



IMPACT

REPORT

2023 - 2024

Gwybodaeth hefyd ar gael yn Gymraeg

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INTRODUCTION

Supporting over 3,000 people a year, The Rainbow Foundation, Wrexham is an active ageing charity that delivers outstanding services to improve the health and wellbeing of our communities.

We offer a range of interventions including our **Day Opportunities** service which provides **social engagement** and **supports independence** in later life for the elderly and a **Home Care** service which delivers **support in the home**. Our **Rainbow Meals** provides **healthy, nutritious, and affordable** meals to people at home while our **Community Transport** provides a vital service which allows people to **retain a level of independence** which would otherwise be out of reach.

Within our community wellbeing team our **Community Agents** provide **free information, support, and advice** for the **over 50's** in our local communities.

Whilst our specialist **Social Prescribing** service works with **GPs across the whole of Wrexham** to support **anyone over 18** with their **mental health and wellbeing**. We deliver a range of social prescriptions too, including our innovative **Active Futures** programme, **bereavement support groups** and **menopause support group**.

As well as a wider offer of **social and support groups** which take place at our three hubs in **Penley, Marchwiel and Chirk** and in local community spaces. **Volunteer opportunities** are also available within the charity and provide a vital service in our local communities.

These services:

- Promote independence, participation and self-care
- Addresses the determinants of active ageing
- Promote better mental health and wellbeing,
- Reduces loneliness and isolation
- Provide services closer to home
- Are aligned to the Charities Objects as set out in our Constitution.

This report covers the period of 1st April 2023 to 31st March 2024



A WORD FROM OUR CHIEF EXECUTIVE OFFICER



2023 Overall Winners of the GSK IMPACT Awards.
Pictured LtoR: Emma Walmsley (Chief Exec, GSK), Jane Bellis, Ian Pope, Caroline Tudor-James, Jane Wrench, Geraldine Vaughan and Richard Murray (Chief Exec, The Kings Fund)

We have an ageing community profile. People are living longer but 43% of over 65's in Wrexham are in bad health and they are anticipated to live with poor health for an average of 20 years before entering residential care.

Dementia and frailty are also rising, with 35% of adults aged over 65 unable to manage at least one self-care activity. 1 in 5 older people are lonely and the impact this has on their health is equivalent to smoking 15 cigarettes a day.

Working age adults are also struggling with their health. Nearly 1 in 5 adults across Wales are prescribed anti-depressants for poor mental health. Whilst obesity currently affects 1 in 4 adults in Wales and contributes to people developing a range of chronic conditions including diabetes, cardiovascular disease and musculoskeletal disorders as they age.

Someone presenting at their GP with low-level depression, maybe because of bereavement, relationship breakdown, or menopause, is at risk of being signed off work with a prescription of anti-depressants and can easily slip into poor routines and a deeper depression at the same speed as a severely elderly person deconditions in hospital following a fall. Both these scenarios are hard to come back from and this is something we should all be worried about as a society.

So how do we help people remain independent and active as they age? How can we strengthen health promotion to enable people to participate in their community? As people are living longer, how can the quality of life in older age be improved?

As an active ageing charity, the Rainbow Foundation remain committed to our aim to engage, inspire and enable people to be active and healthy as they age through our holistic offer.

The interventions set out in this report effectively promote physical and mental well-being to increase independence and resilience and promote positive behaviour change. In addition, our services address the wider determinants of active ageing that can have such a detrimental impact on our health and wellbeing.

We were absolutely delighted to be named the Overall Winner of the GSK Impact Awards in partnership with the Kings Fund during 2023, the prestigious accolade acknowledges the incredible impact of our work.

As the Rainbow Foundation grows, our staff remain our greatest asset, and continue to grow with us. I am delighted that our culture is a shared one of compassionate leadership built on our core values. I am also incredibly proud of what our volunteers bring to the organisation from the expertise of our Trustees to the work of our volunteer drivers ensuring residents can connect with their community.

