

**CLAREGALWAY AND DISTRICT DAY  
CARE CENTRE**

*Enjoying your golden  
Years..*



**Claregalway & District Day Care Centre  
Incorporating  
Housing for Older People and Never Too Old  
Charity Shop  
Annual Report 2022**



Claregalway & District Day Care Centre CLG

Gort na Creige

Cregboy

Claregalway

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Website: [www.claregalwaydaycarecentre.ie](http://www.claregalwaydaycarecentre.ie)

Company No: 504412

Charity Registration Number: 20079587

Charity Number: CHY 20102

Never Too Old Charity Shop

Cois Chlair

Claregalway

Co. Galway

Mob: 087 713 2690

Claregalway Housing for Older People

1 – 14 Gort na Creige

Claregalway

Co. Galway

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## Introduction

*Welcome to the fourth Annual Report for the Claregalway & District Day Care Centre, Never Too Old Charity Shop and Housing for older people.*

*Thankfully the year brought back some normality with the reduction in the use of face masks, sanitisers and social distancing. It has taken a while for some people to regain confidence in socialising but our numbers are increasing again. The day service resumed at 5 days per week in September with numbers gradually increasing.*

*The Never Too Old Charity Shop continues to thrive, donations are consistently flowing in and the collection/delivery service offered for furniture has increased this side of the business. During the year the company purchased three units in The Courtyard, Claregalway and these units are going to be developed into one large shop with works beginning in 2023.*

*All housing units were occupied at the end of 2022. Sadly we lost a couple of tenants during the year (RIP) but the voids on both occasions did not exceed 6 weeks.*

*This report will also show our financial situation for the period January 1<sup>st</sup> 2022 through to December 31<sup>st</sup> 2022.*

## **Message from the Chairperson**

As we heralded in the New Year in 2022, thankfully the focus shifted from adhering to the constraints of Covid-19 to living with the virus, as slowly throughout the year all restrictions were lifted. This meant that all aspects of the charity delivered a full year of service, which was excellent news for our service users, tenants and customers. This year was the 10<sup>th</sup> Anniversary of the launch of our services which we marked by inviting everyone involved in the charity, both past and present, to join us for our annual barbeque. We held the event at the new day centre and it was wonderful to see so many familiar faces enjoy the night to celebrate all they had achieved over those ten years. We especially recognised the staff and volunteers who had been with us since the beginning and had given 10 years of service to our cause. On behalf of the Board I wish to thank everyone who has made this charity the fantastic success it is, the community who support us, the staff and volunteers who give their all every time they come inside our doors, the charity shop donors and customers who are so loyal to us and particularly the initial team of women and men and those who served on the Board who had the vision to establish the charity just ten years ago.

2022 really was a year of getting back to “normal”. As many older people remained nervous about socialising, the number of people using our day care services was slow to return to pre-pandemic levels however by September we were working to near capacity and all our activities had resumed. It was fantastic to welcome back so many long-term service users along with the many new faces who joined our daily activities. Again our day care staff did an incredible job ensuring everyone who came through our doors was warmly welcomed and cared for in a safe and fun environment. One of the highlights of the year was the creation of a sensory garden outside the day centre which was completed in July. This is now a beautiful and relaxing space where everyone can enjoy some sunshine surrounded by specially chosen plants and flowers and a lovely water feature. This work was supported by a grant from the National Lottery, Boston Scientific Corporation and M&G PLC for which we are extremely grateful. The garden is dedicated to “St. Therese – The Little Flower” in memory of Bridie Cormican whose family donated the land on which our facility is located.

In October we also took delivery of a whole new set of bright and comfortable chairs for our dayroom that were purchased with the funds generously raised by the Furey family in memory of Peggy Furey (RIP), one of our long time service users. We miss Peggy's lovely smile but our new chairs make it feel fresh, beautiful and fun and bring a smile to everyone who comes to the centre.

Another highlight of the year was when we had two visits from the Mobile Music Machine, the first visit included the tenor, Paul Byrom and the second was when Niamh Kavanagh (of Eurovision fame) dropped by with her band to brighten up our day with some wonderful music and song. A wonderful afternoon was had and we thank the performers and musicians who took the time to visit us and bring such joy with their talents.

