

APDA

**Asian People's
Disability
Alliance**

Annual Report

2020 - 2021



Contents

Our aims and objectives

Our current provisions

Chairperson's Report

Chief Executive's Review

Day Care and Development

Homecare

Advice and Advocacy

Operations and Development

Events

Finances

OUR AIMS AND OBJECTIVES

APDA was founded in London 30 years ago, as a Pan-Disability Organisation (DPO) to provide culturally specific care for the Asian elderly and disabled community.

It was set up by those who had themselves an in-depth knowledge and personal experience of disability and care. There was very little appropriate support at that time.

APDA is a non-governmental and non-denominational organisation.

Our aims are:

- To provide a needs and user-led culturally appropriate service.
- To collaborate and work in partnership with service planners and mainstream support bodies.
- To act as a resource for disabled people, their carers and their families.
- To work with our disabled peers in the developing world.

WHY WE HAVE THESE AIMS AND OBJECTIVES

We have these aims and objectives so that we can:

- Reach out where mainstream services cannot reach due to lack of expertise and understanding of disabled

- people, their carers and families.
- Help incorporate the specific needs of APDA's client group in relation to service planning and areas that affect their lives.
- Provide consultation, peer support and facilitate their social development.
- Link with the Developing World allowing us to share knowledge, experience and disability attributes that assist and enrich socio-economic development.

OUR CURRENT PROVISIONS

DAYCARE

We provide participative activities aimed at improving existing skills, developing new skills, and promoting social development.

Our Day Care Centre is:

- Accredited with local authorities
- Fully accessible and fully equipped for users with mixed disabilities
- The only centre within the locality supporting Asian service users
- Our service is very popular in the local community

HOME AND RESPITE CARE

Our services are:

- Efficient and effective

- Regulated by the Care Quality Commission (CQC)
- Designed to meet the needs and concerns of both users and purchasers
- User-centered and completely needs-led

Our services enable users to:

- Continue to live in the community
- Reduce inappropriate hospitalization
- Give priority to the needs of carers and their families, who are usually poorly supported

OTHER SERVICES

- Befriending- as a growing number of elderly and disabled Asian people find themselves isolated at home and in the community, Befriending enables them to retain their independence and identity
- Information, advice, and guidance- Many of our service users and their families need assistance accessing the support that is available in a multi-lingual format

- Advocacy- A support service to provide representation if needed in matters related to care support, housing needs and medical care
- Independent living skills- With support, help and encouragement we help service users with disabilities to continue living independently at home
- Cultural events and outings- We help provide social contact our service users need
- Various Therapies- We engage our users through various therapies including exercise, yoga, multi-sport sessions, Asian music therapy, and arts and crafts
- ICT Skilling- Provide support in understanding technology to give service users and their families a gateway into the world beyond their homes
- Campaigns and Policy- Collaborating with external organisations and agencies to raise awareness about barriers for Asian disabled people in the UK and the developing world.

CHAIRPERSON'S REPORT



This year has been one of a great challenge to APDA, as a result of the Covid 19 pandemic.

Even faced with this adversity, so much so that we continue to be regarded by the local authorities as a flagship organisation for providing that essential support to the communities. In spite of the national lockdowns, we have proudly survived and even excelled in our reach to those who are most vulnerable and have been detrimentally affected by the rising uncertainty and restrictions placed on us all.

We remain very much a far-reaching source of inspiration and a force for good in advocating and promoting for the rights of Disabled and Elderly people around the world. We continue to input at international level in our role holding Special consultative status with the United Nations Council for Economic and Social Development.

Although we have had to pause a few services this year as a result of the restrictions, we have developed and continue to develop new services that better support our users in these changing and difficult times.

We are grateful to the funding providers that have supported us in our ongoing projects and our endeavours to improve the quality of health and engagement within the lives of disabled and elderly Asian people in and around London.

We continue to be innovative and optimistic that we are able to carry on our valiant efforts to provide the much-needed support and look forward to the year ahead to achieve our continued success as a viable organisation.

On a personal note, I am proud to have been part of this endeavour to face and overcome this Global trial that has been imposed on us all. Working with Zeenat's energy, we have pulled out all the stops and achieved tremendous success this year, and the efforts made as a team will enable us to excel and improve upon what has already been achieved.

Our thanks as always to our team of staff, volunteers, trustees, and all stakeholders who have supported us through the year, and we can rely on for encouraging us upwards and onwards to prove that we can maintain the high standards that service users are expecting.

