



2021
CALENDAR

A YEAR IN STORIES
2019-2020

CEO Welcome

WELCOME TO THE 2019/20 MILESTONES TRUST ANNUAL REVIEW

This year we are continuing with the popular calendar format. However, we are aware that 2020 has been a year like no other and many of you are working from home without large desks. The Annual Review you now have in front of you is therefore a wall calendar, as most of us will at least have space on our walls if not on our small home tables.

How things have changed in a year – this time last year, we hadn't heard of Covid-19 or lockdowns, PPE had very specific uses and every now and again we had the simple pleasure of an opportunity to sit down and have a coffee and a chat with colleagues about how things were going.

Despite all the sometimes difficult changes though, we have grown stronger as an organisation. During

my first year with the Trust I have been delighted and proud to see some of the amazing initiatives where teams have gone above and beyond to make sure that our services were able to continue and that the people we support were safe and well.

The need to respond differently has led to some great innovations. Almost overnight when the first lockdown began, we went from five people working from home remotely to over 100. Our IT team worked to enable our server to seamlessly cope with the extra load and to allow all of us to at least meet virtually when we were not able to do so in person.

The technological solutions continued and have radically changed how we work, often for the better.

We have developed online inductions for new starters and online virtual tours have been



created to enable anyone who may want to move into one of our services to see and to get a feel for their potential new home.

Our Quality team developed the 'On-call Fallbuster' package, which has supported numerous staff and people we support with managing falls during Covid. They have also developed informative online training covering essential information on manual handling and positive behaviour support.

In addition to implementing the successful use of Alexa devices across our services to help people we support feel less isolated, our Business Development team are working in partnership with the University of the West of England and Bristol City Council to explore further potential use of technology across care homes to better understand their benefits and limitations. This will help improve lives in the future.

Finally, I need to mention the weekly keeping in touch Zoom calls, which have enabled up to 50 people a week to meet and to share ideas and information. During a period when we have not been able to visit services, I have found these an invaluable way of hearing first hand from frontline managers.

Hopefully this time next year, we will have the vaccine and self-isolating will be a thing of the past, however I'm glad to say many of the innovations will remain with us, changing how we work for the better, for all of us.

I wish you all a happy and healthy 2021!

A handwritten signature in black ink that reads "Hilary Crowhurst".

Hilary Crowhurst,
Chief Executive Officer

Leading the pandemic response

REUBEN IS THE TRUST’S CLINICAL NURSE ADVISOR AND HE HAS LED OUR RESPONSE TO THE CORONAVIRUS PANDEMIC.

Many aspects of leading the Trust’s response to the pandemic have a clinical aspect to them, so they clearly fall within my remit, but then there are other things that I never imagined I’d be doing before this year, things like procuring PPE. It’s all just sort of happened!

There’s been a lot to do – making sure staff have received the right training, collecting data from around our services, supporting staff who were trapped abroad, liaising with local councils. A lot of our staff hadn’t had experience of managing a disease outbreak, so an important part of my role has been explaining to them why we’re doing the things we’re doing – ‘this is why we’re wearing masks’, ‘this is how we’re breaking down the chains of infection’.

Possibly the most difficult moment for me came over the Easter weekend. There was a big change in Government guidance – we went from being told that staff should wear PPE only when someone has symptoms of Covid-19 to being told that staff must wear PPE all the time. This was a big cultural shift for the Trust; many staff were not used to wearing so much PPE and there was a concern about the amount of money being spent on it. But the biggest challenge was actually getting hold of the PPE. There’s a smooth process now, but back then it was like trying to find a turkey in the shops on Christmas Eve. I remember times when we were down to our last two boxes of masks!

I’ve been really impressed with our staff and the resilience of people we support throughout this strange period. It’s forced us to work in a completely different way, but people have been open to that and have taken the changes in their stride.