The year also saw us hit a major milestone with our housing for independent living service as the last few tenants took possession of their bungalows early in the year. All fourteen houses are now occupied and the community is flourishing. As each tenant settles into life in their new home, we can see their personal touches bringing the place to life. Many of the tenants are now actively engaged in wider Claregalway community activities while some of them also volunteer their time to the running of these activities. The vision for this service has always been to have a thriving and supported community of older people in the Claregalway district so we are delighted to see so many of our tenants enjoying a new lease of life as they settle into their new homes. Sadly two of our tenants passed away during the year, we send our condolences to their families and hope our service helped them live their final months in comfort and peace.

The charity shop once again has gone from strength to strength, continuing to grow its revenue and the number of customers it serves. The staff, employment scheme workers and volunteers who work in the shop do an outstanding job and on behalf of the Board we send our thanks to everyone who makes this venture the success it is today. Thankfully, donations of clothes, household items, toys, furniture etc have continued to pour in keeping everyone exceptionally busy this year. All profits from the charity shop go towards the running of the charity and this income stream is vital to our ability to provide both our current services and develop future ones. We are

deeply grateful to every person who donated to the shop during the year and most of all to our loyal customers who make it all possible.

The Board of the charity had an extremely busy year as we worked to create a 5 year strategic plan for the organisation. This plan sets out our vision for the future of the charity and outlines how we will go about taking our services into the next ten years. As part of the work we identified what we believe are the key priorities for the organisation and are happy to share them as follows:-

1. To provide facilities and activities to assist older people with their social, physical and mental health.
2. To manage and run a charity shop where all profit will be used to support the needs of older people in the district.
3. To provide independent living housing in the district, for older people with a housing need.
4. To provide a stimulating and rewarding environment for all those engaged in supporting the services provided.
5. To provide some respite for families who have older people in their care.
6. To maximise all opportunities to support community activities in the Claregalway district.

The Claregalway & District Day Care Centre is a community organisation set up with the vision *“To have a thriving and supported community of older people in the Claregalway district”*. My thanks to the Board and all who have worked for, contributed to and supported the charity over its first 10 years. The charity is in a great position because of their commitment and we look forward to taking this success forward in the years to come.

**Brona Simons**  
**Chairperson**

## **Organisation & Governance**




The Organisation is governed by a voluntary Board of Directors. This Board encompasses many skills that are relevant to the organisation including community work, community health/mental health, commercial, finance, law and general management and secretarial. Board Meetings are held bi-monthly and during the 2022 a total of six meeting were held.

All Board meetings are recorded in minutes. All minutes are circulated to Board members and filed in a central file.

AGM's are held in September each year at which time the Annual Audited Accounts for the business are presented to those present. These Accounts are also submitted to Companies House and are available for viewing to anyone who wishes to do so. A summary of the accounts for 2022 is included in this Annual Report.

The CDDCC, as a registered charity, takes the governance of the organisation very seriously and is confident that full governance compliance has been achieved. A report is sent to the Charities Regulator on an annual basis outlining the business of the CDDCC over the previous year. It is important to the CDDCC that it offers full transparency of its business.

Apart from its standard legal requirements, the CDDCC abides by the following codes of practice:

-  Charities Regulator
-  AHBRA (Approved Housing Bodies Regulatory Authority)
-  RTB (Residential Tenancies Board)

The CDDCC is also a member of the Irish Council for Social Housing and the Irish Charity Shops Association.

## Board of Directors 2022

**During 2022 7 Meetings of the Board of Directors were held, 5 pre AGM and 2 post AGM.**

*The Board of Directors 13/09/21 – 31/12/2022*

<b>Position</b>	<b>Name</b>	<b>No. of Meetings Attended</b>
<b>Chairperson</b>	Brona Simons	7/7
<b>Vice Chair</b>	Gerry Monaghan	5/7
<b>Secretary</b>	Geraldine Carr	7/7
<b>Director</b>	Kathleen O’Keeffe	6/7
<b>Director</b>	Jimmy Roche	4/7
<b>Director</b>	Dr Brendan Day	5/7
<b>Director</b>	Eva Hughes	4/7
<b>Director</b>	Keith O’Gorman	New 1/2

