- Developing our IT systems and knowledge so that we could continue to hold meetings, training and recruitment online
- Increasing our use of technology - providing new iPads, tablets and laptops so that we could keep in touch with families, access online activities and deliver and develop our own online activities
- Developing monthly newsletters for families and regular updates for our staff
- Reducing our office-based working so that staff could work at home if they could
- Looking at new areas such as CO₂ monitoring and introducing air purification systems in some of our services.

We are currently starting a review of our management of the challenges that the COVID pandemic presented us with so that we can identify any learning that we can take forward as well as continue to be prepared for what COVID is still presenting us with. We will be seeking feedback from our service users, their families and staff as part of this review.

Despite all this we have continued to be able to grow and develop our services in what has been one of the most difficult years for us all.





A Focus on Permanent Care

● ● ●

We currently provide permanent care for 24 adults across our services at Berryden Mills, St Margaret's Place and Westburn Road.

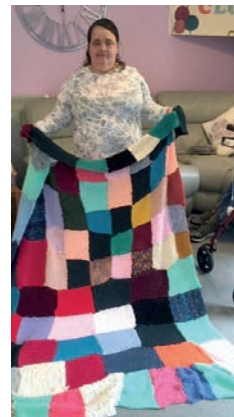
Our aim is to enrich the quality of our residents lives by creating opportunities to enjoy new experiences, develop social and independent living skills and promote participation in community life. We provide a person-centred approach and support everyone to live as independently as possible in their own home.

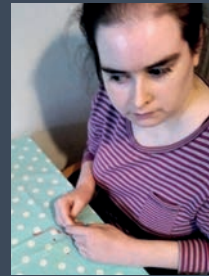
Our services are located in Aberdeen and close to local amenities such as shops, cafés and supermarkets.

Our **Westburn Road** service is a large building set in its own grounds. It has 12 bedrooms, 2 living rooms, 2 kitchens and several shower rooms and toilets. There is a Games Room located at the rear of the garden that is used regularly by residents to enjoy some time away from the house as well as for party nights, discos and karaoke!

Our **Berryden Mills** service is located within a block of residential flats and occupies the whole of the top floor. It is made up of four 2 bedroom flats separated by a corridor. Each flat has 2 bedrooms, a lounge, dining kitchen and shower room with toilet.

St Margaret's Place is our first supported living service and is located in a quiet residential street in Summerhill. It is a fully accessible bungalow with 4 bedrooms, living/dining room, activity room, kitchen, utility room, shower room and large accessible bathroom with adjustable bath.







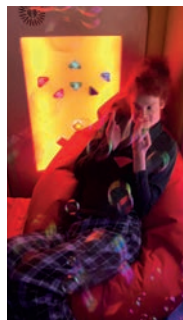
A Focus on Residential Respite

Our respite services at Dyce and Two Mile Cross provide a safe, homely environment for children and adults with learning disabilities to come to stay which also gives their families a break from their caring role.

We offer a range of short breaks which are arranged on a regular or occasional basis and provide positive outcomes for all involved including:

- A break from day-to-day routines
- A chance to enjoy new experiences and meet new people
- Time to rest and recharge the batteries
- Opportunities to maintain friendships
- Time to pursue personal interests, leisure or cultural activities
- Improved health and well being
- Greater independence and self confidence
- Strengthened relationships

Our respite services are provided in 2 purpose built bungalows close to local amenities. The properties are all on ground level and are wheelchair accessible. Each service has 6 fully furnished bedrooms, some of which have been fitted with tracking hoists and have adjustable profiling beds. Each service has a bathroom with an adjustable bath as well as a separate shower room. Both services have large open plan living and dining areas and access to a large kitchen, each has a large separate activity room too and access to fully enclosed gardens.







St Margaret's Place 1 Year On

Way back in June 2019, after a lot of hard work and working closely with colleagues from Aberdeen City Health & Social Care Partnership, we were really pleased to open our first supported living service at St Margaret's Place in Aberdeen. Feedback from families and everyone that has been to the service has been great, so much so that we are planning to build on this success and develop more supported living services in the future.