*This summer Reuben was awarded the title of **Queen’s Nurse**. This award recognises individual nurses who have demonstrated a high level of commitment to patient care and nursing practice. He is pictured above with his badge and certificate.*

THERE WAS MORE TO 2020 THAN COVID...

In January, Prince Harry and Meghan Markle announce they are officially stepping down from royal duties.

JANUARY 01/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1 New Year's Day	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Special delivery Volunteer response



Thank you so much to Charlotte and all of our volunteers. If you are interested in volunteering for the Trust, please contact our Volunteering team by emailing volunteering@milestonetrust.org.uk



THERE WAS MORE TO 2020 THAN COVID...

In February, *Parasite* becomes the first non-English language film to win the Best Picture Oscar.

At the start of the coronavirus pandemic, we saw more than 750,000 people sign up to the NHS volunteer scheme and local groups formed to deliver food parcels to those in need. The volunteer response to the pandemic has truly been one of the big positives to come out of this most challenging of situations.

At the Trust, we've been similarly blessed by people offering to help us in any way they can. We've received volunteer applications from people from across the Bristol, South Gloucester and North Somerset areas and there have been times when we've received so many applications that we have had to start waiting lists!

Volunteers have helped in many different ways. Some people have sent us homemade face masks for people we support and staff. Others have become telephone befrienders for people we support,

which has been particularly important at a time when social distancing has restricted the amount of contact people are able to have with their loved ones.

One of the most important ways that volunteers have helped us during the pandemic has been by picking up and delivering food shopping and medication for our services. This has allowed staff to concentrate on caring for the people we support and has also reduced the chances of staff becoming infected in the community.

Charlotte, who volunteers to support Kilvie House, said: "I was already volunteering for Milestones Trust but due to the social distancing measures I couldn't volunteer as usual. By doing Kilvie House's weekly food shop it has taken the pressure off staff. It's lovely to see how grateful the team are when I deliver their shopping!"

FEBRUARY 02/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10	11	12	13	14 Valentine's Day
15	16	17	18	19	20	21
22	23	24	25	26	27	28

A touch of colour

In the back garden at Tramways, where once there was just a dull white wall with flaking paint, there is now a wonderful nature-inspired mural.

The idea for the mural came about when Kirsty, who is the Activities Coordinator at Tramways, was talking to the people who live at Tramways about what to do with this wall. Someone suggested they should paint it.

Kirsty worked with people we support to come up with ideas for what they would like to see painted on the wall. They all thought it would be great to have their new passion for growing fruit and

vegetables represented and one person suggested that the painting should feature the many animals who visit the garden, including butterflies, squirrels, foxes and Tramways' cat Jet.

As plans for what to paint on the wall took shape, Kirsty had the idea of approaching local street artist Gage, who she thought would be a good fit because much of his work, displayed in parks, youth centres and even on the sides of people's houses, features animals and nature.

Luckily, Gage was happy to take on the project. He said:

“When I saw the flaking breeze block wall, I knew a colourful nature theme would really liven up this garden space and lift the spirits of the residents. These kinds of projects are the most enjoyable and rewarding.”

Gage spent two days creating the mural, watched on excitedly by many of the people who live at Tramways. Now that it's completed, they are delighted with the results.



Jenny said:

“It’s splendid, a bold step forward.”

Brian said:

“My favourite bit is the squirrel as he has a very mischievous look on his face.”

Reflecting on the change the mural has made to the garden, Kirsty said:

“Our aim for this project was to create a peaceful and beautiful space, which we hope will inspire everybody at Tramways to get some fresh air and exercise, while enjoying the new and exciting surroundings.”

THERE WAS
MORE TO 2020
THAN COVID...

In March, Egypt reopens the Pyramid of Djoser after a 14-year restoration. The pyramid is believed to be the oldest stone structure of its size in the world.

MARCH

03/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17 St Patrick's Day	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

I can't fault the care he gets

DEE IS THE MOTHER OF TIM, WHO WE SUPPORT AT MAYO HOUSE.