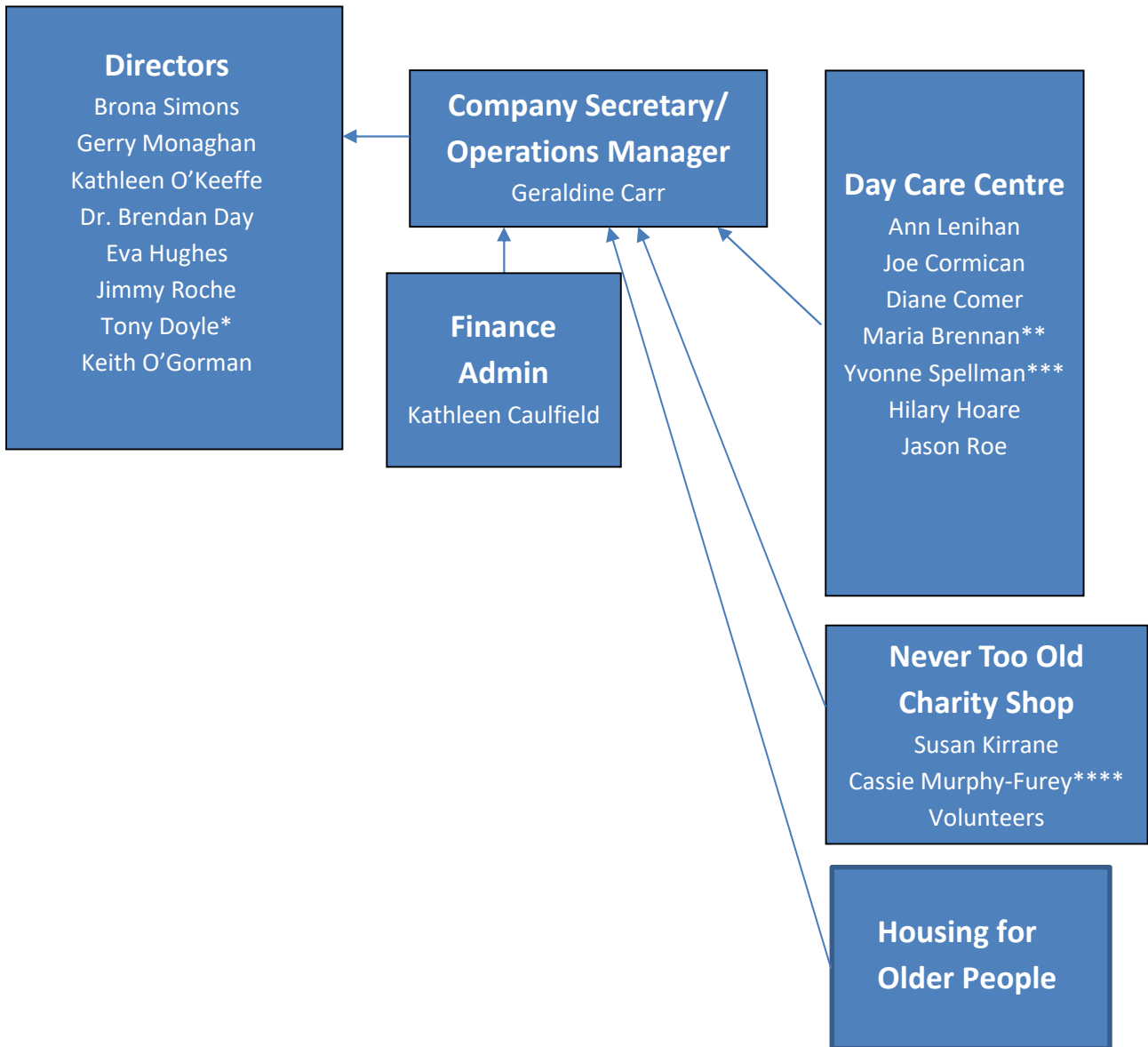
**Tony Doyle resigned as a Board Member in 2022:**

**Keith O’Gorman was appointed to the Board at the AGM on 13<sup>th</sup> September 2022.**

- At the AGM in September 2022:
- ✓ Brona Simons was re-elected Chairperson for 2022/2023
- ✓ Gerry Monaghan was re-elected Vice Chair for 2022/2023 at same meeting
- ✓ Geraldine Carr remains as Company Secretary



# The Team



\*Tony Doyle resigned

\*\*Maria Brennan retired July 2022

\*\*\*Yvonne Spellman replaced Maria Brennan

\*\*\*\*Cassie Murphy-Furey appointed 1<sup>st</sup> December 2022

## Meet the Team ctd...



**Geraldine Carr, Company Secretary/Operations Manager**



**Kathleen Caulfield, Finance Administrator**



**Diane Comer, Nurse**



**Ann Lenihan, Care Assistant Supervisor**



**Joe Cormican, Deputy Care Assistant Supervisor/Bus Driver**



**Hilary Hoare, Care Assistant**



**Yvonne Spellman, Care Assistant**



**Jason Roe, Care Assistant/Kitchen**



**Susan Kirrane, Charity Shop Manager**



**Cassie Murphy-Furey, Assistant Charity Shop Manager**

## The Day Care Centre



Company Established:	May 2011
Service Opened:	October 2012
New Premises Opened:	September 2019