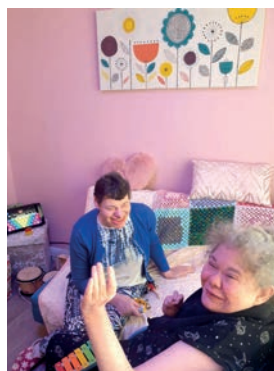
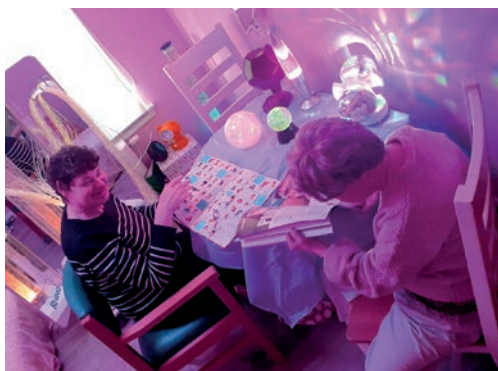
The four ladies who live at St Margaret's Place settled well into their new home and soon started to enjoy various activities in their local community and getting to know their new staff team. Since moving in staff have also been supporting the ladies with their independent living skills and everyone is involved in helping out in the kitchen and keeping the house clean and tidy.

Only nine months after moving in, along came Coronavirus, which most of us had never heard of. The lockdown restrictions meant that the ladies had to stop going out to their activities and instead, the staff made sure that life didn't become boring for the ladies.

The ladies and staff were grateful to receive donations of arts and crafts, a karaoke machine and lots of other items to keep everyone busy and entertained. Staff kept families up to date with all the fun activities by sharing pictures on the Archway facebook page and making the most of the iPads that we were able to purchase with a grant from the Wellbeing Fund. The favourite by far is when the music is playing and there is always singing to be heard and someone up dancing.

Some recent fundraising has added some sensory equipment to the activity room which is being well used.





The lovely garden at St Margaret's Place has also been a great space for the ladies to enjoy. Being able to get outside and enjoy the fresh air and sunshine has been a great benefit particularly during COVID. It also meant that family get togethers could take place outside as the restrictions were lifting.

The ladies have coped remarkably well considering the changes that have had to be made. For a while there were no visits from families, so staff supported families to keep in touch over FaceTime and Zoom. This was extremely hard for everyone, but we are pleased that the restrictions have now lifted to allow families to visit and activities to start up again.

Building For The Future



"St Margaret's Place has been all we had hoped for and more. It has been an amazing success in every possible way, and we want to give more people the same opportunity."

We are trying to raise £250,000 to open another Supported Living Service but we need your help. There is lots you can do!

Here are just a few of them:

- Make a Donation
- Take Part In A Sponsored Event
- Tell people about Archway and what we do
- Nominate Archway at work
- Set you own sporting, or other challenge
- Ask for donations to Archway in lieu of birthday or Anniversary gifts
- Set up a regular monthly donation
- Leave a legacy - a gift that will change lives for a lifetime
- Volunteer or donate goods to our Charity Shop

Thank You So Much

If you would like help or more information, please contact our Fundraising Manager

E janine.davies@archway.org.uk





The Machray Family Share Their Story

Elizabeth and Philip Machray share their experience of caring for their son, Steven, what impact the Covid pandemic had on them, and what Archway means to them.

Steven is now 26 years old. The youngest of 3 children, his mum realized very quickly something was wrong:

Elizabeth:

"By the time Steven came along we already had Christopher and Colleen. We thought we knew what we were in for - but we were wrong!

Steven was very poorly physically and spent a lot of his first year in hospital with bronchitis and asthma. He didn't feed properly, wasn't putting on weight and wasn't meeting the usual milestones like sitting up or crawling. I knew there was something wrong before anyone told us.

Before he was a year old, we were told he had severe developmental delay and was on the autistic spectrum. We were sent to the Raeden Centre in Aberdeen for further assessment and he attended Raeden for a year before moving to St Andrews in Inverurie until he was 18. He now attends Pitscurry 4 days a week which he loves."

Philip:

"As well as learning disabilities, Steven has problems with his knees and ankles that affect his balance. He has asthma and epilepsy that he needs daily medication for. All these issues have affected every aspect of his life – and ours. Steven has limited speech and understanding so we have to keep everything simple so he can understand. We have learned to read his body language and behaviour to work out when he is happy or upset because he can't tell us.

