

Hearing and Sight Care



Caithness and North West Sutherland
(previously Caithness Deaf Care)

Annual Report 2015

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Company Number

SC 217561

Charity Number

SC 027221

Board Members (See Appendix 2)

Chairman

Mr William Ather

Vice Chairman

Mr John Green

Treasurer

Mr Ewen Macdonald

Company Secretary & Manager

Mrs Deirdre Aitken

Independent Examiner

Mr John Cormack
Victor T Fraser & Company
Chartered Accountants
Market Place
WICK
Caithness
KW1 4LP

Bankers

The Royal Bank of Scotland plc
1 Bridge Street
WICK
Caithness
KW1 4BU

Registered Office

The Sensory Centre
23 Telford Street
WICK
Caithness
KW1 5EQ

tel/fax: 01955 606170

e-mail: hsc@sensorycentre.org.uk

Website: www.sensorycentre.org.uk

Other addresses

The Sensory Centre
9 Riverside Place
THURSO
Caithness
KW14 8BZ

tel/fax: 01847 895636

e-mail: hsc@sensorycentre.org.uk

Website: www.sensorycentre.org.uk

Chairman's Report
AGM 26th June 2015

This year has seen a huge change for Caithness Deaf Care, with the introduction of the new Dual Sensory Approach to service delivery. A name change was felt to be appropriate and that meant a huge workload for staff and directors meeting the requirements of the relative governing bodies.

The changes have all now been addressed and we have had a year of increased partnership working with NHS Audiology, NHS Deaf Services and Hearing Support Team and Sight Action. Demands on services also increased with more work with service users with visual impairment as well as hearing loss.

The staff and volunteers have all been trained in Dual Sensory Awareness and the changes within the organisation and administration of both centres has also been completed.

We successfully applied for and received two large funding grants, from the Henry Smith Charity and the Robertson Trust. These grants allowed us to officially employ an additional support worker for 3 years and to pilot Dual Sensory Clinics in Tongue and Helmsdale. This has reduced the workload on the existing staff locally, particularly Deirdre, and expanded the local team of trained staff in Caithness and North West Sutherland.

We have also expanded our remit to reflect the area that we are working in, specifically the Dounreay travel to work area from Tongue down to Helmsdale. Demand for visits in these areas had been steadily increasing and it was felt that we should address this with the change of name to reflect the new dual sensory services offered.

Hearing and Sight Care (HSC) are meeting the Scottish Government "See Hear" Strategy and also the See Hear Improvement Group, Inverness and this is an accomplishment for our organisation and staff, where other areas and organisations have not been so successful.

Hoping that 2015 – 16 will see secured funding from our Service Level Agreement with NHS Highland and a smooth and steady year for the staff, volunteers and directors after this last, rather hectic and demanding year.

Bill Ather
Chairperson

Manager's Report April 2015

This year has been extremely busy with the official name change and all that that entailed. Our Treasurer and Board Members have been extremely supportive in these changes and my thanks goes to them for their input.

We have had a successful year in relation to funding, securing two grants to allow us to develop services in North West Sutherland and also employ a support worker for 3 years. Pauline Gibson is the newest member of the HSC family and has been an enthusiastic and hardworking addition to the team. This has certainly helped us to meet the increased demands on services from clients and partner agencies.

With the additional funding we have set up 2 new dual sensory clinics in Tongue and Helmsdale and these have been well received among the groups that we attend. We have targeted lunch clubs where transport is provided and the venue is easily accessible for our clients.

All staff and volunteers have had dual sensory awareness training and have also been inducted into the new office procedures that the joined up service brought. Although this year has been a demanding one, the staff and volunteers have met the challenges well and we are hoping now that we can settle down to a calmer year ahead.

My thanks go to the volunteers who have been very patient and tolerant to all of the recent changes, it was a big step for us all to take and I have to say that they have all taken it in their stride. Karen has also been very patient to all the changes of forms and information, and I am certainly thankful that she is so proficient on the computer.