Since re-opening in September 2021 after the Covid-19 pandemic, the day centre has been working towards providing a full, pre-Covid service. The reopening was on a phased basis, following guidelines produced by the HSE Older People's Services. As Covid numbers gradually decreased, day centre numbers increased although it took quite some time for people's confidence to come back. Various safety measures were kept in place to ensure the health and well being of everyone who came through the doors, service users and staff alike. In September 2022 full service resumed, 5 days per week.

The CDDCC would like to acknowledge the support received from the HSE, MGP Community Fund (UK), Galway County Council, Galway Rural Development and Pobol. Further acknowledgements go to local businesses and individuals for all the donations and fundraising carried out on behalf of the CDDCC.



Comhairle Chontae na Gaillimhe  
Galway County Council



Fidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



## Vision



To have a thriving and supported community of older people in the Claregalway district.

## Mission Statement

To have a well resourced and sustainable services that provide for the well-being of older people, supported in a compassionate and caring environment.







### ✚ A day in the life ...

A standard day in the day care centre consists of the following:-

- ✓ Fresh scones baked each morning while the bus is on its rounds collecting service users.
- ✓ Upon arrival to the smell of fresh baking service users are greeted at the door and escorted into the dining room for tea, scones and a chat.
- ✓ After refreshments the group get together to say the rosary (if they wish).
- ✓ After prayers gentle seated exercises and/or meditation takes place followed by games, cards, arts and crafts etc.
- ✓ A hot nutritious meal with dessert and tea/coffee is served at lunch time.
- ✓ After lunch the day finishes with music, song, entertainment and sometimes dance!
- ✓ At 2.00pm service users leave for home

## Housing

The Claregalway & District Day Care Centre is an Approved Housing Body looking after 14 houses for older people.

The housing project was funded through the Capital Assistance Scheme from the Department of Housing, Planning and Local Government and administered through Galway County Council.

The housing project was handed over to the CDDCC in March 2020 and the first tenant moved in May 2020. All 14 houses were occupied in 2022. As time moves on each resident is personalising their home and showing their personality come through, a wonderful caring community has developed where the residents all look out for each other.



## The Never Too Old Charity Shop

**NEVER TOO OLD**  
Charity Shop  
Claregalway, Co. Galway



Primary funding for the day centre is through the “Never Too Old” Charity shop currently located in Cois Chlair, Claregalway under the leadership of Susan Kirrane and a vast team of dedicated volunteers.

The shop sells various items including ladies wear, gents wear, children’s clothing and toys, bric a brac, books, DVD’s, accessories and furniture.



During 2022 the CDDCC purchased three retail units in The Courtyard, Claregalway (behind Hughes SuperValu) and renovation works to convert three separate units into one large unit to enable all areas of the shop to trade under one roof are due to be completed Q3 2023

The Shop volunteers were announced as “Team of the Year 2022” by Charity Retail Ireland, an accolade very much deserved.

Check out the Never Too Old Facebook and Instagram.





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## *Thank you for your support!*

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The CDDCC and the Never Too Old Charity Shop wishes to thank all its donors, customers and volunteers for their contribution to make this a very successful business that has become the primary source of funding for the day care centre.

The success of the shop exceeded all expectations and the CDDCC is very thankful to the whole community for both the donating and purchasing of goods.

The Never Too Old Charity Shop is a registered member of Charity Retail Ireland.

The Never Too Old Charity Shop were delighted to recognise the first 10 year service as a volunteer during 2022 and would like to congratulate and commend those who achieved this milestone.





## **Western Alzheimers**

In December 2019 the CDDCC integrated with Western Alzheimers who now occupy part of the building. It was recognised that as Alzheimers advances specialist care is needed, this is what led to the amalgamation of services. Western Alzheimers are setting up day services, on a phased basis, for persons living with advanced dementia.