Our trusted partnerships remain vital to our success. We are continuing to work with partners in health to develop 'In my Place' a hospital avoidance service, which will respond to non-critical falls at home, reduce the stigma of dying, and support people to die well in the place of their choice, in conjunction with developing a project to provide a rehabilitation service to support more timely hospital discharges. We are excited to be extending our Active Futures provision which reduces frailty in the community and promotes positive behaviour change to empower people to make better lifestyle choices.

The shared passion across our organisation fills me with pride; we truly rise by lifting others! Ageing may be inevitable but poor health and frailty is not.

I hope you will enjoy reading our Impact Report.

Caroline Tudor-James
Chief Executive Officer



COMMUNITY PROFILE

1/5 PEOPLE IN
WREXHAM
ARE AGED OVER 64
& NEARLY
1/3 LIVE
IN RURAL AREAS

ALMOST
1 IN 5
OLDER PEOPLE
ARE LONELY



43% OF ADULTS
OVER 65
ARE IN BAD HEALTH

THEY LIVE IN
POOR HEALTH
FOR AN AVERAGE OF
20 YEARS
BEFORE ENTERING
RESIDENTIAL CARE

1 IN 10 PEOPLE
STRUGGLE
WITH THEIR
MENTAL HEALTH

1 IN 5
PEOPLE ARE
PRESCRIBED WITH
ANTIDEPRESSANTS



FRAILTY
AFFECTS 25%
OVER 85'S
ACROSS WREXHAM

35% OF ADULTS
OVER 65
ARE UNABLE TO MANAGE
AT LEAST ONE
SELF CARE ACITIVITY

OUR PEOPLE

are our greatest asset



WE OFFER STAFF

Decent Work

- All staff are paid at the Real Living Wage or above.
- Social Care staff are paid for the entirety of their shift, including travel time, introductory visits and breaks.

Safe Work

- Take mental and physical health seriously
- Mental health first aiders available across the organisation
- Employment Assistance Programme

Training & Development

- Build our team to grow with us
- Social Care Team registered with Social Care Wales
- ILM level 5 and above for all managers

Secure work

- No zero hours contracts
- Enhanced rights for staff

Fair Work

- Tackle signs of workplace harassment
- Fair pay across the organisation
- Disability confident
- Flexible conditions

Staff Survey Results

We are a Compassionate Culture

- **100% agreed or strongly agreed** that the **care of service users** was Rainbow's **top priority**
- **100% agreed or strongly agreed** that they'd **recommend the service to family and friends**

We are a Team ...built on trust

- **90.3% agreed or strongly agreed** that The Rainbow Foundation **work well together** to **achieve their objectives**
- **100% agreed or strongly agreed** they would **feel secure** to **raise concerns**

There is Compassionate Leadership

- **97.6%** think The Rainbow Foundation **respects people's differences** (culture, working practices)
- **90.2%** agree or **strongly agree** that their **manager works with them** to help **resolve problems**
- and feel **valued, respected, and cared for**



STAFF SPOTLIGHT



— “ —

Since joining The Rainbow Foundation my job satisfaction and life work balance has improved hugely. I now feel valued, supported and listened to as an employee. Working in the local communities and meeting new people has been great. I feel I am making a difference and enabling people to access local groups and improve their self-esteem and general wellbeing.

Rainbow Community Agent

” —

SERVICE FEEDBACK

“

It's wonderful to see Dad so relaxed and smiling. You are all so caring and give the very best at all times. My brother and I cannot thank you enough.

Daughter of a Day Opportunities client

”

The Rainbow Foundation does exemplary work to support older people in Wrexham and Shropshire. Its approach is a brilliant example of a charity providing invaluable support. The Foundation's dedication to helping older people maintain their wellbeing and independence is exceptional, and its integrated and holistic range of care services is a model for other rural areas.'

Richard Murray, CEO of the King's Fund

“

"Worked closely together for patients, really happy with the service provided

GP Practice

Quality Standards...we are proud to hold:



DAY OPPORTUNITIES



SOCIAL RETURN ON INVESTMENT

£1:5.62

for every £1 spent £5.62 in social value is generated

Enhancing and developing relationships, and **building self-confidence** to enable clients to better manage their health, wellbeing and self-care while combating loneliness.

The Day Opportunities service operates from three Care Hubs, situated in Penley, Chirk and Marchwiell.