He finds it very difficult to cope with any changes in his routines and this can affect his behaviour. It was especially difficult when he left school, and this last year because of Lockdown.

Elizabeth is his main carer as I work, but I do try to do my share. This can be difficult because if she is home, no-one but Mum will do!"



Elizabeth:

“Steven needs help in almost every aspect of his life and on a daily basis. From practical things like showering, eating and dressing, giving him his medication, taking him to his “job” and picking him up, to emotional support.

Anticipating what might upset him, what he likes, what he wants to do, if he is ill, what makes him happy. Steven has no concept of time and a really poor sleep pattern, so setting bedtime routines is really important but really, we are both on call 24/7 every day - apart from when he is at Archway.”

Steven started going to Archway for respite when he was thirteen. Elizabeth and Phillip were exhausted through lack of sleep and the demands of caring round the clock for Steven while trying to be there for their other children too.

Elizabeth and Philip:

“Although we desperately needed a break, it was so difficult to let Steven go. We were having to put our trust in Archway that Steven would be okay and as he couldn’t tell us, how would we know? The staff were really good putting us at our ease, getting to know Steven and us, so by the time he went for his first overnight stay we were ready. Not relaxed and able to do anything except wait for the phone call to go and pick him up - which of course never came. He loved it!

He has always preferred interacting with adults so loved all the attention he got from staff. He is happy when we pick him up and always wants to go back so much so, we have to keep it a secret. The Archway symbol only goes on his chart the day he is going! For us, Archway has been a lifeline and we would be lost without it. We can spend time with our other children – and grandchildren. For a few days we don’t have to clock watch and relax and just focus on ourselves and what we need rather than Steven and what he needs.”

The Covid pandemic has been particularly difficult for the family.

Elizabeth

“We struggled through the first Lockdown but the second one was even harder. Steven doesn’t cope well with any changes to his routine yet overnight we had no Pitscurry, no Archway and no contact with his brother or sister and nieces and nephews. It was only me and his Dad 24 hours a day. And we couldn’t explain why because he couldn’t understand. We had good days - when the weather was fine, he would sit in his wheelchair and we would walk for miles. When the weather was bad, it was horrible. It was difficult to keep him happy and busy. He was all over the place emotionally and very fed up just having Mum and Dad for company.

Phillip:

“And it was exhausting physically and emotionally for us. Steven is now enjoying more regular respite breaks at Archway again – and so are we. Steven will live at home with us for as long as we are able to look after him. Thanks to Archway, we get the breaks we need, and Steven is learning to be a little bit more independent, more confident and used to living with other people for when that day comes.”



Our Aims, Values and Objectives

Our staff help us
achieve our aims,
and objectives and
uphold our values.

Here we highlight
what brought some
of our staff to work
at Archway.

Our Aims



- To provide or facilitate support for families using Archway services at all stages of our service users' development
- To work together to ensure the provision of homely residential accommodation for adults with a learning disability that offers care and consideration for their physical, emotional and social needs
- To provide homely shared and extended care to help service users and their families engaged in the transition to adult living
- To provide homely accommodation for short-break care to people of all ages with all degrees of learning disability in order to share the task of caring with their relatives.

Our Values



- Encourage individuals, families and staff to participate in decisions relating to the Service
- Place the individual and family at the centre of its work
- Provide a stimulating and safe environment
- Strive to ensure continuity of service
- Promote the well-being of the individual
- Act with openness and honesty
- Conduct all business in a professional and business-like manner, with emphasis on financial control and professional standards of care and management.

Our Objectives



- To understand and acknowledge that all our service users are individuals with rights and responsibilities
- To promote a feeling of safety, through good basic care and person-centred planning
- To include service users in decisions that affects their lives by encouraging them to express their opinions and ideas
- To plan activities, both in house and externally, that meet the individuals' interests
- To ensure the decoration and furnishings are homely and well maintained
- To maintain professional standards of care and management and financial control and to continually improve the standards of governance.

A STAFF STORY

Libby

I started working for Archway as a Relief Support Worker in 2019 whilst I was also working part-time as a beauty therapist.