I hope that the next year sees us secure more stable funding and that we can continue to meet the demands of our partner agencies and clients. With the same hard work and determination we have shown over the past 21 years, through the Caithness Deaf Care years, I am sure that everyone involved in this organisation will strive to ensure this service grows from strength to strength.

Deirdre Aitken

Manager

BUSINESS PLAN 2014-15 – Progress Report

Short – medium term aims	Implementation	progress
<p>1. Change the Objects, Name and Articles of Association to allow the Charitable Company to meet the requirements of the Government See Hear Strategy</p>	<p>Liaise with Caithness Voluntary Group manager OSCR Companies House</p>	<p>Completed by AGM June 2014</p>
<p>2. Advertise and promote Dual Sensory Services to local community and service providers</p>	<p>Amend website, seek internet promotion ie facebook, local community website. Develop promotional materials, leaflets and stationery, change signs at centres. Advertising of Dual Sensory Services and Awareness Events held</p>	<p>Flyers, posters and business cards all introduced by AGM June 2014 Pop up banner bought and used at any local events Royal Mail leaflet drop to KW1 – KW14 3 week advert in local papers, Caithness Courier and John O’Groat Journal Website, letterheads, etc all changed and in use by AGM June 2014 New Signs erected April 2014</p>
<p>3. To actively seek additional funding to implement and develop a dual sensory service and employ an additional member of staff</p>	<p>To apply to local and national organisations for additional revenue and staff funding</p>	<p>Funding received from The Robertson Trust for launch and development of dual sensory services in Caithness and North West Sutherland for 3 years. Funding from the Henry Smith Charity towards employing a Sensory Support Worker for 3 years.</p>

Continuing Long Term Aims		
4. Continued development of Volunteers in dual sensory impairment	<p>Sensory Support workers to cascade training to volunteers, on specialist, general duties in centres including referrals process.</p> <p>Training delivered by partners, sight Action, Deaf Services and Hearing Support Team and NHS Audiology</p>	Dual Sensory Training Sessions delivered to volunteers in November 2014 by SHHELS
5. Amend policies and procedures in accordance with Dual Sensory service	Staff and Directors in accordance with previous policies etc to suit the changing needs of the organisation	All completed by April 2015 under guidance of Niall Smith, Development Manager, Caithness Voluntary Group
6. Continuing existing services in the community as well as promoting and delivering services to visually impaired people	Staff and volunteers actively visiting and delivering dual sensory services in the area.	Ongoing within centres and the community

BUSINESS PLAN 2015-16

Short – medium term aims	Implementation	progress
<p>1. Advertise and promote Dual Sensory Services to local community and service providers</p> <p>2. Promote and Develop Dual Sensory Services in Tongue and Helmsdale</p> <p>3. To secure funding to match the funding from See Hear Improvement Group, Inverness in partnership with NHS Service Level Agreement</p>	<p>With representation on other community groups promoting our work. Giving talks to groups Attending local events</p> <p>Articles in local press</p> <p>Bi-monthly rural clinics held with referrals to other agencies as required.</p> <p>To apply to local and national organisations for additional revenue and staff funding</p>	

Continuing Long Term Aims		
<p>4. Continued development of Volunteers in dual sensory impairment</p> <p>5. Continuing existing services in the community as well as promoting and delivering services to visually impaired people</p>	<p>Training delivered by partners, in accordance with NHS Service Level Agreement and See Hear Improvement Group requirements</p> <p>Staff and volunteers actively visiting and delivering dual sensory services Caithness and North West Sutherland</p>	

HEARING AND SIGHT CARE

Members of Hearing and Sight Care are either represented on or linked with the following groups:-

