

The Northam Care Trust  
Offering Choices, Supporting Outcomes

THE NORTHAM CARE TRUST'S

# IMPACT REPORT

— 2025/26

MARCH 2026 // [HTTPS://WWW.NORTHAMCARETRUST.CO.UK/](https://www.northamcaretrust.co.uk/)

# CONTENTS

---

03 FOREWORD

---

04 MISSION, VISION,  
& VALUES

---

05 ENCOURAGING  
THEIR BEST

---

06 COMPASSIONATE  
CARE

---

07 VALUE FOR OUR  
COMMUNITY

---

08 A CARING  
COMMUNITY

---

09 CELEBRATING  
EXCELLENCE

---

10 DEVELOPING  
TOGETHER

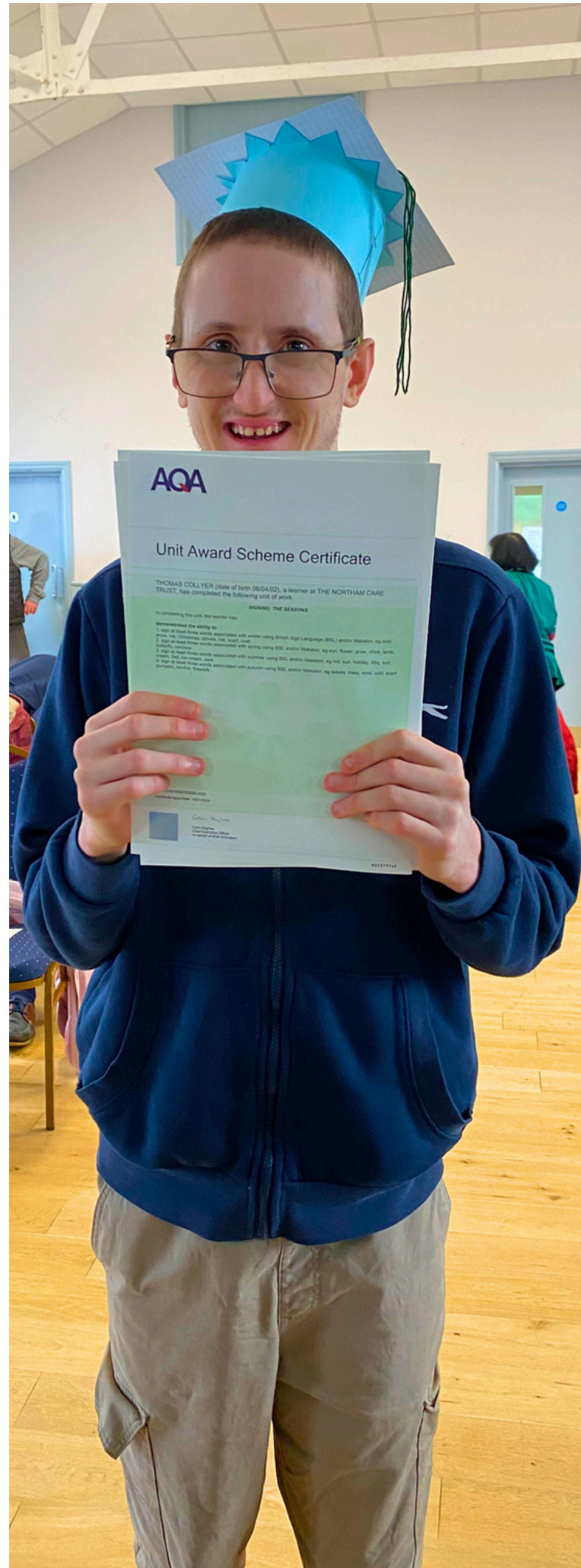
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11 FINANCIAL  
SUMMARY

---

12 CONTACT US

---



# FOREWORD

This year we have much to celebrate in terms of national and local recognition of the work we do. We were highly commended in the category of inspirational leadership in the national Stars in Care awards. We were also finalists in the national learning disabilities for complex care and compassionate care. Locally, the work we do with our older people in the community received an award for the outstanding work being done to bring this community together and provide a safe, warm and welcoming space for them to enjoy company and feel less isolated.