After being in the beauty industry for 15 years I was looking for a new challenge. Initially, I volunteered at the Archway Charity Shop. Through this and helping with the Archway Fashion Show fundraiser, I got to know some of the parents and was encouraged to apply for a relief position to see how I got on.

I absolutely loved it right from the start and being able to pick up shifts when furloughed from my beauty therapy job last year really helped me through lockdown. When the time came to go back to my beauty job, I realised how much I preferred working for Archway so, as soon as a permanent position came up, I applied.

There is a lot of variety in my role as a support worker so it's never boring and there are so many transferable skills from other occupations. It can be hard work, but it can also be a lot of fun and is so rewarding. I have now worked full-time for Archway since November 2020 and I would recommend it to anyone.



A STAFF STORY

Stephen

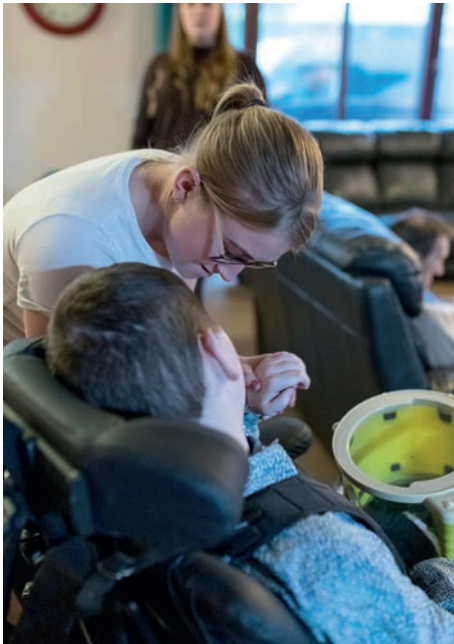
Transition from working in hospitality to support work.

The transition from working in hospitality and management to health and social care was an extremely nerve-racking step, however working for Archway made that transition very comfortable.

Being from a hospitality background I had developed skills such as teamwork, leadership and communication which are all highly relevant skills that have helped me with the current position that I am in now – which is a Support Worker in respite.

The skills that I was nervous about and that I thought I maybe lacked were quickly developed by the training that is provided as well as the job experience that working at Archway provides. Working at Archway is the first job that I have ever had that I leave after a shift and feel very rewarded and that I have done something that matters.





A STAFF STORY

Nicolle

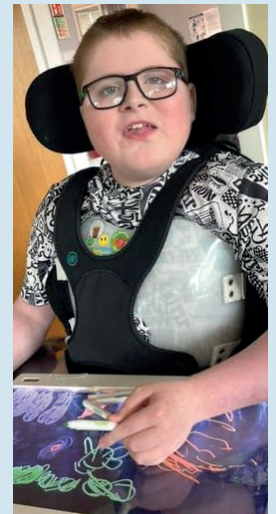
After spending some time working in nursing homes Nicolle started working as a Support Worker at our Dyce respite service in 2016.

During her time in this role Nicolle said she learnt many skills such as team working, communication and leadership and it was also during this role that Nicolle began completing her SVQ level 4 in health and social care which she completed in 2020.

In 2019 an opportunity arose for Nicolle to progress to become an Assistant Manager in one of our permanent care services, where she worked for over a year, finishing her SVQ 4 and gaining even more management and leadership skills.

In 2021 Nicolle successfully applied for our Respite Manager post moving back to where she started with Archway but this time working at both Dyce and Two Mile Cross and managing a team of 2 Assistant Managers and 22 Support Workers.

Nicolle says, “I was also supported through my career development by my line managers” and goes on to say that “working for Archway is a really rewarding career, there isn’t a day in work that I don’t leave without a smile on my face or that I haven’t had a laugh with our service users”.







A Message From Jim Sangster, Archway Charitable Trust Chairman

As you will all know this year has been a year like no other with the Covid 19 pandemic impacting on all our lives.

Whilst we have tried to carry on as near normal as possible the restrictions placed upon all of us has affected all aspects of Archway's business from service provision to our fund-raising activities, the use of our holiday caravan in Nairn and the profitability of our charity shop in Rosemount.

In common with most other organisations, business meetings continued to be held but instead of the usual round the table arrangement, Teams or Zoom meetings rapidly became the norm and the same technology was later used to keep our service users and families in touch with each other and entertained.