Tim has been at Mayo House for four years now and the care he gets there is outstanding. Tim's a challenging boy and he's very lively. We had a couple of failed placements before he went to Mayo House but the way he's improved since he went there is just amazing.

The care Tim gets is person-based. They know exactly what he likes and they have staff with him that enjoy the same things he does, which makes it an enjoyable experience for him.

The staff can deal with Tim's ups and downs. When he gets frustrated due to his lack of speech, they have the experience to understand what he's trying to explain.

During the pandemic, the staff have helped us to Skype with Tim every evening. They leave him to talk with us, which makes it an absolutely lovely, personal experience but they're always on hand to help if he can't explain to us what he's been doing. We've also been able to reach staff on the phone whenever we've had any questions or worries. It's been very reassuring.

Earlier in the pandemic, Tim tested positive for Covid-19. Although he had no symptoms, he had to stay indoors for a period, which I think was probably quite a challenge for the staff. They coped marvellously with it. They kept him occupied by setting up two football goals at either end of his garden and made it more enjoyable for him to be indoors by bringing in new games.

I've actually recommended Milestones Trust to a couple of my friends who were looking for support for elderly relatives. I can't fault the staff at Mayo House. Tim doesn't feel like he's in a place where he's forced to be. He feels cared for.

THERE WAS
MORE TO 2020
THAN COVID...

In April, Sir Keir Starmer becomes leader of the Labour Party, succeeding Jeremy Corbyn.



APRIL

04/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2 Good Friday	3	4
5 Easter Monday	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Rainbows

At the start of the pandemic, rainbows were a visible symbol of hope, with drawings of coloured bands appearing in the windows of houses all across the country.

We challenged our services to create their own rainbows and we received a dozen entries, some of them painted, some of them drawn and some of them collages made up of different items.

Our Chief Executive Hilary had the job of choosing a winner from all the beautiful and thoughtful entries. It was no doubt a difficult decision, but she awarded the top spot to Flaxpits House, with Mortimer House and Chasefield House given the runner-up spots. You can see these three entries displayed on this page.



THERE WAS
MORE TO 2020
THAN COVID...

In May, Costa Rica becomes the first country in Central American to legalize same-sex marriage.

The team at Flaxpits House had this to say about their winning entry:

“ **Everyone at Flaxpits House was involved in making the rainbow. Great fun was had cutting the colourful paper and gluing it to the fence, and we had the added bonus of lots of sunshine.**

Our bright rainbow has received some lovely comments. We even had a card from our neighbours – they were delighted to be able to watch it being created and are enjoying the pleasure it brings every day. It really is uplifting!

The pot of gold at the end of our rainbow was that it was awarded first place in the Rainbow Competition – something that we are all very proud of. ”

MAY

05/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
31 Bank Holiday					1	2
3 Bank Holiday	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

The Music Train goes virtual

THE MUSIC TRAIN IS A POPULAR ARTS AND MUSIC PROGRAMME THAT PUTS ON ACCESSIBLE LIVE MUSIC EVENTS OPEN TO EVERYONE.

Lockdown meant that these events could no longer take place in a conventional manner. However, The Music Train’s creator Liz and her band of merry musicians were determined that the show must go on and so they moved the events online.

Initially, live music performances were streamed from The Music Train’s Facebook page but more recently they have moved to Zoom, allowing for greater audience participation and interaction.

THERE WAS MORE TO 2020 THAN COVID...

In June, a statue of slave trader Edward Colston is thrown into Bristol Harbour by Black Lives Matter protesters.

Twins Jasiu and Stasiu, pictured right, have continued to enjoy The Music Train since it moved online. Their mother, Krys, said:

“Jasiu and Stasiu are regular viewers. They play and sing along and they love hearing their names mentioned by the musicians.”

The musicians have also enjoyed performing online. Sadie said:

“It is so lovely to see everyone again and to have the opportunity to sing, dance and play our instruments together.”