This year, we also introduced our own staff awards to recognise staff and teams who go the extra mile. These awards are called CHERRY ON TOP, in reference to our long-standing logo. Staff can nominate a team member for this award, and the recipient receives a certificate, a cherry pin badge and a gift token. To date, 36 staff have been awarded. Recipients have said that it's the words their colleagues say about them that mean so much. One told me, "I never imagined that my team would say such things about me, I'm just doing my job! I am honoured to be given an award, really chuffed!"

This is the first year since I joined almost 4 years ago, that we have not had to consider redundancies to save money. Last year was extra tough with the NI employer increases government imposed. We still need to be mindful of the fact Commissioner uplifts will not cover all of the increased wage bill in real terms. We will still have to fight for our corner to get a fair rate for the work we do and we will continue to lobby central government via our memberships with Care England and VODG.

This last year we have strengthened our quality processes via the use of external consultants who have performed a full H&S audit on our residential services. Areas for improvement have been made or are in the process of being addressed with a full action plan in place. Areas for improvement have included updating fire doors, updating our legionella risk assessment and overhauling our risk register. We also moved across to an external consultant for all our HR business and law advice. This has been both challenging and insightful. We have updated all our HR policies and processes in line with new legislation and employment law. We now feel that expert advice is guiding us through any disciplinary processes where needed. Although on a positive note, our staff retention remains above the national average and our number of disciplinary processes are at an all time low with most issues being dealt with at an earlier stage negating the need to move through to disciplinary processes. This has saved us time, energy and ultimately money.

We continue to raise funds for the hydrotherapy pool, which we know is a much-needed resource for our community and we have been blown away by the support and fundraising efforts of our wider community. Our total funds raised stands at just under £300k. We have some larger grant bids awaiting assessment and hopefully approval. We are determined this big build will happen this next year!

We have introduced some workshops on soft skills for our managers and aspiring managers, and we are trying to do more in terms of thinking about our staff teams wellbeing. Of course, we continue to offer an employee assist programme with access to a free helpline 24/7 and free counselling sessions which staff have told us they have found useful. One staff member told me "The counselling helped me see that I could work through my issues with support and this has increased my self confidence greatly." We are also launching a health cash plan to all staff who have successfully completed their probation. This scheme through HSF gives staff the opportunity to claim cash sum back for healthcare they pay for such as dentistry and opticians. The scheme also provides an online GP service.

We are constantly looking for ways to ensure the people we support help shape our future, and have a real voice in our delivery. One of the ways we are doing this is involving some people we support in our auditing and in recruiting staff. This is something I really want to develop further in this coming year. We have also looked at ways people with complex needs can truly be heard. We have looked at AI and how this might support us- but we are still work in progress with some of it. Some quick wins though have been monthly pictorial diaries for people with complex communication needs.

We remain proud of the work we do, we have a strong committed leadership team and a well-trained and supported staff team to deliver the best outcomes for people we support!

**Jo Howell ~ CEO & Robin Stoneman ~ Chair**

# OUR VISION, MISSION & VALUES

In 2025 we updated our Vision & Mission to be more concise and reflective of the incredible work that we do at the Trust. The people we support are at the heart of everything we do, and our Vision, Mission, & Core Values will guide us to achieve the absolute best for them.