Many of our usual fundraising activities by their nature had to be cancelled because of Covid 19 restrictions or were undertaken in a different format and whilst some bookings were taken for our caravan in Nairn, and our charity shop was able to open for some of the time during the year, funds raised were reduced across all activities.

Our planned celebrations marking the 30th anniversary of the opening of our first house at 71 Westburn Road, a location that has lots of emotional attachment to many families, users and staff alike, also had to be cancelled although plans are in hand to celebrate the occasion at a later date yet to be arranged.

On a more positive note, it was agreed that we should open a second charity shop and after looking at several premises around Aberdeen and the surrounding district, a shop in Stonehaven was identified and we took possession in September this year.

In addition to the above, we continue to look for opportunities to expand our Supported Living Service and improve the range and type of accommodation on offer to our current and future residents.

In closing I must make special mention of our staff who have worked tirelessly and looked after our service users under the most difficult of circumstances. Also, the service users themselves who have had to cope with restrictions to their movement and freedoms and to their families who have entrusted their wellbeing into our hands. Lastly to Janine, the shop staff, fundraisers, ambassadors and supporters who have continued to find innovative ways to raise funds for Archway.

Jim Sangster

Chairman of Archway Charitable Trust





Archway Charity Shop

It was a challenging year for the Charity Shop. Closed for months due to Covid, before re-opening the shop had to be completely re-organised to incorporate a host of new guidelines, social distancing and to give us a space to quarantine donations.

Like real troopers, Managers, Jan and Kelly, and our volunteer team did an amazing job getting the shop ready and giving all our customers a warm welcome when we re-opened. We cannot thank them enough.

While it was a horrible time, we also benefitted from the kindness of those around us. Our business neighbours on Rosemount Place were so supportive even though they faced difficult times themselves. They kept in contact when we were closed and donated gifts for our Festive Draw.

Our customers also gave us a huge boost. We received so many lovely messages of support and lovely comments when we reopened and as well as shopping, many filled penny pots with their loose change and returned them to us helping us raise even more.

Our shop has always provided an opportunity for our service users to get involved and volunteer. While this has not been possible during the pandemic, we look forward to welcoming them back soon.

When the shop was closed, we started to look at possible e-commerce opportunities that could be used in conjunction with the shop and have now set up pages on Ebay, Debop and

Facebook Marketplace to sell specialist and unusual items. We also took the decision to look for another shop premises. We have now secured a shop in Stonehaven which will open soon. The year ahead will still be challenging but exciting too. We have a great team of volunteers behind us and we are all looking forward to seeing what we can achieve next year.





Betty's Place – our fully accessible holiday home at Lochloy Caravan Park in Nairn - was another casualty of the pandemic. Available to all Archway families, it is also used and loved by our permanent residents.

While many holidays initially had to be cancelled, it was even busier when it re-opened, and families were able to enjoy some quality time there – all the more special after months of Lockdown.

Many very kindly shared their family photos and stories and some very special memories. We are delighted Betty's Place is all we hoped it would be for all our families now and in the future.



"We've had the best time. What a super caravan and the staff at the site were amazing with Summer and Martin."

"Once again, the caravan was spotless and a great base for our wee break. Can't wait to return."

"A refreshing and relaxing break for the whole family."



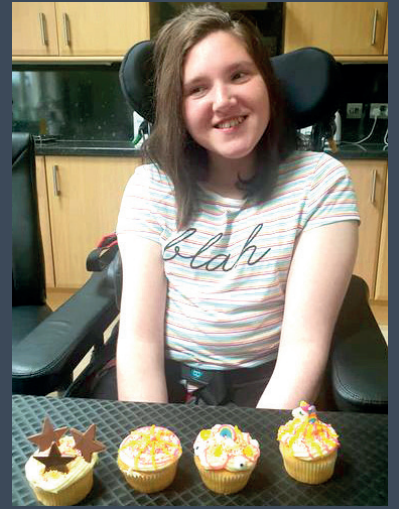
"Happy holidays for Hannah and we all love Betty's Place."



"We had a lovely stay at Betty's Place and Laura thoroughly enjoyed the beach, ducks and dogs! The staff in the onsite restaurant were lovely and we all enjoyed our meal there."