If you wish to refer someone who has a medical diagnosis of dementia to the day service in Claregalway, please contact Western Alzheimers Galway at:

Colonial Buildings,  
1-2 Eglinton St,  
Galway,  
H91 XWH3  
Telephone: 091 565193



## Goals 2022

### Day Care Centre are:-

Goal	Status
To re-open the service to full capacity post Covid-19 restrictions.	Achieved
To provide a warm, caring, safe place for older people to visit.	Achieved
To help keep people in their own home in their own community for as long as possible.	Ongoing
To provide support for older people and to act as their voice.	Achieved
To ensure that each service user leaves the centre smiling and happy.	Achieved
To integrate with the community, schools and clubs.	Ongoing
To provide work experience for students in caring/social care careers.	Ongoing
To carry out all the above in the best way possible and be a model for day care centres generally.	Achieved
To operate under the rules of good governance.	Ongoing

## Charity Shop

To successfully fund the activities of the day care centre.	Achieved
To provide a place where it is a “pleasure to shop”.	Achieved
To provide good quality pre-loved clothing, accessories, bric a brac, books, toys and furniture.	Achieved
To increase our presence in the community.	Ongoing
To increase opportunities for on-line selling.	Ongoing
To move into a premises where everything is under one roof	Ongoing
To improve the business year on year.	Ongoing

## Housing

To provide a good standard of accommodation.	Achieved
A chance for older people to remain independent in their own home	Achieved
To be available as a support, as and when needed.	Ongoing

## Fundraising

While the activities of the CDDCC charity are primarily funded by the income of the Never Too Old Charity Shop, additional funds are needed to ensure a prime service is provided for the service users. Fundraising is, therefore, an extremely important aspect of the charity's ongoing efforts and thankfully a large number of individuals, companies and community organisations continue to donate or raise funds on our behalf every year.

The CDDCC also wishes to acknowledge donations received from families who think of us, even at difficult times. All donations received help us to make a difference and the CDDCC is so thankful for each and every contribution.

It is the fundraising activity which provides extra revenue that can be put towards the fun and activities our service users enjoy and there we are delighted to confirm that €14,429 was raised through events and donations in 2022.

The CDDCC to thank everyone who has contributed and supported the CDDCC in a variety of different ways.

*Thank  
You*

## Volunteers

The CDDCC and the Never Too Old Charity Shop are fortunate to have an amazing team of volunteers who are the backbone of the business.

Mention should also be made to those who work with the day centre and the charity shops through schemes such as Community Employment and TÚS for 19.5 hours each week, thank you for your contribution and thank you to the supervisors of these schemes for working so closely with us.

Many of the volunteers, both in the shop and the day centre, have been with us for a long time, here's what they have to say ...

*"I have volunteered in the day centre for 2 years. I particularly like the community spirit and welcome shown to everyone. The atmosphere is always relaxed with an emphasis on fun and social activities which suit the service users. It's a great place to volunteer"*  
Sheila

*Since my retirement in 2019 I have been part of the Charity volunteer team here in Claregalway. Volunteer work always appealed to me as the people involved are here because they want to be and are already motivated. People are here for various personal reasons but mine is simply that I like the interaction and the business element especially.*  
Mike

*About 9 years ago my husband got a stroke. For a number of years he attended the Claregalway Day Centre which he loved. After he passed I was asked if I would volunteer with the "Never Too Old" Charity Shop. I was a bit hesitant as I had never worked in retail and was not sure if I could do it, but about 2 years ago I decided I would try it and it was the best decision I could have made. You learn fast when you have extraordinary people leading the way. As most of my family live in the USA I now have a new family with the most wonderful, generous, caring, beautiful group of people. They saved me and gave me a reason to keep going. There is always a hug available when and if needed. I look forward to going into the shop every Tuesday and Thursday and I really believe I have made friends for life.*  
Breda

We wish to say a huge **THANK YOU** to all our volunteers!

## Treasurer's Report 2022

The Claregalway & District Day Care Centre commenced 2022 by opening the centre to service users 4 days per week on 6<sup>th</sup> January, taking into account the ongoing restrictions of the pandemic. Numbers who attended were lower than normal as service users remained nervous about social interaction. The service was then extended to 5 days a week as of September. The lower numbers and reduced service days had a negative effect on our finances as our overheads remained the same. However this impact is viewed as temporary and the normal revenue from this service is expected to resume in 2023.

As the charity shop was closed for significant periods in 2020 and 2021 the last full year of retail revenue was in 2019 when the revenue earned was €146,665. We are delighted to report that in 2022 we saw a 42% increase in retail revenue over the 2019 figure as the shop generated an income of €211,956. The high level of donations received is a key factor in our revenue increase as is a general trend for people in Ireland to shop at charity shops.