## OUR VISION

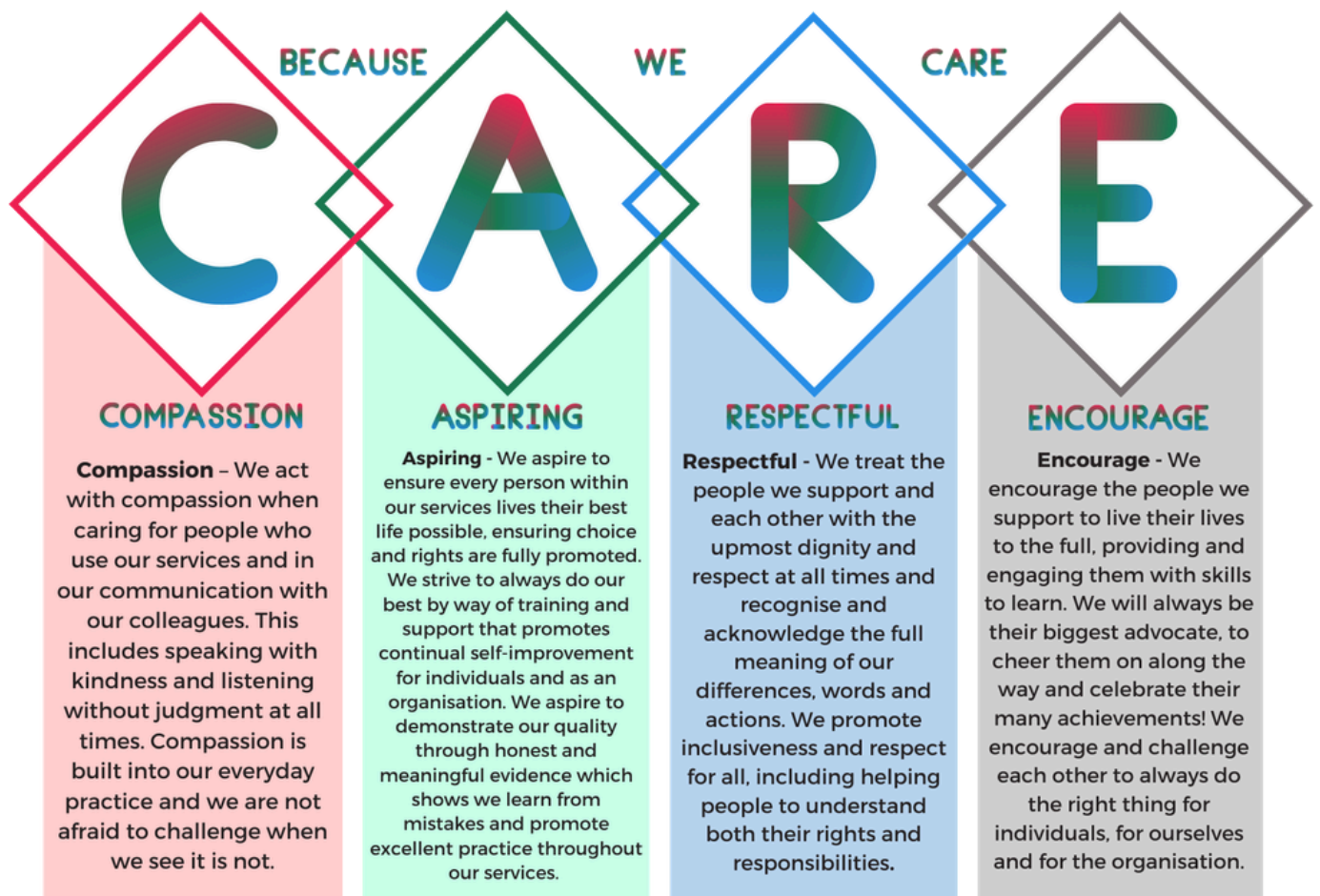
To lead the way in creating a community where people with disabilities can live life without limits.

## OUR MISSION

To empower people with disabilities to live their best lives.

## OUR CORE VALUES

We promote and work to our core values and behaviours to ensure the best quality of care and support is being delivered to everyone who uses our services.