Meanwhile, Chris, another musician, said:

“In the absence of seeing everybody in person, playing online has been an incredible substitute. In particular we love the open mic section where the participants can bring a song or two to the call. It’s so joyful I can’t quite cope sometimes!”

Liz would like to thank the Learning Difficulties Partnership Board at South Gloucestershire Council for their support for the online events.

The sessions take place every Wednesday at 2.00pm and details of how to join the Zoom calls are posted on The Music Train’s Facebook page: facebook.com/themusictrainbristol/

You can also watch videos of past performances on the Facebook page.

JUNE

06/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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21	22	23	24	25	26	27
28	29	30				



Going the extra mile



GRIFFIN AND HIS SISTER BELLA ARE BOTH UNSUPERVISED SUPPORT WORKERS AT MORTIMER HOUSE.

I started working at Mortimer House just after the beginning of the first national lockdown in March and Bella started shortly after me. I've done a lot of different jobs over the years but I'd decided that I wanted to do something that felt important. Bella had done care work in the past and always talked about how much she enjoyed it.

Working at Mortimer House was fast paced right from the beginning. There was a lot to learn in a really short amount of time and, because of social distancing, we couldn't do the face to face training that would normally take place. Thankfully, the rest of the staff team were really understanding and helpful in making sure we felt comfortable and safe in our new roles.

Working at the start of the pandemic was intense. The people we support weren't able to see their

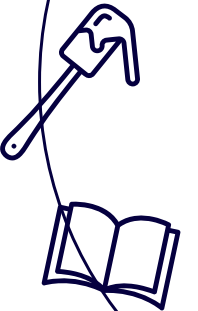
families and they were scared of getting sick. We had to come in every day and try to be positive. We did lots of activities to try to take their minds off the situation, like baking or reading to them, and worked hard to arrange video calls with family members or socially distanced visits.

The staff at Mortimer House go the extra mile every day – people are constantly working overtime or putting themselves forward for night shifts at short notice. Everyone just pulls together and gets on with it.

The residents make every day unique and fun, and I enjoy being creative with them. The work can be really challenging but it also feels like I'm getting paid to hang out with some really great people. Sometimes it seems like it's not a job at all!

THERE WAS MORE TO 2020 THAN COVID...

In July, Princess Beatrice marries Edoardo Mapelli Mozzi at a private ceremony at the Royal Chapel of All Saints in Berkshire.



JULY

07/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Realising dreams

LOCKDOWNS AND SOCIAL DISTANCING HAVE RESTRICTED US ALL IN MANY AREAS OF OUR LIVES, BUT THIS HASN'T STOPPED PEOPLE WE SUPPORT FROM STAYING ACTIVE AND, IN SOME CASES, FROM REALISING THEIR DREAMS.

During the autumn, Norman, who lives at Radley Road, enjoyed a trip to Aerospace Bristol in Filton, also known as the Concorde Museum. He had a great time and, as the museum was quiet that day, he was able to have one Concorde all to himself! His ticket lasts a year so he can go back for another visit soon.

Meanwhile, Michael, who lives at Mayo House, went on a whole series of trips. He visited the Helicopter Museum and posed for a picture by an Airbus helicopter. Next, he saw a steam locomotive belonging to London Midland and Scottish Railway and stood proudly next to one of its drivers. Finally, he visited Slimbridge Wetland Centre and had fun feeding some of the birds.

The Team Leader at Mayo House, who is also called Michael, said:

“Mayo House’s staff, or ‘The Dream Team’, as I like to call them, have loved supporting Michael to show how, with a little imagination and some organisation, life can still be enjoyed in these difficult times. We can still find time to relax and we can still have adventures.”



THERE WAS
MORE TO 2020
THAN COVID...

In August, the National Zoo in Washington DC celebrates after Mei Xiang becomes the oldest female giant panda in the United States to give birth to a cub.