Our core offer includes:



exercise



great food



self-care



entertainment



friendship

90%
OF CLIENTS
ARE AGED
OVER 75

78%
HAVE A
DEMENTIA
DIAGNOSIS

85%
OF CLIENTS ARE
FRAIL

100%
HAVE ONE
OR MORE
DISABILITY



Goose and Goslings is our weekly intergenerational intervention developed in partnership with Mother Goose Nursery.

The aim of the programme is to **develop connections** through action songs, dancing, crafts and games to **encourage movement, memory, fun and friendship**.

It is an equally rewarding session for older people and children alike who excitedly visit each week and **form new connections**.

The service **combats frailty**, promotes independent living, good nutrition, peer support and social capital, whilst providing lots of opportunities for clients to **get involved in meaningful activities aligned the 5 Ways to Wellbeing**.



TALK & LISTEN,
BE THERE,
FEEL CONNECTED



DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD



REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY



EMBRACE NEW
EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF



Your time,
your words,
your presence



CREATING MAGIC MOMENTS

Ensuring that our services address what really matters to our clients as we work to coproduce opportunities for positive support aligned to the 5 ways to wellbeing and clients' unique stories.



A special trip to the seaside

Irene* attends our Day Opportunities service and lives alone. One day, she was not her usual self. The sun was shining and as she has limited mobility, a dementia diagnosis, and a small support network, she realised that she would - most likely - never see the sea again which caused her great sadness.

That put our Rainbow Care Team to work. With community transport available for us to use, we knew that there was a way that we could fulfil her wish to visit the seaside again.

So, plans were made, transport was booked and part of our Rainbow family headed over to Prestatyn for the day.

The group spent a fantastic day exploring the seaside, having fish and chips for lunch, an ice cream for dessert and dodging the sea gulls! And of course, Irene got to see the sea again.

We also had a wonderful time sharing stories of the many visits to the beach that we have all enjoyed throughout our lives.

Being able to do something so special for one of our clients which we all then enjoyed and shared together, was such an amazing experience. It's a day that I will remember.

Abbie - Rainbow Support Worker

I had such a great day. I couldn't wait to feel the wind in my hair again! We had cotton candy, fish and chips and a cone. Though I couldn't believe the price of ice cream now!

*Irene * - Day Opportunities Client*

* not her real name



HOME CARE

Developed **in response to a lack of provision** for home care across rural South Wrexham, The Rainbow Foundation is the **only provider operating in the main villages and hamlets we serve.**

Private providers have opted to move to more densely populated areas in order to remain financially viable. This means the challenges of operating in rural communities and staffing levels have been passed on to The Rainbow Foundation which we are striving to meet head on.



“Age doesn't stop you wanting to do things, Rainbow has been a lifeline”

Overall achieving a Q score of 3.6 out of a possible 4 for outstanding care



Consistently scored a Q score of 4 for medications monitoring and completing medication tasks for clients



Consistently scored a Q score of 4 for care staff completing tasks during visit and completing observations

30
CLIENTS
SUPPORTED
WITH COMPLEX NEEDS

10,650
HOME
VISITS

567
MEDICATIONS
SAFELY ADMINISTERED
PER WEEK



The Rainbow Foundation's Care Team have provided **over 150 care assessments** to support clients to: retain their independence and access wider services across Wrexham.



medication reviews



frailty assessments



skin condition checks



COMMUNITY AGENTS

Providing free information, advice and support for over 50's in our local communities

1869 CONTACTS
MADE

441 CLIENTS
SUPPORTED
WITH COMPLEX CASE WORK

429 CLIENTS
REQUIRED
FALLS
PREVENTION

84% CLIENTS
SAW AN
IMPROVEMENT IN THEIR
MENTAL HEALTH

121K RAISED IN
WELFARE BENEFITS

*still pending outcome of all awards



Our Community Agent service offers direct support, advice and referrals, to support residents with:



Falls & frailty prevention (mobility aids, falls assessments, falls team referrals, support to get active again)



Income maximisation (benefit checks, and claim support)



Retaining independence (telecare, community alarms, OT assessments, home care)