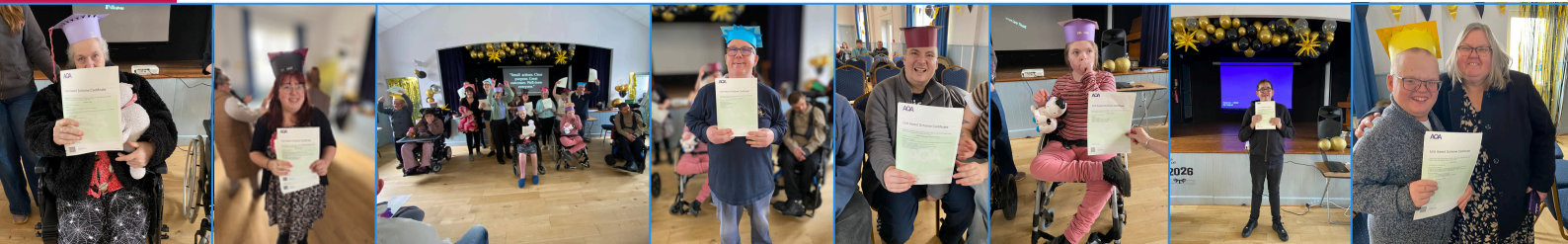


# ENCOURAGING THEIR BEST

## OUR CORE VALUES IN ACTION

### Building Core Skills - 153 certificates!

Through the awarding body AQA, Cindy (service manager) & Katie (senior) from our Day Service have recently qualified in facilitating the Unit Award Scheme (UAS). They are able to offer over 900 units of learning to those we support, where the achievement of a unit is formally recognised with an official certificate from AQA. On the 30<sup>th</sup> of January 2026, we held our first awards ceremony, where 153 certificates were awarded to learners! Some of the certificates presented were for 'Road Safety in the community', 'Fire Safety', and many, many more. The ceremony was a powerful reminder of what can be achieved when we empower people to aim high and celebrate every step of their learning journey. Below is a few snaps from the day.



### Harlum Surfs To New Heights

In October 2025, a staff member supported Harlum to travel to Spain and represent England in the European Para-Surfing championship. Harlum achieved an incredible 4<sup>th</sup> in his category (Prone 1 unassisted) alongside a 3<sup>rd</sup> place as part of the English team's combined effort. Harlum was held in high regard by his fellow athletes and is on a journey to represent England on the world stage! The Trust continue to support Harlum in his training, alongside donating £1000 from our Hardship fund to help pay for training and cover travel costs. We're so proud of Harlum and his journey, and we can wait to see what more he achieves!



### Darcy's Determination

In June 2025, Darcy completed his Gold Duke of Edinburgh programme and attended Buckingham Palace to receive his reward! This required a lot of hard work and dedication from Darcy across multiple activities, a testament to his determination.



### Celebrating Diversity

2025 came alive with culture as we held monthly 'Dance Around the World' experiences in our Day Service. Each month we celebrated a different country, exploring its traditions and learning about its unique way of life.

From tasting local cuisine to taking part in themed activities and craft sessions, we immersed ourselves in each culture together. These shared experiences not only brought colour and creativity into the service but also deepened our understanding of the diversity that makes our world such a special place.



### Encouraging Independence

5

people moved into more independent accommodation

Since moving into Supported Living, Matt has made impressive strides towards becoming more independent. We've supported Matt to learn new skills essential for his independence, such as using public transport. Matt now has three part-time jobs, which include working at a dentist's and in a charity shop!



Meet Matt

For example, Andrew. Andrew moved into Supported Living, after having a stroke. He lost a lot of his mobility, and one of his major frustrations was his newfound lack of independence. With lots of rehabilitation, hard work, and the correct support, Andrew became more mobile and regained his independence. He's since been able to move out of Supported Living into less supported accommodation closer to family.



Meet Andrew

# COMPASSIONATE CARE

OUR CORE VALUES IN ACTION

## Person-Centred Support

In 2025, our Day Service played a key role in supporting three individuals that they supported as they transitioned into our Supported Living, and Residential Services from external residences. Colin, as pictured below is one example.



Meet Colin

Colin moved into our Residential Lodges in January 2025. He's since:



Lost 7 stone! and transformed his health. We've seen drastic improvements in his well-being, diabetes, and mobility and in turn, his independence!

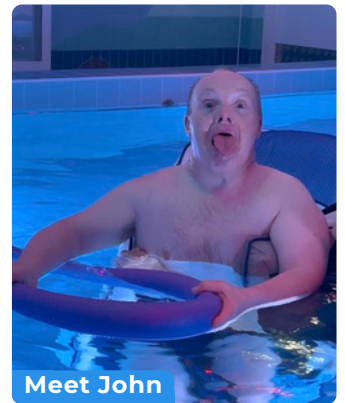
From breathing difficulties and trouble walking to now boogying at discos and enjoying regular trips out, Colin has made life-changing improvements!