I will end this report with a dedication to our much loved service users who have sadly departed this mortal coil. We keep them in our hearts and prayers and our thoughts are with their families who have lost their loved ones and are part of the large number of Global victims of the ongoing Covid-19 Pandemic. We look forward to and are hopeful that the year to come brings an end to this tragic chapter, and the next chapter brings more joy and positivity in our lives

**Pradip Shah
(Chairperson)**

CHIEF EXECUTIVES REVIEW



I am so pleased to be able to present another year's reflection of the work carried out at APDA in what an unusual 12 months in has truly been our

31-year history in Health and Social care.

As always, and in keeping with our firm aims and objectives, we have continued to help and support the empowerment of Asian disabled people here in the UK. We have done this with careful & meaningful consideration of their social, cultural, religious, and this year in particularly their safety and environmental needs with the ever-present global pandemic, Covid-19.

We remain very much a user-led organization and have been a lifeline and a point of resource for vital information to keep people safe in this precarious year, with the everchanging environment of lockdowns and restrictions as a result of the virus.

This year we quickly recovered from the initial shock of the problems being presented by Covid-19, to show our will and determination to continue to support Disabled and Elderly Asian people, their families, and Carers. Where other organisations were closed for over 6 months, we remained open and available using new technologies and methods of engagement.

APDA quickly discovered and adopted the use of digital platforms Zoom and Microsoft teams. This gave us the ability to continue to reach out to more of our users with an innovative blend of services. This proved vital to many people and ensured we could do everything in our power to reduce the feeling of isolation and abandonment that they felt from other sectors and sections of society.

We carried out all our engagements and developed new support services whilst always maintaining social distancing and safety measures. Our Daycare Team Leader's review for the year will provide more detailed information on our new delivery model and successes for the year.

Our Homecare team have valiantly continued to deliver the vital and desperately needed Care support at home all through this year. We have adopted very stringent Safety Measures and carried out full Covid-19 Risk Management procedures to ensure the safety of our staff and services users and families. We have been forward thinking in our services, and all PPE had been sufficiently purchased before the Pandemic struck, which put us in a good position for continuing to deliver the services safely.

Our Homecare Team leader will be elaborating in her section of the report on our excellent CQC rated Personal Care and Befriending services and support the team have provided to Asian Disabled and Elderly people, children, and their Carers.

Over this past year of 2020-21, we have remained a flagship service provider and DDPO, and we have even managed to still hold many enjoyable events online to celebrate the major Asian Cultural festivals, which are always popular with everyone.

The photos in our events page show our annual marking of The United Nations International Day for Older Persons, International Women's Day and the celebration of Diwali.

Of course, the one most close to all our Hearts, The United Nations International Day for Persons with

Disabilities 2020 was marked on 3rd December.

I would also like to take this opportunity to express my sincere appreciation to all those who have given funding, advice and support to us during these difficult months.

Of course, the continuity of the vital services we provide has been possible through the dedication and commitment of the Service users, APDA Committee Members, Staff and Volunteers.

**Zeenat Jeewa
(Joint CEO)**

DAY CARE AND DEVELOPMENT

I am happy to present the Day Care & Development report. We continue offering mental and physical activities that are stimulating and held in a social environment for people with Disabilities and giving them a safe space to be while giving the Family a vital break.

March 2020 saw the Day Care Centre closed due to Covid-19 and the first lockdown. In June 2020 we carried out a full deep and disinfecting clean of our centre and offices to welcome back the staff. In September 2020 we started providing our online services and activities via Zoom, to all Service Users.

We have been able to provide our new blended model of APDA day care service delivery thanks to the use of technology.

The Zoom Sessions are a full day planned sessions to enable our users & their family to take part remotely with loaned devices from APDA.

Home visit sessions were provided to support service users to engage in indoor activities, to reduce isolation at home and motivational therapies to improve movement, cognition and assist with digital support to access Zoom, accompanied then for appointment with a family member.

Our online sessions have run daily 'Monday to Thursday' with a wide variety of activities, singing and dance, arts and crafts, and puzzles and games.

We are happy that we have also been able to stay engaged with our clients through weekly contact calls, and door-step welfare checks. We have continued with community outreach services to places of interest when permitted.

Celebrations have always been enjoyed by our clients, friends, family, and staff, and like every other year we have celebrated key days we would usually celebrate in the centre, but through the platform of Zoom. We were glad to host International day of Person's with Disabilities in December 2020 and celebrated International Women's Day in March 2021. Like many other years we welcomed medical students from UCL. The program was successfully run through Zoom from January till the beginning of March where the students joined us to take part in Yoga and group discussions with clients about how disability affects their lives.

Our aims for Day Care still remain strongly and steadfast to maintain independence & preferences, autonomy, and choice. We are different to other Organisations, because we are based on cultural sensitivity services support, tailored activities that respect Asian Lifestyle and religious needs.