Reduction in loneliness and social isolation (peer support groups and volunteering, befriending services and the widening of circle of care)



Health improvement (linking to local surgeries, community nursing teams, mental health teams and hospital discharge, pharmacies)

20 out of 34 areas supported

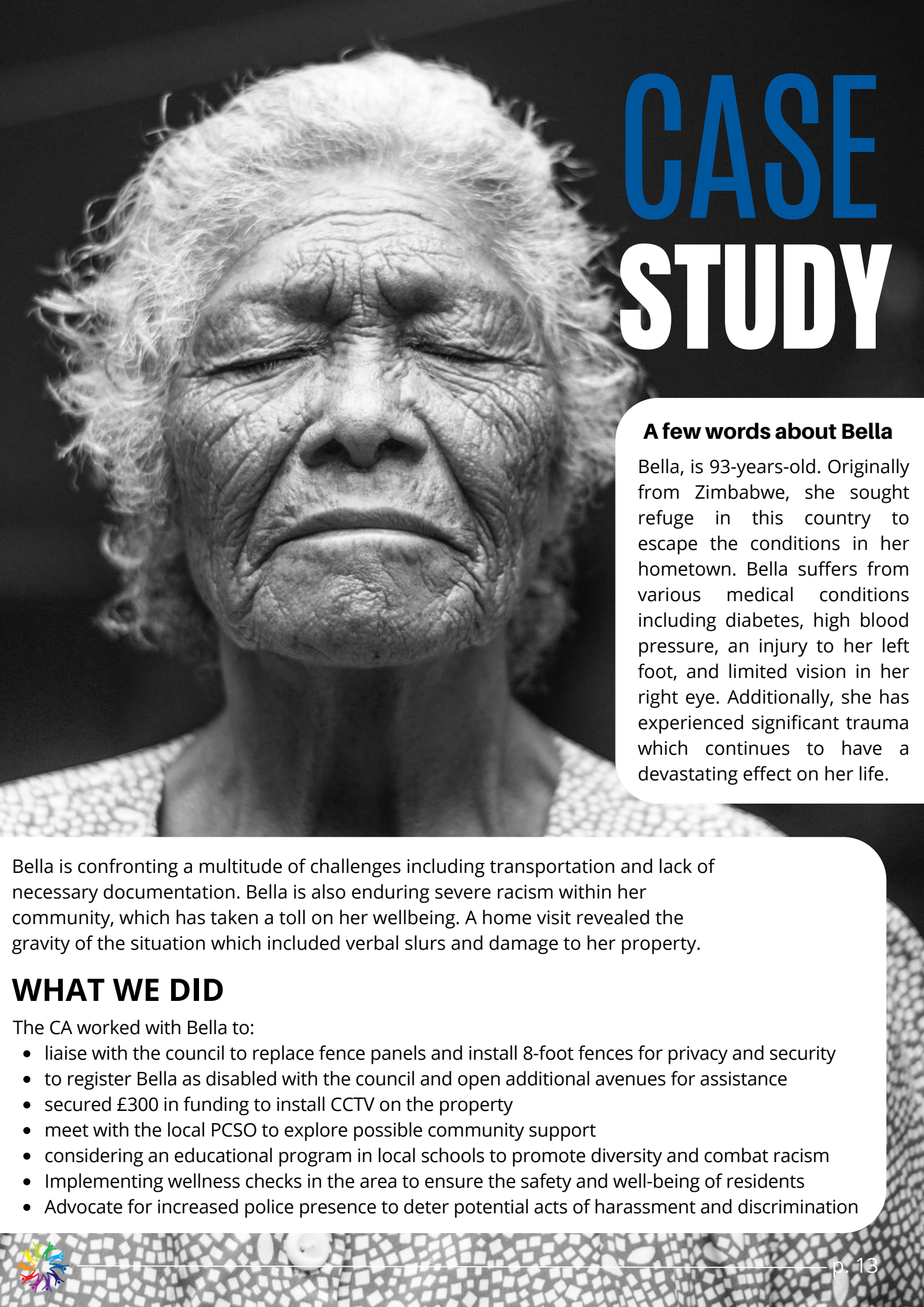
delivered to **Community Councils across Wrexham**; our service has **grown** from supporting **8 community councils** (in 2019) to **20 community councils** (in 2023) out of the 34 across Wrexham.