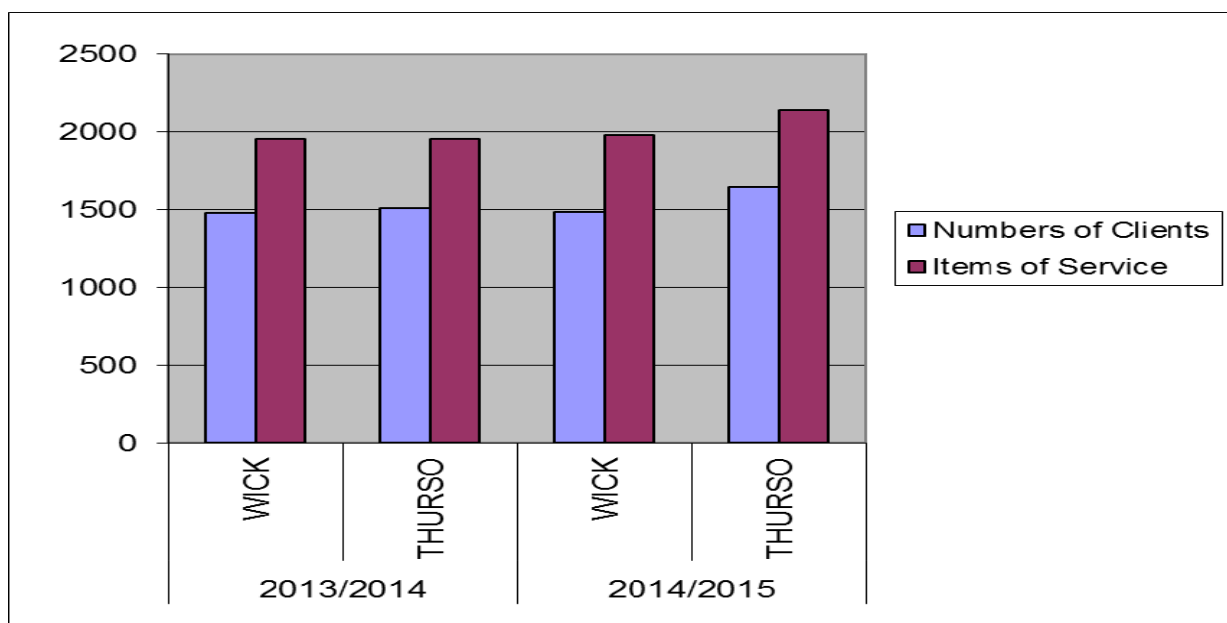
Represented On:

- Caithness Disabled Access Panel
- Caithness Deaf Club
- Caithness Voluntary Group
- Scottish Council on Deafness
- See Hear Improvement Group
- Highland Adult Audiology Working Group
- Highland Sensory Project (now See Hear Improvement Group)

Linked With:

- Deaf Action
- Sight Action
- Lochaber Sensory Care
- Audiology Department, Raigmore Hospital, Inverness
- Deaf Services and Hearing Support Team, Social Work, Dingwall
- See Hear Highland Education and Learning Services, Inverness

2013/14 – 2014/15 REGULAR SERVICES PROVIDED



Items of Service include

NHS Battery Exchange

Sale of Private Hearing Aid Batteries

Cleaning of Moulds

Changing Tubing

Referrals to Social Work/Audiology/Sight Action/Other

Visits to Clients

REFERRAL AND VISITS

2013-2014	WICK	THURSO	TOTAL
Audiology Referral	147	137	284
Audiology Repair	115	86	201
Social Work Referral	11	10	21
Home Visits	165	112	277
Hospital/Nursing Home	29	31	60
Sight Action Referral	2	5	7
2014-2015	WICK	THURSO	TOTAL
Audiology Referral	136	146	282
Audiology Repair	139	122	261
Social Work Referral	17	11	28
Home Visits - Sight Action	78	87	165
- Deaf Service	93	48	141
- Audio	16	7	23
- Other	18	16	34
Hospital/Nursing Home	36	58	94
Sight Action Referral	5	11	16
Other Referral	1	1	2