Staff:

Even with Pandemic, we carried on supporting the developing of our staff. We safely organised staff training to

refresh their skills especially under the Government Guidelines & England Health due to the Pandemic 'COVI19' to keep safety measures while in duty. All staff had their both vaccinations, they also carry out PCR and Flow test weekly and wear PPE while in shift. Staff can speak many languages and APDA can support more service users due to actual demand of service for people who suffer from Dementia and complex needs.

All client feedback received through the year has helped us to grow and continue professional development of our Organisation and our services.

I cannot thank enough Zeenat and the management team for their support and guidance during this difficult time, without also forgetting my thanks to the day-care team behind

me. Together we have built and developed a brand-new quality blended approach to Daycare.

We are now in a great place with this new model to be continuing to deliver our high-quality services that is adaptable and supportive to all our users in the years to come.



Mrs Nouria Yahi
(Day Care Team Leader)

HEMOCARE

APDA's homecare department is one of the key services provided at APDA, the support received by our service users and their families give them much needed stimulation and respite in their day to day lives. Like every other year, the passion and enthusiasm to promote the independence of disabled and elderly people has continually and actively been advocated for. We have started receiving a steady flow of requests for care to be provided in people's homes due to all the hard work and awareness APDA built over the years. A reflection of our efforts has been recorded in our most recent CQC inspection, where we have achieved a rating of Good following a thorough inspection.



The aims of our homecare services are to:

- Provide a safe and appropriate service that meets the individual needs of our service users.
- Our services are bespoke and culturally tailored to our service users' preferences.
- We have a holistic approach to provide support that looks at the whole person and not just their mental or physical health needs.
- Person centred care is always first priority.

- The objective of our homecare service is to maintain and promote the independence of our service users.

About our services:

We provide a wide variety of services that are available both indoors and outdoors. Our tailor-made care plans reflect the needs and much required physical and mental stimulation, suited individually to our service user's needs.

Types of care we provide:

- Personal Care – Staff visit service users at home and support their hygiene and nutritional needs.
- Befriending Services – Staff provide support and companionship to service users both indoors and outdoors.
- Domestic Support – Staff provide support for domestic tasks such as meal preparation, shopping and household chore support.
- Community Access – Staff support our service users to continue to access the community and do the things they enjoy best.
- Medical appointment escorting - Staff attend medical appointments with service users to keep them safe and maintain the service user's independence.

We listen to the needs of our clients to develop bespoke care packages. Our service users journey includes various home visits to assess the individual needs of each service user and create a care package which caters to the changing needs of our service users.



Our services provide much needed respite to the loved ones and carers of our service users and the feedback we receive from families help

us to shape the future of APDA in this continuously changing environment.

COVID-19 Pandemic

Early 2020 brought the news of an unknown virus, we now know as COVID-19. A virus that changed the lives of each and every one of us and threw the entire healthcare system into turmoil. APDA adapted to enormous change at remarkable speed because of Covid-19 and make large outlays on Personal Protective Equipment (PPE) and other measures to protect our staff and clients. At the start of the pandemic many of our service users stopped receiving services due to the fear and unknowns of the virus. December 2020 brought the news of a world leading vaccine and brought hope into the lives of us all. As the UK rolled out a pioneering vaccination program, we saw the return of our clients to in-home services. Our client vaccination rate is at 100% amongst the adults. We have been fortunate at APDA that unlike many other agencies we have not lost any of our much-loved service users in our homecare department. The priority of vaccinations for care staff

gave our service users much needed re-assurance that we will be able to keep them safe. Our current vaccination rate amongst staff is at 95%. Our staff continually wear all required PPE as an additional safety precaution and also have been carrying weekly COVID-19 testing to keep themselves and our service users safe.

Staff & Training

Over the year we have provided respite and care to 28 families, who have been supported by our team of bi-lingual staff speaking many languages including English, Gujrati, Hindi, Arabic, and Somali. We currently have 17 staff and this year we have welcomed 3 new homecare staff to APDA bringing our total to 20. All staff have been DBS cleared, fully trained and have started to deliver service to our clients. We were also able to carry out First Aid and Manual Handling training with homecare staff at the centre under government guidelines and with COVID-19 safety measures being followed. To further this training all staff also completed online refresher training in the core topics which include Health & Safety, Food Hygiene, Moving & Handling, First Aid Awareness, Mental Capacity, Dementia and Safeguarding.

Ms Saira Nawaz

(Homecare Team Leader April - December 2020)

Mrs Nouria Yahi

(Acting Homecare Team Leader December 20 - March 2021)

ADVICE AND ADVOCACY

Having Achieved the first stage of Quality First, this year we began the journey to gain the next accreditation of AQS for advice. The services we provided were greatly reduced in quantity due to covid 19 restrictions in place, but the quality remained high in the services we did provide.