The two other transitions have seen similar outcomes with life-changing results. Highlighting the strength of our service relationships across the Trust and our drive to achieve the best for those we support, and help them live their best lives!

John moved into our Residential lodges at the end of 2024 but found his transition rather difficult. The change in environment left him agitated, anxious, and unsettled. Recognising his difficulties, Gibson Lodge looked to work with families, his support network, and one another to support John to feel safe and settled in his new home.

With compassionate support and gentle encouragement, the change we've seen in John has been remarkable. He continues to grow in confidence with each day, and everyone remarks on how joyful he is! He now enjoys going out socially, attends discos where he truly comes alive, and has even taken up swimming, something that once felt unimaginable in those early weeks.

John's story is a powerful example of what person-centred support can achieve, and a commitment to understanding individual needs can help them thrive. The type of support we pride ourselves on at the Trust.



Meet John

John's first swimming session!

## Leading The Way As A Trusted Provider

At the end of 2025, the local authority approached our Supported Living service as a trusted provider to step in for an emergency placement. Our team responded quickly, calmly, and with compassion, showing just how adaptable and reliable we are when someone needs immediate support.

Three months on, the individual has settled in wonderfully. They've shared how much they enjoy their new home and have asked to stay! Which is the most meaningful feedback we could receive. Their journey highlights not only the quality of the environment, but the compassionate, person-centred culture the team has built around them.

## Capturing Precious Moments

In 2025, our Residential Services introduced personalised monthly picture diaries for all residents. Every month, we create a picture diary for each person showcasing all the wonderful things they get up to.

The picture diaries have strengthened family engagement and become an effective communication tool, where families can visually see what their loved ones have been up to during the month. These have also become a valuable resource for staff in understanding individual needs and preferences. Most notably, it's been a great opportunity for those we support to relive all of the adventures they've been up to! An activity that has become popular at the end of each month. Check out Colin's and Neil's examples!



# VALUE FOR OUR COMMUNITY

## OUR CORE VALUES IN ACTION

24

Student placements

In partnership with

We're proud of our partnerships with local Educational Institutions, which continues to thrive as we've hosted a further **24** student placements in the last year across our Residential Service and Day Service. These placements have helped the students build confidence, develop new skills, and explore future opportunities.

We've been especially pleased with how quickly the students have integrated into our teams, demonstrating enthusiasm, compassion, and a genuine commitment to the people we support. Their placements have been so meaningful that some stayed beyond their dedicated hours and/or signed on to our Day Service relief team. Hear how they got on:

“I have so much more knowledge on individuals with learning difficulties than I did before.”

“I would recommend this placement to others as I think that it's really helped.”



Bideford College



UNIVERSITY OF PLYMOUTH



### Reconnecting Isolated Individuals

Our Merryatrics group has been running for nearly four years and continues to be a much-loved part of the local community. With more than 60 active members, it has become an important source of friendship and support, especially for people feeling isolated or going through a difficult time. The project is funded entirely through grants, donations, and the generosity of those who attend. Yet, the group continues to thrive, allowing us to make a real difference in the lives of older people in our community. Hear Jan's story below:

“I had just lost my husband when I first heard about Merryatrics and was feeling very low and lonely. I was very anxious at meeting Mark and the others but I needn't have worried. From that very first meeting I felt I had found another family. We have such fun and good natured banter as well as supporting each other through troubling times. Leading us all is our lovely Mark always thinking up wonderful new games and quizzes to test us with his infectious sense of humour. **Merryatrics and yoga has been a lifesaver for me** and I suspect for a lot of the other members too.”

“When I joined 'the' Merryatrics group approx three years ago, I was not in a good place, my mood was low, my life was empty, or so it seemed! Now my life has changed all because of the Merryatrics and it's merry men and ladies.”



27

New members in the last year

### Facilitating Community Development

Our Community Training Hub has become an increasingly popular resource in the local community, where we are struggling to facilitate all requests for external use! In 2025, our Community Hub hosted 30 external sessions around internal use, which takes up a lot of weekday availability. External sessions included community courses, training days for local care companies, and corporate meetings. Most notably, we've hosted Sunrise Diversity for LGBTQ+ social meetings, Encompass for mental health courses, and the Museum of London Archaeology.