AUGUST

08/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30 Bank Holiday	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29



On the move

IN DECEMBER 2019, JOHN FOUND HIMSELF IN SOUTHMEAD HOSPITAL. HIS HEALTH AND MOBILITY HAD BEEN GRADUALLY DECLINING AND NOW HE WAS FIGHTING AN INFECTION.

Carly, one of the Trust’s Area Managers, visited John in hospital to discuss with him and his family what he would like to do once he was well enough to be discharged. His poor mobility meant that it would not be safe for John to return to the supported living service that had been his home. Carly told John about the possibility of a short break at Bath Road, one of the Trust’s residential services, and he was interested.

There was, however, one loose end to tie up. While he had been in hospital, John had been apart from his beloved dog Sophie. It was essential that they were reunited and so there needed to be a home at Bath Road for Sophie too. Thankfully, the people we support at Bath Road were not just willing to live with Sophie, they were truly excited about it!

John moved into Bath Road on Christmas Eve after about five weeks in hospital. The next day, Sophie arrived. The perfect Christmas present!

Since he moved into Bath Road, John has been determined to improve his mobility and with the help of staff, he is walking again after nearly a year of being immobile.

Claire, a Support Worker at Bath Road, has followed John’s progress after he began practising standing up from his wheelchair. She said:

“From that point there was no stopping him! When his walker was delivered, he began walking around Bath Road to stretch his legs. We are always behind him with a wheelchair just in case, but he is a very determined man and always finishes the route.”

John has regained his strength and confidence and is now deciding what to do next. He is grateful for the time he has had at Bath Road:

“I like it here, I am getting on alright. I was lonely in my last home, but I like everyone and the attention and interaction I get here.”

THERE WAS MORE TO 2020 THAN COVID...

In September, Magawa, a giant African pouched rat, is awarded a gold medal for his success in detecting landmines in Cambodia.

SEPTEMBER 09/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

A frightful amount of fun

AT MANY OF OUR SERVICES, PEOPLE CELEBRATED HALLOWEEN BY HAVING A FRIGHTFUL AMOUNT OF FUN.

At 77 Gloucester Road North, people we support enjoyed getting involved in pumpkin carving. Lubomira, the Service Coordinator, said:

“They had so much fun carving pumpkins. We used them to decorate our porch and they even glow in the dark.”

Meanwhile, Thomas, who lives at Lower Hanham Road, created lots of brilliant Halloween decorations to fill the house, including googly-eyed pumpkins and skeletons. Thomas enjoys craft activities such as drawing, painting, sewing and making animals out of playdough, and he particularly enjoys Halloween, because he likes spiders, carving pumpkins and scaring people!

For some of our services, Halloween was a great excuse to have a party. At Church Road, a spooky party atmosphere was created by hanging bats and giant spiders from the walls. At Vassall Road, a monstrous feast of witch’s thumbs and ogre’s fingers was served up, and everyone enjoyed dressing up in scary costumes and dancing to Halloween-themed music.



THERE WAS
MORE TO 2020
THAN COVID...

In October, the music video for Luis Fonsi’s Despacito becomes the first video on YouTube to surpass seven billion (7,000,000,000) views.

OCTOBER

10/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31 Halloween

Remembering

DURING THE FIRST WAVE OF THE PANDEMIC IN THE SPRING, 14 PEOPLE WE SUPPORTED DIED AS A DIRECT RESULT OF COVID-19. WE WANTED TO FIND A FITTING WAY TO REFLECT ON AND CELEBRATE THE LIVES OF THESE PEOPLE AND OTHER PEOPLE WE SUPPORT WHO HAVE DIED IN THE PAST YEAR.

We knew that coming together for a conventional event would not be possible, given that the pandemic has limited opportunities to gather in groups. Still, we wanted to give people the chance to share their grief and support each other, so a group of people we support, staff and trustees worked together to create a virtual Remembering Event, where memories of those who are no longer with us could be shared.