SOCIAL RETURN ON INVESTMENT

£ 1:9.35

for every **£1** spent, **£9.35 in social value is generated**, through improvements to wellbeing



CASE STUDY

A few words about Bella

Bella, is 93-years-old. Originally from Zimbabwe, she sought refuge in this country to escape the conditions in her hometown. Bella suffers from various medical conditions including diabetes, high blood pressure, an injury to her left foot, and limited vision in her right eye. Additionally, she has experienced significant trauma which continues to have a devastating effect on her life.

Bella is confronting a multitude of challenges including transportation and lack of necessary documentation. Bella is also enduring severe racism within her community, which has taken a toll on her wellbeing. A home visit revealed the gravity of the situation which included verbal slurs and damage to her property.

WHAT WE DID

The CA worked with Bella to:

- liaise with the council to replace fence panels and install 8-foot fences for privacy and security
- to register Bella as disabled with the council and open additional avenues for assistance
- secured £300 in funding to install CCTV on the property
- meet with the local PCSO to explore possible community support
- considering an educational program in local schools to promote diversity and combat racism
- Implementing wellness checks in the area to ensure the safety and well-being of residents
- Advocate for increased police presence to deter potential acts of harassment and discrimination



SOCIAL PRESCRIBING

This is a free service for adults registered with a Wrexham-based GP.

A Social Prescriber helps clients establish what matters to them and provide them with direct support to reach their health and wellbeing goals.

243
CLIENTS
SUPPORTED

MORE THAN
1000
APPOINTMENTS

>500
SOCIAL
PRESCRIPTIONS
GIVEN

AV. SWEMWBS
PATIENTS MOVED FROM
18 - 22
POSITIVE
IMPROVEMENT
IN MENTAL HEALTH

Our Enhanced Social Prescribing service is funded through Public Health Wales under BCUHB. The service is delivered by a small team of mental health practitioners based at all GP surgeries across Wrexham



Working with patients to reduce health inequalities by addressing complex issues impacting their wellbeing.



Empowering patients to take control of their health and wellbeing, and supporting them as they develop the skills they need for a brighter future.



Supporting patients with the tools, coping mechanisms and strategies to manage low moods, stress, anxiety and depression.

86% of people who experienced a positive improvement in their mental health score at the end of the course with the Enhanced Social Prescribing Team.

Reasons for referral

Finance & Employment

Social Isolation

Mental Health

Life limiting conditions / chronic pain

Bereavement

SOCIAL RETURN ON INVESTMENT

£ 1:7.06

for every **£1** spent **£7.06** in social value is generated, based on improvement in patients mental health & wellbeing.



CASE STUDY

A few words about Chris

Chris is 32 years old; he had recently separated with his partner of one year and was homeless. Chris was sleeping in his van after he moved out of the home they shared. Chris had previously been prescribed anti-depressants by his GP. Feeling his depression was not under control Chris referred himself to our Social Prescribing team.

What we did:

The Social Prescriber worked with Chris over the course of the sessions to look at:

- his feelings, thoughts, and emotions during and between each session to improved his understanding of what had happened
- Chris was assessed using the suicide identifying checklist to ensure he was kept safe
- the Social Prescriber helped Chris understand what housing support was available to him
- the Social Prescriber worked with Chris on a sleep routine and healthy eating pattern and exercise that would help with his anxiety and showed him how keeping a journal to process thought patterns would benefit him.

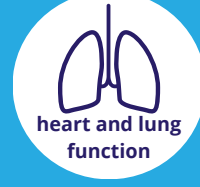
SWEMWBS
CHRIS MOVED FROM
14.75 22.35
PROBABLE DEPRESSION TO
AVERAGE MENTAL WELLBEING

Outcomes

Chris felt considerably better and told us that having someone who could listen, advise and signpost was helpful and felt less lonely and more confident for his future.