"An ideal location beside a beautiful beach with plenty of wheelchair friendly walks."







A Message From Janine Davies, Our Fundraising Manager

I would like to express my heartfelt thanks to all the individuals, families, groups and companies for their amazing support at such a difficult time.

Fundraising during a pandemic has proved challenging in so many ways. COVID-19 has taken its toll on Archway families, staff and supporters and under such pressure, charitable giving can seem less important.

Our Charity Shop was closed for several months. Our own events were cancelled. All major mass participation events including Cycles, Walks and Runs were cancelled (apart from Kiltwalk which went virtual). No Coffee Mornings, Afternoon Teas, Bake Sales, Christmas Fayres or special birthday parties with donations to Archway in lieu of gifts. No ad hoc donations, donations of equipment, gifts in kind or volunteer days. The Covid Crisis continues to affect many of these activities going forward.

Some of our plans – including raising £250,000 to open a new Supported Living Service by 2023 have been affected - but we hope this can still be achieved.

In true Archway style, our families and supporters have rallied round fundraising for their favourite charity and our Archway Ambassadors have continued to work on our behalf throughout this difficult time:

- We received COVID Funding from the Wellbeing Fund and the Anchor Trust. We also received support from other Trusts and organisations including Aberdeen Round Table, Dyce Rotary and BNI Alpha.
- The Kiltwalk doubled the sponsorship raised by walkers registered for the event in June 2020 even though it was cancelled, and we raised additional funding through the Virtual Kiltwalk event in September 2020.
- We introduced new virtual and individual fundraising initiatives including Giving Tuesday which will now be an annual event.





- Our Virtual Raffle will also be held annually.
- We also took the opportunity to look at other strategies we could develop, including regular giving and legacy giving that will help Archway not only build brighter futures for those we help now but for generations to come.
- On re-opening our charity shop it has been busier than ever.

- EnQuest continued their support and Kellas Midstream adopted us as their nominated Charity for the year. Mrs Peggy Finnie and Finnie's The Jewellers have lent their support on numerous occasions.

The funds raised through the Archway Charitable Trust support everyone coming to Archway in so many ways. It funds big things like special equipment and wheelchair adapted vehicles and small things including outings and activities, craft materials and games. It helps Archway deliver amazing new services like St Margaret's Place, our first Supported Living Service, and Betty's Place - our Holiday Home at Nairn that creates magical memories for so many Archway families every year. It will raise the funds needed to open a second Supported Living Service changing more lives for a lifetime.

We are incredibly lucky to have such an amazing group of supporters – corporate, individual, and community - without whose help none of this would be possible.



While the Covid-19 Pandemic is likely to affect our fundraising for some time, I hope we can rely on their continued support, to overcome these new challenges and I would like to thank each and every one of them once again.

Janine Davies
Fundraising Manager



A Huge Thank You to all Our Friends

Our thanks to our Archway Ambassadors and all the companies, groups and individuals who have supported us over the last 12 months including:

MAIN CORPORATE SPONSORS



ARCHWAY AMBASSADORS

Craig Donaldson, Carol Fowler, Allan Henderson, Margaret Lamont, Neil McCulloch, Moira Murawiecka.

CORPORATE SUPPORTERS

Arnold Clark, BNI Aberdeen Alpha, Brodies Solicitors, Burness Paull Solicitors, The Design Room, Elmec Projects, Finnies The Jewellers, J & I Investments, John Mutch, Mackinnons, Spirit Energy, Taylors Auction Rooms, Tesco Express Dyce, Tidy Green Clean, Trade Secrets, Wool For Ewe, 2 Circles Communication.

CLUB & COMMUNITY SUPPORT

Aberdeen Round Table, Aberdeen Rotary Club Dyce, Aberdeen Rotary Club, St Machar, AUSA Rag Campaign, Dyce Boys Club, Ladies of The Church of St Nicholas, Skene Square School.

TRUSTS & CHARITABLE ORGANISATIONS

Anchor Fund, Wellbeing Fund, John Gordon Charitable Trust, Kiltwalk Aberdeen, Miss Caroline Jane Spence's Fund, The Hunter Foundation.