The resulting event featured reflections from staff who worked closely, and often over the course of several years, with the people who passed away. There were also poetry readings and virtual community singing

led by Chime, a choir made up of staff and people we support.

Though we weren't all able to gather in the same place, we invited staff, family members and friends to watch the event at the same time, so that we would know that many of us were sharing this moment of reflection and remembering together. The event was recorded so that it is available for people to watch at any time.

Over 100 people watched the recording within the first two days that it was available and we have received some touching feedback.

Pictured: Staff members including Chief Executive Hilary (r) and HR Administrator Precious (l) spoke at the event.

One family member of a person who passed away said:

“Knowing that I was with other people who knew and cared about him was comforting and very special.”

THERE WAS MORE TO 2020 THAN COVID...

The 19th November marks the 25th anniversary of the film *Toy Story*'s premiere. *Toy Story* was the first feature-length computer-generated film.

NOVEMBER

11/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Endings and new beginnings

AFTER ABOUT 30 YEARS AS A RESIDENTIAL HOME, CHASEFIELD HOUSE CLOSED ITS DOORS ON 1ST JULY 2020. WHEN I STARTED WORKING THERE 12 YEARS AGO THERE WAS ALREADY A PLAN TO CLOSE SO IT HAD BEEN A LONG TIME COMING!

Many of the people living at Chasefield had been there since it opened, so its closure was a life changing experience for them. We were supposed to close in April but the pandemic meant this could not happen, which added to the stress for everyone living and working at Chasefield House. The staff team did amazing work supporting people during these upheavals.

Over the years, there have been many discussions about the importance of people being able to stay living in Fishponds, as everyone is so much a part of the community here. Luckily

the Trust was able to purchase two bungalows on Radley Road, the next road down from Chasefield House. Three people we support have moved into one of these to start a new life.

All three of them are thoroughly enjoying being in their new home and they are all participating in many more activities than they did before. Because their new home on Radley Road is a lot smaller than Chasefield House, the Trust is able to offer them more individual, tailored support than before.

One man used to have a Positive Behavioural Support Plan in place but since moving, he is so much more relaxed and happy that this plan is no longer needed. Another man recently helped to make a cottage pie for the first time in his life and, more generally, he is enjoying being able to help around the house with different chores. Previously, due to Chasefield House's size, he had few opportunities to participate in this sort of thing.

By Liz, Service Coordinator, Radley Road

Pictured: Chasefield House (l) and Brian and Norman enjoy the garden in their new home (r)



THERE WAS MORE TO 2020 THAN COVID...

The 16th December marks the 250th anniversary of the birth of Ludwig van Beethoven, German composer and pianist.



DECEMBER 12/2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25 Christmas Day	26 Boxing Day
27	28	29	30	31		

The year that was...

REVIEW OF BUSINESS PLANS 2019/20

The Trust continued to work with the Strategic Plan 'Towards a Future Together' 2018-21. Over the year, we reviewed the Trust's vision, mission statement and values as well as the Trust's overall priorities.

The Trust further defined its **Strategic Intent** as:

*Every person we support – those living with learning disabilities, mental health needs or dementia – will enjoy **high quality, personalised, and outcome-focused care.***

*Whether they live in specialist residential or supported living settings, **we will listen** to what they say, and translate that into excellent, responsive service.*

*We will seek, **always**, to deliver **exemplary service**, informed by the latest insights, with well trained and adaptable staff, and in a way that makes the Trust financially secure **for the long-term benefit of those in our care.** Doing so means that we can extend that service to an even larger number of people who need what we provide.*

THE IMPACT

The core of Milestones Trust's activity continued to be the provision of nursing and residential care in 36 homes serving approximately 300 people. The homes range from small domestic properties accommodating four or five people to a large dementia care home for 45 people. The Trust supported over 200 people with a learning disability or mental health needs in supported living services. Over 50 people also accessed day opportunities in our Stepping Forward services from two bases, one in Bristol and one in South Gloucestershire.