PRIVATE SECTOR FUNDING SOURCES FOR YEAR ENDED 31 MARCH 2015

General Donations:	£	£
Legacy from Mrs Joan Meyrick	10,000	
Others	<u>6,768</u>	16,768
Institutional Donations:		
Henry Smith Charity	10,125	
The Robertson Trust	2,607	
Northern sovereign Council No. 66	100	
Lodge John O'Groats of Freemasons	200	
St Peters Royal Arch Chapter No 800	<u>50</u>	13,082
TOTAL		£29,850

Sincere thank you to all of our Funders, individuals, groups and trust funds, we appreciate your contribution to our work.

COMPANY NUMBER SC217561
CHARITY NUMBER SC027221

HEARING AND SIGHT CARE

(a company limited by guarantee)

REGISTERED SCOTTISH CHARITY

REPORT AND FINANCIAL STATEMENTS
for year ended 31 March 2015

HEARING AND SIGHT CARE

(a company limited by guarantee)

**HEARING AND SIGHT CARE
FINANCIAL STATEMENTS
for year ended 31 March 2015**

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HEARING AND SIGHT CARE

Legal and Administrative Information

COMPANY NUMBER SC217561

CHARITY NUMBER SCO27221

BOARD OF DIRECTORS	Name	Date Appointed	Date Resigned
	William Ather CEng MIMarEST	29/03/01	
	John Houston Green	15/06/04	
	Jennifer Mary Gregory	14/06/05	
	Ewen Macdonald BA Hons	16/01/02	
	Alan McDowall	14/06/13	
	Sandra Mowat	21/08/07	
	David Ruskin Oliver BSc	18/06/02	
	Nanette Munro	09/04/10	
	William Donald Ryan	14/06/13	

SECRETARY Deirdre Elizabeth Aitken

TREASURER Ewen Macdonald

INDEPENDENT EXAMINER
Mr J F Cormack CA
Victor T Fraser & Company
Market Place
WICK
Caithness KW1 4LP

BANKERS
The Royal Bank of Scotland plc
1 Bridge Street
WICK
Caithness KW1 4BU

REGISTERED OFFICE
The Sensory Centre
23 Telford Street
WICK
Caithness KW1 5EQ

HEARING AND SIGHT CARE

Report of the Management Committee for year ended 31 March 2015

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation, formerly called Caithness Deaf Care, is a charitable company limited by guarantee, incorporated on 29 March 2001. The company is governed in accordance with its Articles of Association, which also set out its objects and powers. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Training of Management Committee

The directors of the company are admitted as members of the company on approval of the existing directors at the Annual General Meeting.

The Directors hold office until the following Annual General Meeting, when they may stand for re-election.

The nature of the charity's work is the provision of information, advice and practical help for the benefit of people principally within North Highland who have hearing or sight impairment, and this is ensured by a varied representation of the community on the Board of Directors, including said clients.

Training and Communications

Regular communication between Directors and staff members facilitates the smooth running of the company on a day-to-day basis. Minutes and newsletters are circulated to directors and volunteers regularly. Training is held throughout the year to update the skills and knowledge of staff and volunteers.

SOURCES OF FUNDING

The organisation relies on a number of sources of funding to provide support to their clients in Caithness and North Highland.

NHS Highland

Grants from Charitable Trusts

Donations from Individuals, Companies and Organisations

MANAGER'S REPORT

The aim of the organisation is to provide a range of support and services to 1,318 registered clients, and to recruit and train a dedicated team of volunteers and staff.

Staffing

At present three part-time staff are employed by the organisation and services are offered at two drop-in centres – one in Wick and the other in Thurso. Outreach services and visits to nursing homes, hospitals, residential and day care centres are provided by both staff and volunteers.

Volunteers

We have a dedicated and capable team of volunteers who assist in the day-to-day provision of services to clients, as well as providing regular visits as described above.