INDIVIDUAL SUPPORTERS

Anna Aitken, Glenn Bowen, Di Bumpas & C Wilkinson, Audrey Clark, Fiona Clark, Lynn Clarke, Kevin & Emily Dawson, Craig Donaldson, Pauline Drummond, Mrs Peggy Finnie, Linda Forman, Paula Fogiel, Dr Peter Fogiel, Mr Fowler, Mr & Mrs Gardiner, Rebecca Gardiner, Nicola Gray, Susanne Haining, Ruby Henderson, FL Hudson, Dr M Hutchison, Graham Jinks, R. Johnston, A Matthews, Dr Matthews, Neil McCulloch, Lorna McDonald, Mrs Carol McLeish, J.J. McKay, Debbie McMullen, Sue McNaughton, C.B. Miller, Ella Mills, Paula Milne, Mr & Mrs A Morrison, Thelma Morgan, The Morgan Family, Doreen Porter, David Rattray, Mrs Helen Rennie, Sheila Risk, Diane Robertson, Mr & Mrs J Sangster, Fiona Scott, Mr & Mrs A Skinner, Hannah Skinner, Elina Skudra, Mr & Mrs K Simpson, Douglas & Wendy Smith, Tracey Smith, Mr & Mrs D Stanley, Mrs Stevenson, Morag Stewart, TC Tarr, Arlene Thomson, Lisa Thomson, Mrs Tortolano, G Trengove, R Trengove, Libby Turner, Nazan Unluturk, Mrs M Walker, Rev Watson, Judy Wilkinson, Mr & Mrs Wilson, Anne Marie Woodside.

IN MEMORIAM

Hazel Angus and Sandra Morrice.

KILTWALKERS

Thanks to all our amazing Kiltwalkers and everyone who sponsored them.

GIFTS IN KIND

Our heartfelt thanks to all the fantastic volunteers who gave up their time, talents and energy to help at our Charity Shop, as part of our Friends groups, or by doing practical projects. Also, to all the companies and individuals who donated raffle prizes, special equipment, materials and other goods and services.

Contact Us

ADMIN OFFICE

71 Westburn Road
Aberdeen, AB25 2SH
Scotland, UK

t 01224 643327
e admin@archway.org.uk

This Review is also available
to download from our website -

www.archway.org.uk

The images used are for illustrative purposes only and do not necessarily relate to highlighted case studies. All photographs have been reproduced with kind permission from the individuals concerned or their parents/carers.

Archway is a charity registered in
Scotland. Charity No: SCO14665

Archway Charitable Trust is a charity
registered in Scotland. Charity No: SCO48760

OUR SERVICES

71 Westburn Road
Aberdeen, AB25 2SH
Scotland, UK

t 01224 625595
e wr.manager@archway.org.uk

36-39 Berryden Mills
Berryden Road
Aberdeen, AB12 3TE
Scotland, UK

t 01224 659740
e bd.manager@archway.org.uk

153 Victoria Street
Dyce
Aberdeen, AB21 7BH
Scotland, UK

t 01224 775232
e respite.manager@archway.org.uk

31 Two Mile Cross
Garthdee
Aberdeen AB10 7DL
Scotland, UK

t 01224 208428
e respite.manager@archway.org.uk

9 St Margaret's Place
Aberdeen
Scotland, UK

t 01224 392115
e smp@archway.org.uk

CHARITY SHOPS

ABERDEEN

95 Rosemount Place
Aberdeen, AB25 2YE
Scotland, UK

t 01224 465116
e charityshop.aberdeen@archway.org.uk

STONEHAVEN

56 Barclay Street
Stonehaven, AB39 2AR
Scotland, UK

t 01569 303105
e charityshop.stonehaven@archway.org.uk



Archway

www.facebook.com/archwayaberdeem

Charity Shop

www.facebook.com/ArchwayCharityShopAberdeen

www.facebook.com/ArchwayCharityShopStonehaven

7till9 Club

www.facebook.com/7till9ClubAberdeen

Archway @ Home Facebook Group

www.facebook.com/groups/288563698971830



www.linkedin.com/company/archwayaberdeem



www.instagram.com/archwayaberdeem



www.twitter.com/archwayaberdeem

Archway is a charity registered in Scotland. Charity No: SC014665

Archway Charitable Trust is a charity registered in Scotland. Charity No: SC048760