We furthered the mission and aims of the Trust through the provision of services over and above those funded by public contracts through donations from grant making trusts and foundations, corporate partners and grants awarded by local and national government departments.

Our arts activities under the **'Expressions'** banner provided people we support with opportunities to explore their creativity and opportunities for the general public to appreciate the abilities of all those who use our services. Our **'Warmley Wheelers'** initiative offered accessible bikes so people with varying abilities were able to enjoy cycling. Music sessions under the banner of **'Community Express'** encouraged participation and sponsorship from the wider community. Whilst some of these activities had to be paused because of Covid-19, the pandemic provided opportunities to find creative ways of continuing, for example, the musicians involved in Community Express supported us in moving the project online.

Service Development

Our CQC ratings continued to be above the national averages, with 94% of our services rated as **"Good"** or **"Outstanding"**.

The Trust takes pride in its provision of high-quality staff training and remained committed to the standards and obligations required by achieving accreditation to the **Workplace Wellbeing Charter** and the **"Mindful Employer"** initiative.

GROWTH AND MODERNISATION

In partnership with the John Turley Charitable Trust, we set up a new supported living scheme for people with learning disabilities in Downend.

The year saw the Trust win a significant tender in Bristol to provide care and support to young people with learning disabilities and complex needs.

In line with our strategy to de-register our services, we closed a CQC registered care home and opened an alternative supported living service in two adjacent bungalows. Three of the people who previously lived there now have tenancies near their previous home.

We successfully qualified to be on the framework of 'approved providers' for Wiltshire, North Somerset and Gloucestershire. We look forward to expanding our services to people who will benefit from these in the new counties.

Extending our commitment to modernising services, we closed an out-dated mental health home and worked closely with the residents to find them service provision elsewhere, far better suited to their needs, with many staying within The Trust.

We undertook significant refurbishment of a smaller care home in Downend to extend the shared space for a better living environment for the residents.

VOICES4CHOICE

We have continued to develop our strategy of involvement for the people we support. Voices4Choice (the council for people we support) sends a representative to senior operational team meetings to feed information to and from both groups. The Trustees also decided last year that they should have more direct contact with the people we support and two Trustees have been meeting regularly with Voices4Choice so that they can ensure that people's priorities are heard at Board meetings.

FINANCIAL

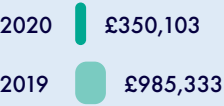
2019/20 was another challenging year financially, in which costs exceeded revenues for the first half of the year. We worked with our commissioners to increase fee levels and this then improved our financial performance. Across the Trust, agency staffing was required in large numbers, owing to staff vacancies in our services and the nationwide problem of recruiting in social care, particularly nurses. Although recruitment improved during the year, staff retention remained an issue. These factors were the primary reasons behind the operational deficit generated for the year.

Despite the challenging financial year and the austerity of the commissioning environment, demand for Trust services and the underlying Trust balance sheet remain sound.

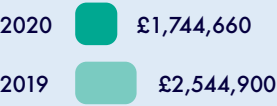
A year in numbers

INCOME

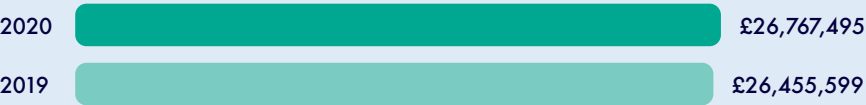
Voluntary/Other income



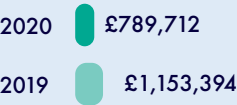
Service user contributions



Income from council/NHS



Health authority grant (Mental health)