Training of volunteers is hands-on in both centres with dedicated sessions outwith the centres on hearing aid upkeep, referral procedures, and specialist equipment.

Training to Beneficiaries and Members of the Public

We provide deaf awareness and communication tactics training adapted to suit the business needs of various organisations. Lip-reading classes are also provided subject to the availability of suitably qualified tutors.

Liaison

Volunteers can contact the staff by telephone or mobile phone at work or at home, or by visiting either centre on the designated days of opening. The organisation liaises with statutory bodies to ensure up-to-date training of staff and volunteers and also to refer clients. We also keep in close contact with other local voluntary agencies within the Highland Region by attending meetings, e-mails, telephone calls or corresponding with relevant agencies.

ORGANISATION STATISTICS

Hours of Service

Total service hours provided to clients during the year at two resource centres was 1,152. Staffing hours for the year were 3,404 (including 780 hours funded by Sight Action/Sensory Project) and volunteer time was 412 hours.

FUTURE PLANS

We hope to maintain, to the extent that funding permits, the standard of service we offer to our clients.

We have been actively developing our link with Sight Action to assist clients with dual sensory loss, and this will continue in conjunction with the Highland Sensory Project.

RESERVES POLICY

It is the policy of the charity to maintain unrestricted funds at a level which, along with unrestricted income already secured, equates to approximately twelve months of unrestricted expenditure.

The organisation, like many other charities in the present economic climate, is experiencing difficulty in raising the finance it requires to maintain the standard of service it would wish to offer to its clients. Ongoing running costs are kept to a minimum and efforts to economise are always in hand.

STATEMENT OF DIRECTOR'S RESPONSIBILITIES

Company law requires Directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that year. In preparing those financial statements, the Directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent, and
- prepare financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

SHARE CAPITAL

The company is limited by guarantee and does not have any share capital.

INDEPENDENT EXAMINER

The independent examiner, John F Cormack, has expressed his willingness to continue in office, and a resolution proposing his re-appointment will be submitted at the Annual General Meeting.

Approved by the Board of Directors on 24 April 2015 and signed on its behalf by


.....
W D Ryan, Director

HEARING AND SIGHT CARE

Independent Examiner's Report on the Financial Statements

I report to the trustees of Hearing and Sight Care, registered charity number SCO27221, on the financial statements of the charity for the year ended 31 March 2015 set out on pages 6 to 10.

Respective responsibilities of the Directors and the Independent Examiner

The charity's trustees are responsible for the preparation of financial statements in accordance with the terms of the Charities and Trustee Investments (Scotland) Act 2005 and the Charity Accounts (Scotland) Regulations 2006 as amended by the Charity Accounts (Scotland) Amendment Regulations 2010. The charity trustees consider that the audit requirement of Regulation 10(1)(a) to (c) of the Accounts Regulations does not apply. It is my responsibility to examine the financial statements as required under section 44(1)(c) of the Act and to state whether particular matters come to my attention.

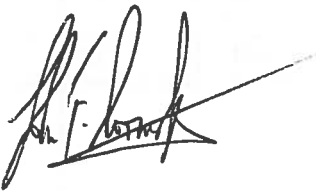
Basis of the Independent Examiner's statement

My examination is carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. My examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with these records. It also includes consideration of any unusual items or disclosures in the accounts, and seeks explanations from the Trustees concerning any such matters. The procedures undertaken do not provide all of the evidence which would be required in an audit and accordingly I do not express an audit opinion on the financial statements.

Independent Examiner's statement

In the course of my examination, no matter has come to my attention:

- 1 which gives me reasonable cause to believe that, in any material respect, the requirements:
 - (a) to keep accounting records in accordance with section 44(a)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
 - (b) to prepare financial statements which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations have not been met, or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



John F Cormack CA
Victor T Fraser & Co
Chartered Accountants
Market Place
Wick
Caithness
KW1 4LP

Date: 1st June 2015.