30

external sessions hosted in the last year

10/10

rating of overall experience from all external hires who have used our Training Hub.



At the end of November, 2025, we revived our partnership with Seetec to offer pathways back to work for people who have been long-term unemployed. So far, we have interviewed 10 referrals and we have 2 people in the recruitment process for hire. We've also been named **Seetec's Employer of the Year 2026** for our 'flexible and inclusive approach' - further strengthening our partnership!



# A CARING COMMUNITY

OUR CORE VALUES IN ACTION

## Affinity's Charity of the Year

# £2892.86

raised through our affinity partnership

In 2025, The Northam Care Trust was chosen to be Affinity Devon's Charity of the Year. This was a fantastic opportunity for us to showcase the amazing work we do in North Devon and drive fundraising efforts for our Hydrotherapy Pool.



## Fundraising That Gives Back

Throughout 2025, we delivered a fantastic calendar of fundraising events with the purpose of offering real value and connection for our community, as well as raising vital funds. The most popular events were the ones that brought our community together. Alongside the events we've hosted, we couldn't be more grateful for all the support we've received from our local community and those who have fundraised themselves. Check out some 2025 highlights below

# 8

Community events hosted in 2025

# £2275

cash prizes won by the community in our **100 club** in 2025.



Many donations!



Bideford 10k

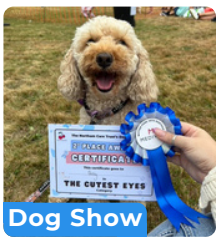


# £3718

our biggest ever fundraising event! Our Extravaganza raffle, where 18 top prizes were won, worth nearly **£4,000**

# 44

dancing stars at our **Ceilidh Dance!**



Dog Show

# 12

superstars in our dog show



Ceilidh Dance



Mother Goose Panto

**Abbotsham Players** Charity of the year

Your support means the world to us!

## Building An Accessible Community

# 32000

disabled people in N'Devon & Torrridge (consensus '21)

# & 1

just 1 fully accessible Hydrotherapy pool in the area..

Fundraising for our Hydrotherapy Pool is in full swing, and by the end of 2026, we aim to reach the target. Current resources in North Devon & Torrridge cannot meet demands, and many people are missing out on Hydrotherapy. Our Hydrotherapy Pool won't just be a valuable community resource; it'll be a life-changing addition to the area!

38% raised as of (March '26)

40%

50%

60%

70%

80%

90%



Scan here for more information.



# CELEBRATING EXCELLENCE

OUR CORE VALUES IN ACTION

## Awards & Nominations in 2025



Housing With Care



Stars In LD & A



NDVS



National LD & A



Wings

### June 2025

Gabbie our Service Manager, was a finalist at the **Housing with Care Awards** for the 'Team Leader Award'

### June 2025

TNCT was a finalist in three awards at the **Stars of Social Care awards**: 'Outstanding Care Home Provider', 'Outstanding Director', & 'The Complex Care Awards'

### July 2025

TNCT was a finalist in two awards at the **National Learning Disability & Autism Awards**: 'The Employer' & 'Supporting People with Profound Disabilities'

### October 2025

EI & TJ from our Supported Living won awards in the **Wings Unity Awards** for Arts & Crafts

### October 2025

TNCT was a finalist in two categories at the **Neurological & Complex Care Awards**: 'Best Multidisciplinary Team' & 'Compassionate Care'

### November 2025

Mark Jordan won the VCSE Sector Physical Wellbeing Award at the **North Devon Voluntary Services Awards** for his contribution to our Elderly People's Project.

### December 2025

Jo Howell, our CEO was awarded Highly Commended at the **Stars of Learning Disabilities & Autism awards** in the Visionary Leadership Category.