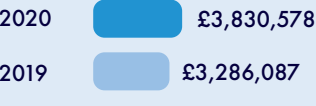


TOTAL



EXPENDITURE

Overheads and Governance



Elder Care



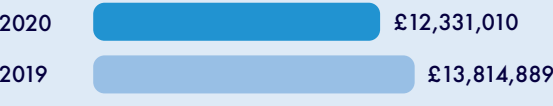
Supported Living



Mental Health Recovery



Learning Disabilities and Complex Behavioural Needs



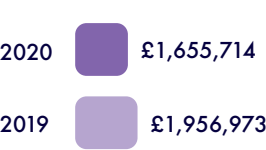
TOTAL



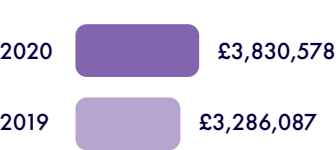
IN THE HOME

WHERE THE MONEY WENT

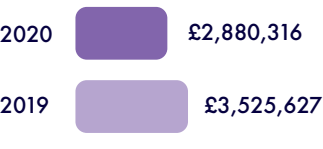
Household



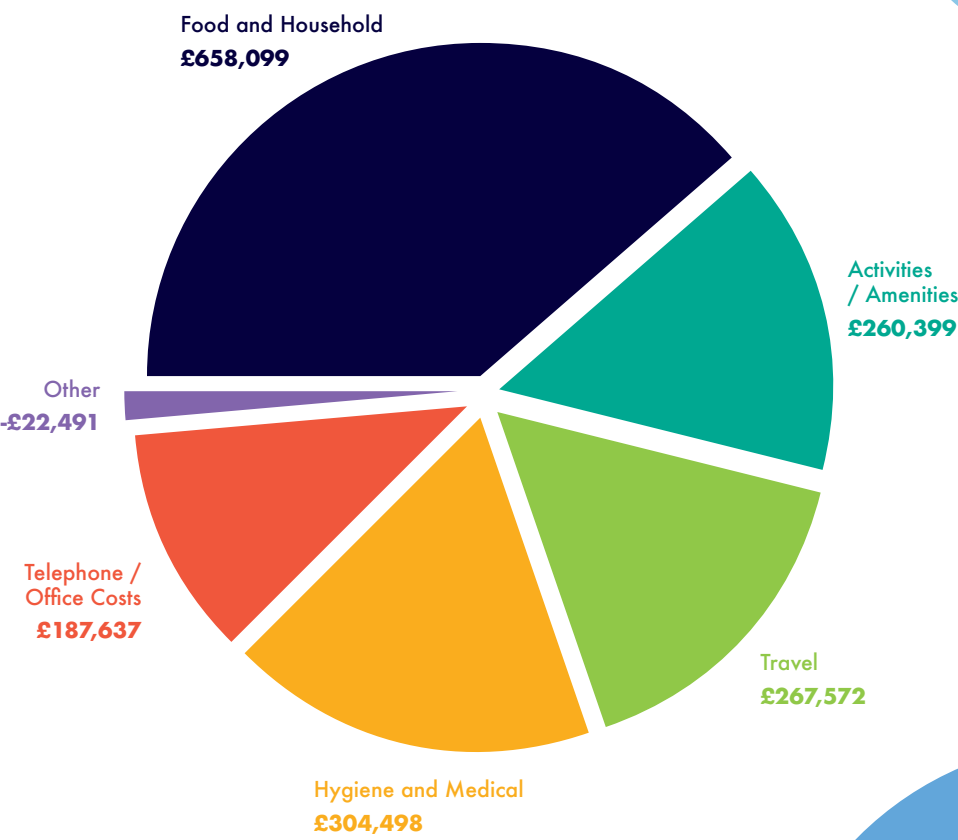
Overheads and Governance



Property Costs



Staff



Thank you

WE'D LIKE TO THANK ALL OF OUR SPONSORS WHO HAVE KINDLY SUPPORTED US TO CREATE THIS YEAR'S ANNUAL REVIEW.

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Contact us

We'd love to hear what you thought of this year's review – please contact us on Twitter, Facebook and Instagram @MilestonesTrust or email marketing@milestonetrust.org.uk with your feedback.

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