HEARING AND SIGHT CARE

STATEMENT OF FINANCIAL ACTIVITIES

for year ended 31 March 2015

	Notes	Restricted £	Unrestricted £	2015 TOTAL £	2014 TOTAL £
INCOMING RESOURCES					
INCOME FROM GENERATED FUNDS					
VOLUNTARY INCOME	9	12,732	19,267	31,999	9,247
TRADING SALES			531	531	159
INVESTMENT INCOME	8	0	2,712	2,712	2,779
INCOME FROM CHARITABLE ACTIVITIES					
GOVERNMENT FUNDING	10	4,982	15,183	20,165	15,185
TOTAL INCOMING RESOURCES		17,714	37,693	55,407	27,370
RESOURCES EXPENDED					
COSTS OF CHARITABLE ACTIVITIES	11	18,534	35,075	53,609	38,898
GOVERNANCE COSTS - Independent Examination Fee		0	757	757	737
TOTAL RESOURCES EXPENDED		18,534	35,832	54,366	39,635
SURPLUS/DEFICIT (-) BEFORE TRANSFERS		-820	1,861	1,041	-12,265
TRANSFERS					
Capitalisation of Charitable Costs		0	0	0	0
		-820	1,861	1,041	-12,265
RECONCILIATION					
Total of funds brought forward		25,545	23,926	49,471	61,737
Carried forward		24,725	25,787	50,512	49,472

The notes on Pages 8 to 10 form part of these financial statements.

BALANCE SHEET AS AT 31 MARCH 2015

	Notes	2015 £	2014 £
FIXED ASSETS			
Tangible Fixed Assets	5	25,279	26,238
CURRENT ASSETS			
Sundry Debtors and Prepayments	6	1,601	4,110
Cash at Bank		50,357	36,758
		51,958	40,868
CURRENT LIABILITIES			
Creditors due within one year	7	17,287	8,565
NET CURRENT ASSETS			
		34,671	32,303
PROVISIONS AND CONTINGENCIES			
Redundancy Provision		9,438	9,070
NET ASSETS			
		£50,512	£49,471
REPRESENTED BY:			
Unrestricted reserves:			
Income and Expenditure Account Reserve	12	25,787	23,926
Capital Grants Reserve	12	24,725	25,545
		£50,512	£49,471

For the year ended 31 March 2015 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the Board of Directors on 24 April 2015 and signed on their behalf:


.....
W D Ryan, Director


.....
D R Oliver, Director

NOTES ON THE FINANCIAL STATEMENTS
for the year ended on 31 March 2015

1 ACCOUNTING POLICIES

Financial Statements

The Directors have prepared the financial statements in accordance with the Companies Acts, although disclosure requirements and formats have been adapted where appropriate to aid understanding of the statements.

2 CONVENTION

The financial statements have been prepared in accordance with the historical cost convention. The financial policies adopted are set out below.

a Income

Income from grants, donations and other sources is included in the financial statements on a cash receipts or accruals basis as appropriate.

b Tangible Fixed Assets

Depreciation is calculated to write down the cost of tangible fixed assets to their estimated residual value over the period of their estimated useful lives at the following rates:

Premises	2% straight line
Equipment	20% reducing balance

c Capital Grants

Grants received in respect of the purchase of fixed assets are credited to a Capital Grants Reserve. Depreciation associated with fixed assets which are grant-funded is charged to the Capital Grants Reserve.