Many charities are continuing to suffer from a reduction in financial donations as society in general recovers from the effects of the pandemic and CDDCC is no exception. However we were delighted to re-introduce the Christmas Live Crib event in December 2022 after an absence of two years. This event raised over €1,000 for the charity and this along with other smaller donations and bequests were again vital to our fundraising activity.

Revenue from our housing facility was maximised as all of the homes were occupied in 2022. Therefore our sinking fund is now building up nicely and as the homes are new we have little in the way of maintenance to incur costs. This revenue is currently being accumulated in anticipation of future housing project costs

A huge thank you is due to the management, employees and volunteers for their dedication and resilience towards keeping all operations up and running after such difficult times.

As spending on our services continues to rise, in line with inflation and the rise in prices due to other global factors, generating enough revenue to cover our spend remains challenging. However I believe the horrendous effects of the pandemic are now behind us, our charity shop revenue remains very strong, our day centre revenue is returning to normal, fundraising revenue is expected to increase and our housing venture remains profitable. Based in these factors I am satisfied with our financial outlook and I look forward to successful years ahead.

**Kathleen Caulfield,  
Treasurer/Financial Accounts**



 **Financials - Income & Expenditure Account for the Financial Year ended 31<sup>st</sup> December 2022:**

	<u>2022 €</u>	<u>2021 €</u>
<b>Income</b>	<b>413,493</b>	1,196,386
<b>Expenditure</b>	<b><u>(445,708)</u></b>	<u>(601,813)</u>
<b>(Deficit)/surplus for the financial year</b>	<b><u>( 32,215)</u></b>	<u>594,573</u>
<b>Total comprehensive income</b>	<b>( 32,215)</b>	594,573
<b>Retained surplus brought forward</b>	<b>2,460,206</b>	1,865,634
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<b>Retained surplus carried forward</b>	<b>2,427,991</b>	2,460,207
	=====	=====

**Please note:** The directors have elected to present and Income and Expenditure Account instead of a Profit and Loss Account in these financial statements as this company is a not-for-profit entity.

## Financials - Balance Sheet

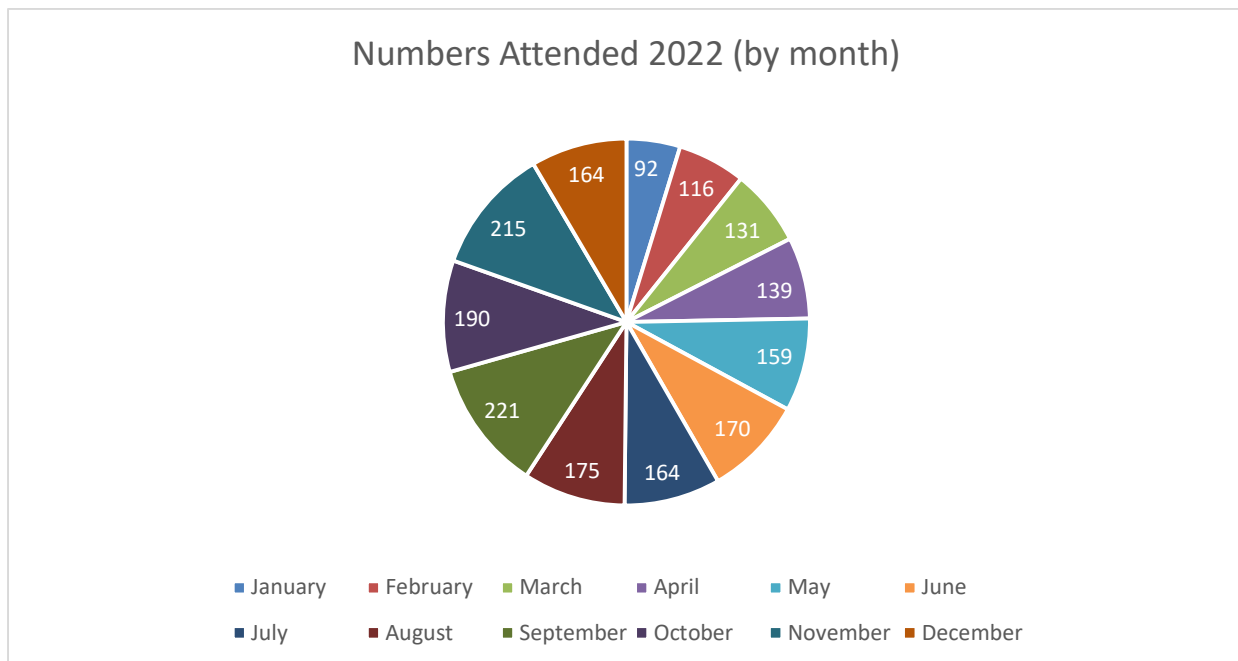
	<u>2022 €</u>	<u>2021 €</u>
<b>Fixed Assets</b>		
Tangible Assets	3,502,504	3,293,232
<b>Current Assets</b>		
Debtors	32,889	31,146
Cash & cash equivalents	<u>1,224,197</u>	<u>1,538,368</u>
	<u>1,257,086</u>	<u>1,569,514</u>
<b>Creditors: Amounts falling due within one year</b>	<b>(206,611)</b>	<u>(227,771)</u>
<b>Net Current Assets/(Liabilities)</b>	<u><b>1,050,475</b></u>	<u>1,341,743</u>
<b>Total Assets less Current Liabilities</b>	<b>4,552,979</b>	4,634,975
<b>Creditors</b>		
Amounts falling due after more than one year	<b>(2,124,988)</b>	<u>(2,174,768)</u>
<b>Net Assets</b>	<u><b>2,427,991</b></u>	<u>2,460,207</u>
<b>Reserves</b>		
Income and expenditure account	<b>2,427,991</b>	<u>2,460,207</u>
<b>Members' Funds</b>	<u><b>2,427,991</b></u>	<u>2,460,207</u>