### On going

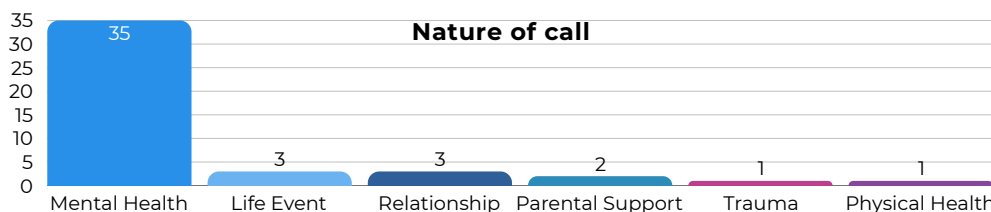
As mentioned in the Foreword, in 2025 we introduced our own staff awards to recognise staff and teams who go the extra mile. The '**Cherry On Top**' award. 36 staff have been awarded so far, since June 2025. For example, Ali, to the right, for going above & beyond in our Day Service. Who won the award for her role as Dr Moustache in regular Sensory Science sessions, and how she "ensures these sessions are fun, educational, and meaningful". A role and activity Ali took upon herself!



## Caring For Our Heros

As of March 2026, all Staff at The Trust are enrolled on a Health Plan through **HSF** where they can claim costs back for Mental Health Services, Physical health services, dental services, and so much more! The plans include access 24/7 access to an online doctor, a wellbeing suite, counselling services, and a discount app with money off retail spending. A service that can be extended to children and partners.

All staff and their families have access to an Employee Assistant Programme we provide through **Health Assured**. The Health Assured EAP offers a free 24/7 confidential helpline, the potential for free counselling from qualified counsellors, a health and well-being app, and further support regarding health & fitness. Below are some stats from the last year. It's clear this has become a valuable resource for our staff members and their overall health.



# 45

calls made to the helpline

# 41

Counselling sessions received

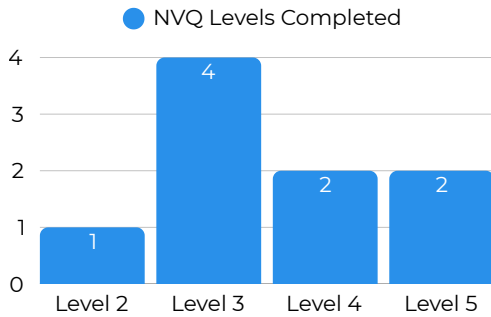
# DEVELOPING TOGETHER

## OUR CORE VALUES IN ACTION

### Encouraging Staff Development

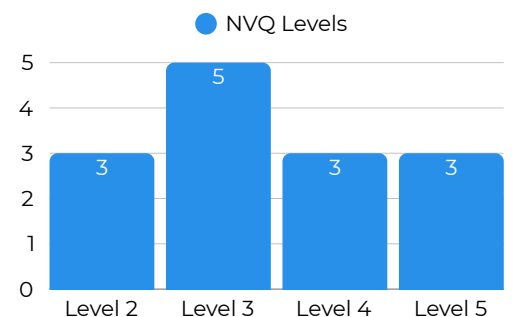
9

9 staff have completed NVQ's in the last 12 months (March '25 - March '26)



14

14 staff are currently undertaking further qualifications



4

Another 4 staff members became Mental Health First Aiders, so we now have 8 staff trained altogether.

99

99 F2F training session delivered by our inhouse trainers

89%

organisational training compliance (above the 85% target)

Our Day Service continued to strengthen staff knowledge by introducing additional person specific epilepsy awareness training & Positive Behaviour Support sessions, enabling staff to provide a more tailored, proactive support.

Alongside this, staff took intensive interaction training to enhance communication and connection with people who benefit from this approach. Many team members also continued developing their Makaton skills, helping us create a more inclusive and accessible communication environment. Staff have used these Makaton skills to hold sessions for those we support to learn sign language too. This has included learning Christmas Songs in sign language, a fun and educational activity for all!

We've also held further inhouse training for managers and team leaders which have included specific training on leadership skills, team cohesion & effectiveness, and other leadership-based skills.

### 2025 Staff Survey Feedback

90%

of staff are likely to recommend working at the Trust. 8% of staff were neutral.