3 EMPLOYEES

Average number of employees during the year

Employee costs were made up as follows:

Wages and salaries

Social security costs

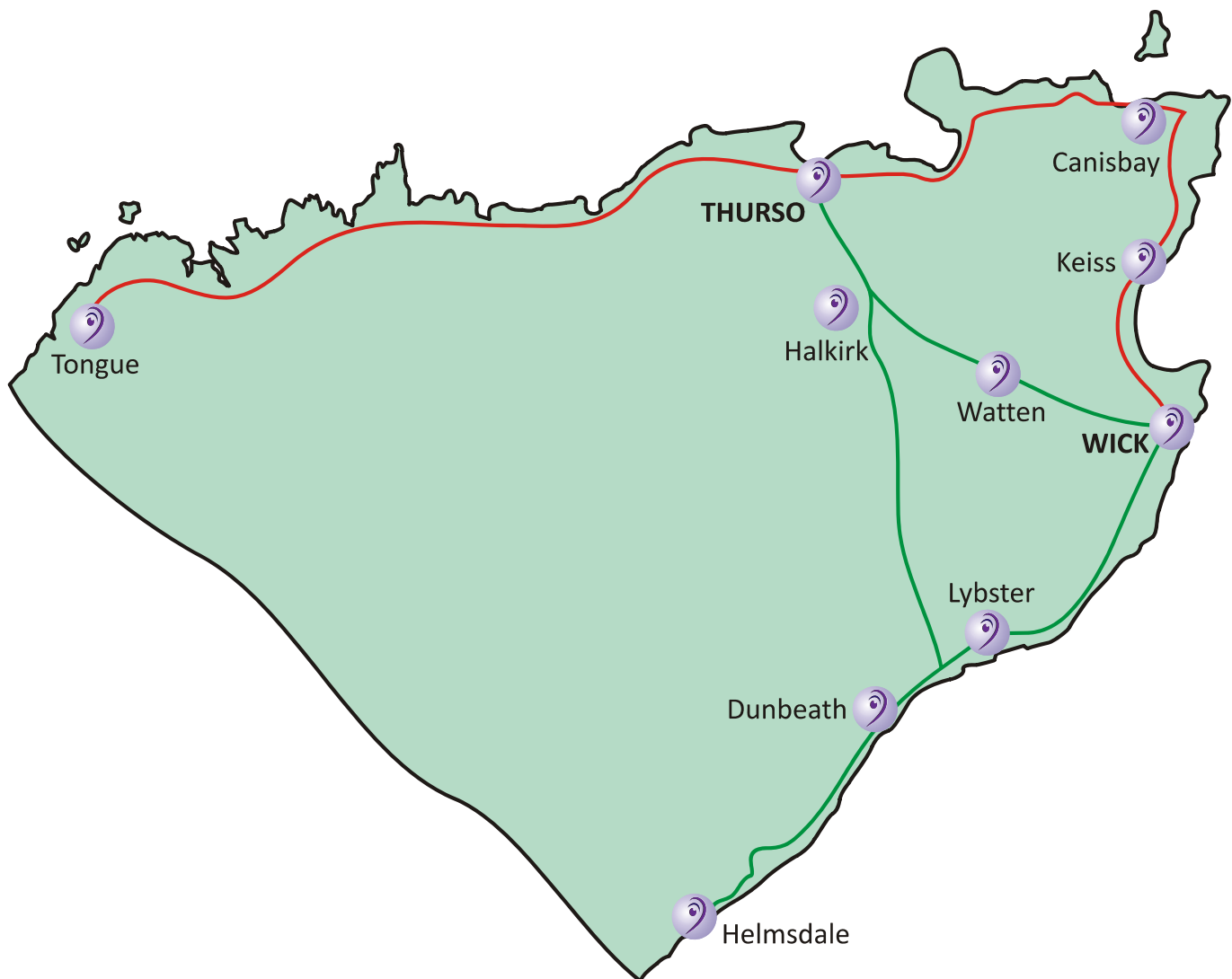
Increase in/(release of) redundancy provision