Note: The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section 1A of that Standard.

## Statistics

Thankfully the day centre remained open throughout the whole of 2022, initially offering a reduced service (number of places per day and no Monday service) but gradually increasing aiming for full, pre-Covid capacity. Monday service resumed on 5<sup>th</sup> September 2022.

Places availed of in 2022: 1936 out of a full capacity potential of 3750 (51.62%).



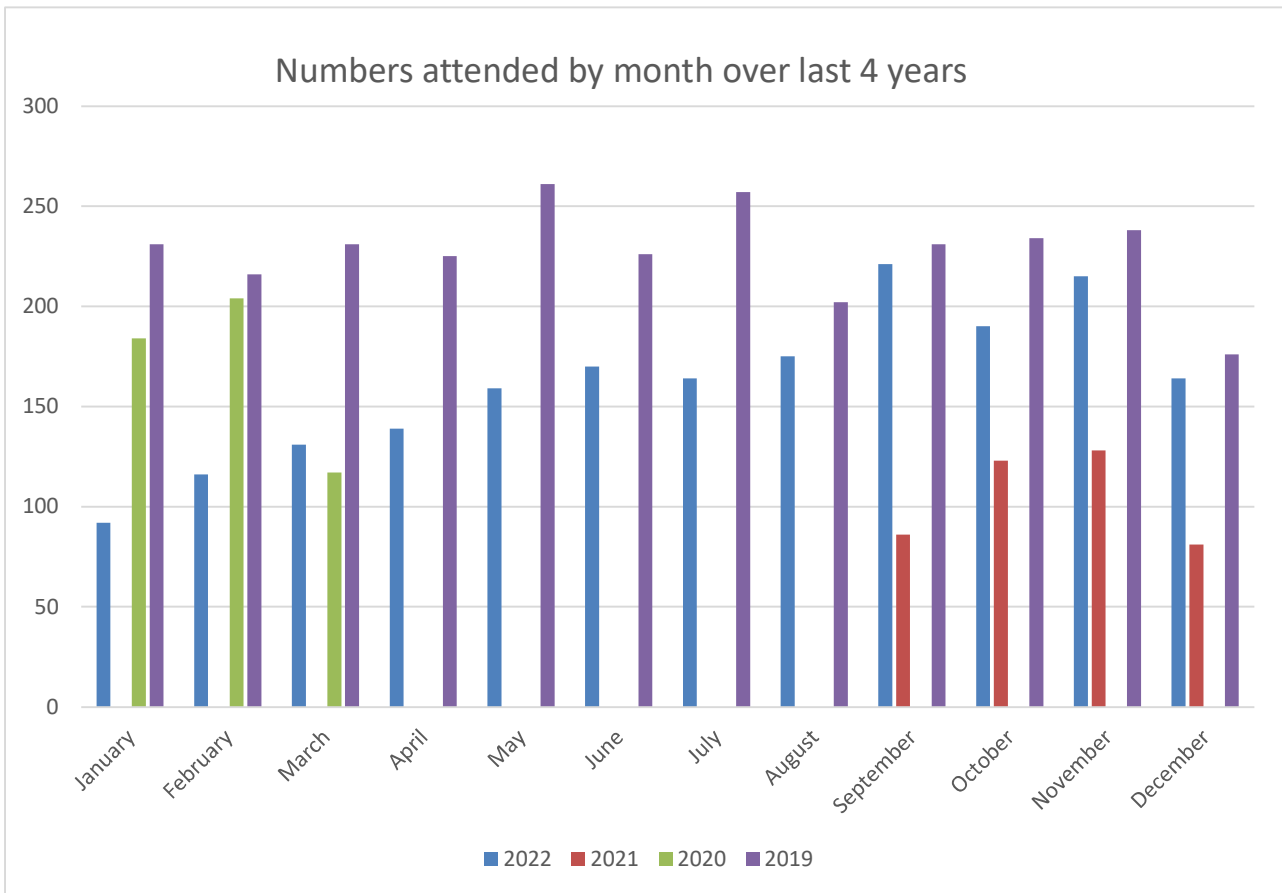
### ■ Notes:

- ✓ Monday service resumed September 2022.
- ✓ Many service users did not return and initially there was a nervousness about returning.
- ✓ Confidence grew as the year went on.
- ✓ New referrals increased as the year progressed.
- ✓ Some months = 5 weeks

Comparison: Number of Service Users attending 2022 v 2021

	<b>2021</b>	<b>2022</b>	<b>+/-</b>
January	0	92	+92
February	0	116	+116
March	0	131	+131
April	0	139	+139
May	0	159	+159
June	0	170	+170
July	0	164	+164
August	0	175	+175
September	86	221	+135
October	123	190	+67
November	128	215	+87
December	81	164	+83
<b>TOTALS:</b>	<b>418</b>	<b>1936</b>	<b>+1518</b>

As this table shows, the 2022 figure shows a 78.4% increase in numbers in 2022 however these figures are somewhat incomparable due to the centre being closed from January until end August 2021.



**Number of referrals received in 2022 = 67**

**New service users in 2022: 12 (approx 18% of new referrals)**

**Reason for low percentage –**

- Referred person reluctant to attend
- Deceased
- Moved to long term care
- Outside catchment – no transport available

**Service users who left the service in 2022: 17**

**Service/ex service users passed away in 2022: 7** The CDDCC wishes to express its condolences to all the families involved.

## **5 Year Strategic Plan – 2022 - 2027**

In early 2022 The Board of Directors of CDDCC agreed to build a five-year strategic plan for the charity which would set out the charity's mandate for the next five years and provide some detail on its planned activities over the next two years. Employing an external consultant to drive the process, the Board embarked on a process to develop the strategy which included data collection, a community survey, workshops, information analysis, activity identification and prioritisation. The Board was assisted in this work by a number of employees and a former Board member.

The team identified 4 key areas that the charity needs to focus on over the next five years in order to be successful. These four areas are Services, Resources, Funding, and Community Engagement. Our immediate goals for each of these key priority areas are set out below.

### **1. SERVICES**

- To further develop our service so that we continue to provide a “best in class” experience for our service users.
- Increase transport availability.
- The development of our in-house programme to ensure a better variety of activities in the day care centre.
- Enhancement of links to other organisations with whom we can partner e.g. local schools, creches and musical groups and the enhancement of our links to local businesses and groups who can provide support services and/or entertainment.
- Promote the use of the sensory garden for use by service users, tenants and the community.

### **2. RESOURCES**

- To offer a wider range of training opportunities for our staff and volunteers to ensure they are among the best qualified and have the most up to date skills possible.

- Seek further training opportunities to enhance the skill base which will benefit the experience of the service users.
- Further develop links to Transition Year and Third Level education colleges to offer in-house work experience.
- Continue links with TUS and CE Schemes to provide valuable work experience for job seekers.

### **3. FUNDING**

- Increase revenue from our charity shop to ensure the charity remains well funded and can absorb the costs associated with enhancing our service.
- Invest in larger retail premises to enable current shops to merge into one premises so that we can increase the stock on offer attracting more customers and generating increased revenue. Premises were purchased at the end of 2022 and renovation works will begin Spring 2023.

### **4. COMMUNITY ENGAGEMENT**

- Develop our online and social media presence.
- Increase awareness of our services to younger audiences.
- Overhaul of our Website, Facebook and Instagram presence to make a more consistent effort in promoting our work through these channels. New Website to be launched Q3 2023.