97%

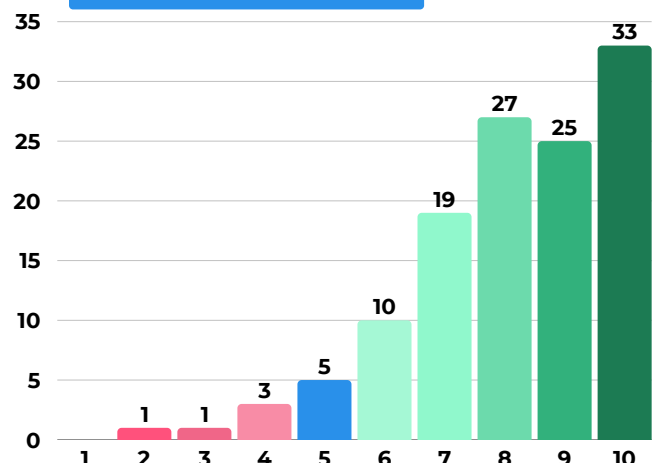
of staff felt they had the necessary training to complete their job.

6%

Up 6% from 2024

from the 2024 & '25 staff surveys, we have added additional training and workshops based on staff feedback on what training they would like to improve their job performance.

#### Job satisfaction ratings



#### Staff quotes on working at the Trust & in care:

- “I've been working in care for 33 years now & I appreciate every single moment working with some fantastic people.”
- “(what it's like working in care) It's very rewarding and gives me a sense of purpose.”
- “For me it's the best company I've worked for. (The) Northam Care Trust have really got it covered when it comes to care.”
- “Job satisfaction is very high because I know as a charity we do our best for people we support.”

# FINANCIAL SUMMARY

## 2024 - 2025 Financial Statements

### Income

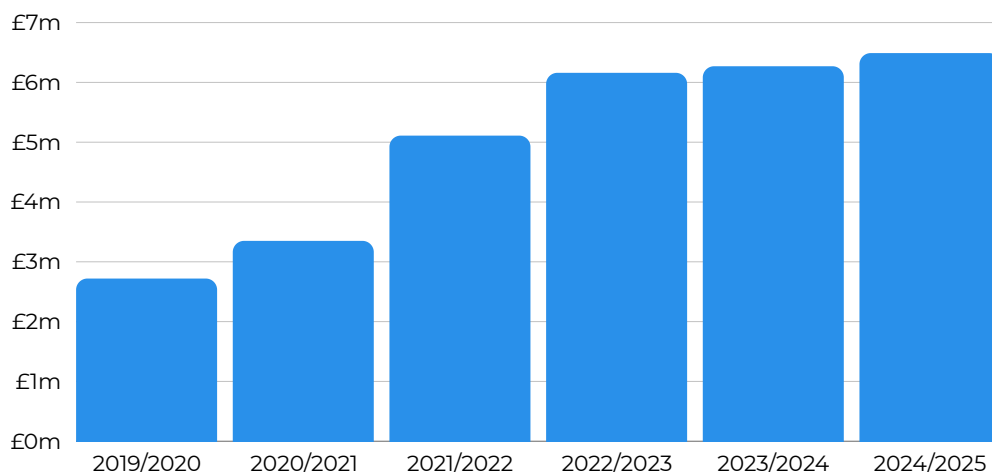
Care & Support	£6,388,862
Grants	£89,622
Other Income	£11,237
<b>Total:</b>	<b>£6,489,721</b>

### Expenses

Direct Care Costs	£4,740,193
Other Including Overheads	£1,595,542
<b>Total:</b>	<b>£6,335,735</b>

### Turnover Profile

2019/2020	£2.72
2020/2021	£3.35
2021/2022	£5.11
2022/2023	£6.16
2023/2024	£6.27
<b>2024/2025</b>	<b>£6.49</b>



### Financial Investments

This year, we've reinvested over £150,000 directly into enhancing the environments where the people we support live, learn, and thrive. These improvements include four fully upgraded bathrooms at our lodges, brand-new furniture to create more comfortable shared spaces, and a complete kitchen refurbishment.

We've also refreshed flooring across multiple areas at both the lodges and Rose Hill, improving safety and accessibility. To strengthen staff development, we've invested in new first aid training equipment, and we're currently upgrading our fire doors to further enhance safety across our services. Every improvement reflects our commitment to creating high-quality, welcoming, and safe spaces for the people we support and the teams who care for them.

# WHERE YOU CAN FIND US

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