	2,015
	3
	£
	32,425
	0
	369
	32,794

	2,014
	3
	£
	24,438
	1,073
	913
	26,424

4	DIRECTORS' EXPENSES		2,015		2,014
	Number of directors who were paid expenses		0		0
5	TANGIBLE FIXED ASSETS				
		Premises Fully Grant Funded	Equipment Fully Grant Funded	Equipment Not Grant Funded	TOTAL
	Cost	£	£	£	£
	At 1 April 2014	33,506	11,776	9,363	54,645
	Additions	0	0	0	0
	At 31 March 2015	33,506	11,776	9,363	54,645
	Depreciation				
	At 1 April 2014	8,712	11,027	8,669	28,407
	Charge for year	670	150	139	959
	At 31 March 2015	9,382	11,177	8,808	29,366
	Net Book Value at 31 March 2015	24,124	600	555	25,279
	Net Book Value at 31 March 2014	24,794	750	694	26,238
6	DEBTORS (due within one year)		2,015		2,014
	Prepayments		565		3,247
	Accrued income		1,036		863
			1,601		4,110
7	CREDITORS (due within one year)		2,015		2,014
	Tax and social security		159		236
	Accrued expenses		750		737
	Deferred income		16,378		7,592
			17,287		8,565
		Restricted Funds	Unrestricted Funds	TOTALS	TOTALS
		£	£	2,015	2,014
8	INVESTMENT INCOME				
	Bank Interest		48	48	43
	Rent		2,664	2,664	2,736
			2,712	2,712	2,779
9	VOLUNTARY INCOME				
	Hugh Fraser Foundation				2,250
	Henry Smith Charity	10,125		10,125	0
	Robertson Trust	2,607		2,607	0
	Other Donations		17,118	17,118	5,385
	Fund Raising		1,113	1,113	749
	Tax Received under Gift Aid		1,036	1,036	863
		12,732	19,267	31,999	9,247

	Restricted Funds £	Unrestricted Funds £	TOTALS 2015 £	TOTALS 2014 £
10 INCOME FROM CHARITABLE ACTIVITIES				
GOVERNMENT GRANTS				
Highland Council:				
General Grant				11,310
NHS Highland:				
General Grant	4,982	15,183	20,165	3,875
	4,982	15,183	20,165	15,185
11 COSTS OF CHARITABLE ACTIVITIES				
Employment costs	8,827	23,967	32,794	26,424
Postage and telephone	416	1,247	1,663	1,347
Training and recruitment	1,823	213	2,036	47
Printing, stationery and advertising	2,923	930	3,853	1,478
Travel and expenses	630	2,711	3,341	3,099
Repairs and renewals	2,590	297	2,887	518
Capital Expenditure	0	0	0	0
Heat and light		1,237	1,237	1,298
Cost of sales		531	531	159
Rent, rates and insurance		2,806	2,806	2,777
Petty expenses	180	539	719	360
Miscellaneous expenses	325	459	784	359
Depreciation	820	139	959	1,032
	18,534	35,075	53,609	38,898
12 STATEMENT OF FUNDS				
Balances at 31 March 2014	25,545	23,926	49,471	61,737
Surplus/deficit(-) after transfers per Statement of Financial Activities	-820	1,861	1,041	-12,266
Balances at 31 March 2015	24,725	25,787	50,512	49,471
Represented by:				
Fixed Assets	24,725	555	25,280	26,239
Debtors		1,601	1,601	4,109
Bank		50,356	50,356	36,758
Creditors		-17,287	-17,287	-8,565
Provisions		-9,438	-9,438	-9,070
	24,725	25,787	50,512	49,471



Service Provision

Services are accessed at 2 drop-in centres in Wick and Thurso which are both open 3 days a week between 10 am and 2 pm. Outreach clinics are held at the other locations identified above, on a bi-monthly or quarterly basis.

Visits to local nursing homes, hospitals, day care centres and residences are made to those service users unable to access any of our services.

Geography and Locations

Wick to Thurso – 21 miles, Wick to Tongue – 63 miles, Wick to Helmsdale – 37 miles
Statutory Services are based in Inverness and Dingwall and are 100/110 miles south of Wick and Thurso. (Tongue to Inverness – 95 miles). The area has a low population density, partly served by single track roads and limited public transport.