ACTIVE FUTURES

a physical health and peer support programme to combat frailty & MSK conditions



48
PARTICIPANTS

12
WEEKS

53%
HAD A
REGISTERED
DISABILITY

75 AVERAGE
AGE

58% of participants had fallen in the past year

SOCIAL RETURN ON INVESTMENT

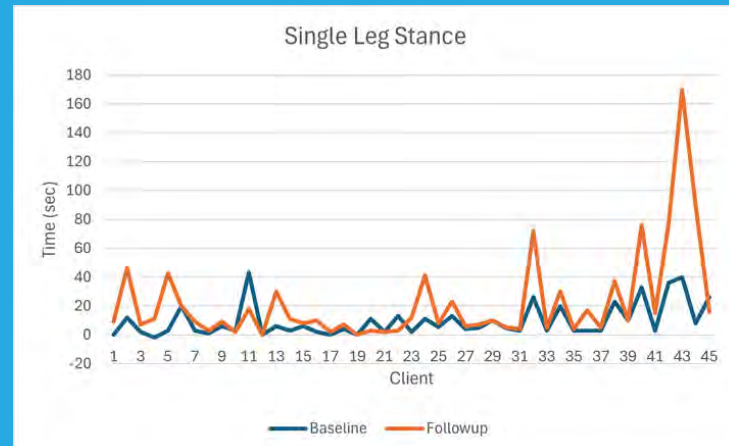
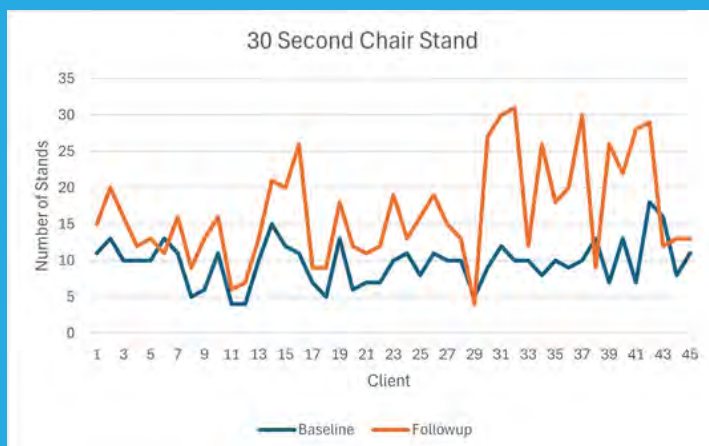
£1:10.10

for every £1 spent £10.10 in social value is generated, based on improvement in patients physical health & overall wellbeing



Assessments at start of, and after 12 weeks, showed that participants had increased in strength and improved their balance.

- 85% improvement in standing from seated.
- 81% improved handgrip strength.
- 98% increased walking distance in 6 minutes.
- 90% increase in balancing.





MEET BOB

Bob is 78 years old and lives with his wife. Bob had fallen in the last 18 months, was waiting for a hip replacement, he reported having issues with balance and mobility which resulted in him feeling anxious.

Results from Active Futures show Bob has made significant improvements:

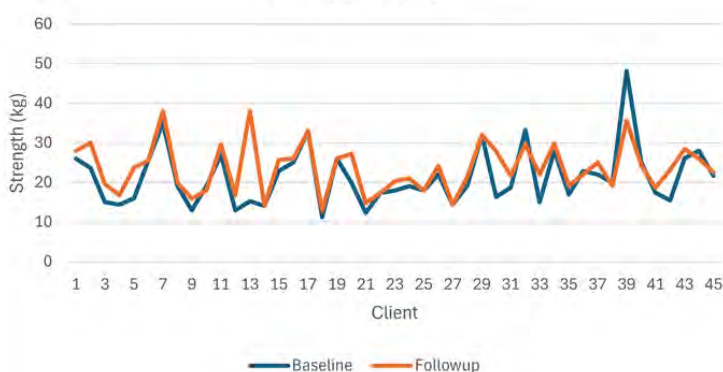
- A 6-fold increase in the distance of a 6 min walk from 33 meters to 225 meters in 6 minutes. That's a difference of 2 HGV's pre-assessment to a massive 14 HGV's in the post assessment!
- 8 foot up and go reduced time by 12.52 seconds, surpassing the average range for the test
- 40% increase in chair stands (from 11 to 26) in 30 second test



I most enjoy exercising with other people who are all in same position. I don't get opportunity to get out of house and meet people like this. I have stuck to doing the exercises and even do them at home, as I feel motivated exercising with others.

I know exercising before my hip operation is important for my recovery. The encouragement here gets you moving. After [Active Futures] I do more things around house now, and get more things done myself.

Handgrip Strength



6 Min Walk



RED BAG SCHEME

Vulnerable people received more personalised care through a new scheme led by Betsi Cadwaladr University Health Board (BCUHB) to ensure people have all the important information they need with them when they are admitted or discharged from hospital.

The pilot project took place during November / December 2022 and due to its positive impact, all our care clients are part of the scheme today.



40
CLIENTS
CURRENTLY HAVE A
RED BAG

PROVEN BENEFITS

- Better and **more efficient information sharing** between families, care teams, emergency services and hospital teams.
- **More detailed information** shared.
- **Improvement in clients care and treatment.**
Evidenced **high demand for Advance Care Planning in the community.**



COMPASSIONATE CYMRU



Advanced
Care Planning



Bereavement
Support



Carers
Support

End of life support across Wrexham including Advance Care Planning, Carers Support and Bereavement Groups.

In 2022 we extended our Community Wellbeing service with a Compassionate Cymru Connector, providing end of life support across Wrexham.

Although

76%

of patients who have prior expectation of dying, having an end of life advanced care plan, only

30%

of them indicated their preferred place of death within it

YOUR RIGHT TO CHOOSE

Despite 50 – 70% of participants in BCUHB (2018, ONS) expressing a desire to die at home, in Wrexham during 2023 only 27% did so.



52%
at a hospital



27%
at home



3%
in a hospice



16%
in a care home



Eating a healthy, balanced diet plays a key role in keeping the body strong.

Poor nutrition can lead to delirium, frailty, and increase your risk of developing a number of age-related diseases including disorders of impaired cognitive function.

Rainbow Meals provide a healthy balance of protein, carbohydrates and at least two vegetables each day and are an important tool in maintaining good nutrition.

RAINBOW MEALS

4,604

**RAINBOW MEALS
COOKED & SERVED**

1,196

**RAINBOW MEALS
DELIVERED TO
PEOPLES HOMES**



COMMUNITY TRANSPORT

Providing a freedom and level of independence which would otherwise be out of reach.

2,052

MINI BUS JOURNEYS



**OUR RAINBOW
VOLUNTEERS COVERED**

4,280

**MILES DELIVERING
MEALS**

614

**DRIVING HOURS
GIVEN BY
VOLUNTEERS**



VOLUNTEERING

Volunteering remains an important part of our work at Rainbow and with WCVA funding now in its second year. We have continued to build capacity in our local communities and ensure we gain the Investors in Volunteering scheduled to be awarded by March 2024.



a connection
to others



enhanced
wellbeing



fun &
fulfillment

42
VOLUNTEERS



MORE THAN
2,830
HOURS GIVEN BY
VOLUNTEERS

384 HOURS DELIVERING
RAINBOW MEALS

516 HOURS SUPPORTING
LOCAL GROUPS

1200 HOURS SUPPORTING
DAY OPPORTUNITIES

MORE THAN
200
LUNCH CLUB
MEALS SERVED





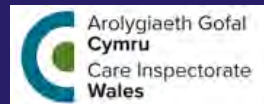
Penley
Rainbow Centre Penley,
Whitchurch Road,
Penley, LL13 0GB



@therainbowfndn

Registered charity number: 1100479
New registration number: 1199932

Care Inspectorate
Wales registered



We are incredibly grateful to all our supporters who made generous contributions to our work during 2022-2023. Your support provides a lifeline to many of our service users, enabling us to keep our bus on the road, provide new opportunities for service users, and ensure no one is left housebound, lonely or isolated.

WE THANK YOU FOR YOUR CONTINUED SUPPORT IN OUR PROGRAMMES

Gwybodaeth hefyd ar gael yn Gymraeg