EAST LONDON ACTIVITIES

Our East London services were paused due to National lockdown restrictions on Community Centres. However, we were still engaging with the ladies providing vital information through telephone chats and group messages.

OPERATIONAL & DEVELOPMENT SECTION REPORT

This year has been a good test of our online, cloud-based systems. The beginning of this year was spent in lockdown for us all, as shielding was essential for our clients and staff from the unknown of covid-19. The existing online methods we had initiated last year enabled us to carry on working remotely for all our back-office duties. We were able to continue supporting our home care services team to carry out their vital care delivery during the Pandemic.

This year has seen an unprecedented number of funding opportunities to further support those most

In the meantime, we are working with Disability Law to triage any cases that require complex legal support.

We are completing all the steps to gain the Accreditation and we are very hopeful to be able to expand our services in the years to come.

We hope to open our services to the community at the centre once restrictions are lifted and safety measures taken.

**Mrs Yasmin-Farida Rahman
(Outreach Team Leader)**

vulnerable and affected by the impact of Covid-19.

We were fortunate to be awarded funding from NHS England to deliver a small Befriending project to assist those asian elderly people affected by memory loss and Dementia during the Pandemic. We also delivered a movement and sports activities project funded by Sports England. This was to encourage those who were isolated and stuck at home to take up much needed physical exercise for better health and wellbeing outcomes.

WEBSITE AND FACEBOOK

Our website was developed to include a vital page of information for Service Users and Carers updating them on the Covid-19 situation and lockdown details. Throughout the lockdown our social media platforms have been updated with current and relevant information for our users and their

carers and families. We also created online videos for users to access in the first part of lockdown in the areas of movement exercise, yoga and arts and crafts. These videos for Service Users were provided to enable those stuck at home to follow and can be accessed via our website and Facebook page. It has been a year with our main events celebrated online via Zoom Meetings.

INTERNATIONAL

Following the Covid-19 Pandemic, international development organisations are now putting their minds more to embracing the 'localisation' concept concerning global humanitarian actions and giving more recognition that local civil society and their local authorities are best placed for their local humanitarian actions.

And that policies and programmes should come from local processes and practices rather than from external sources. However, to manage risks, a complementary practice between the international and local stakeholders is being suggested.

Covid-19 has taken a heavy toll in many of the low income and poorer countries where APDA has been active in the past. The pandemic has worsened inequalities, particularly

for the vulnerable groups who APDA assisted previously.

However, as regards our international development, APDA has now had to confine ourselves to internet mode of communication with our networking overseas agencies and the lockdowns have restricted us to currently provide only Consultancies, Advice, Information and Guidance support to our Contacts abroad.



Michael Jeewa
(Joint CEO & Co-Founder)

EVENTS, CELEBRATIONS AND ACTIVITIES DURING LOCKDOWN

IDOP20, Diwali 20, IDPD 20, IDW 21 - ALL ONLINE



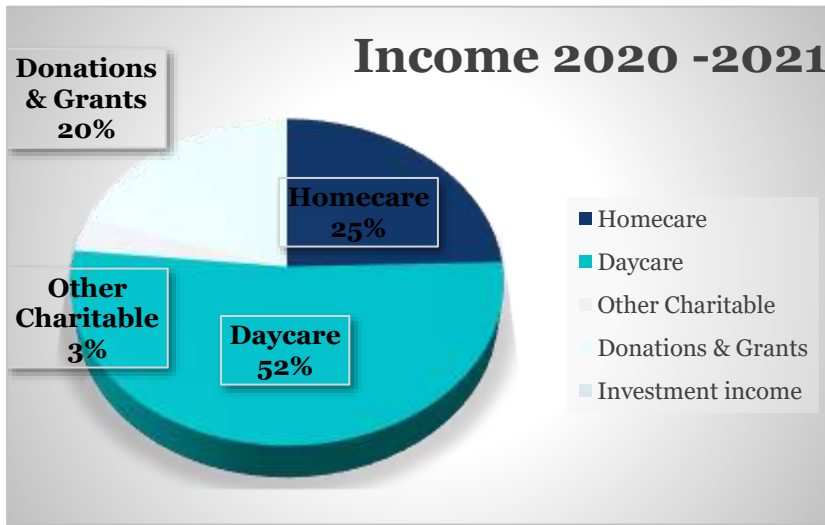


OUR FINANCES

Full independently examined and signed accounts are available to view upon request or online via our Charities page on the Charities Commission Website.

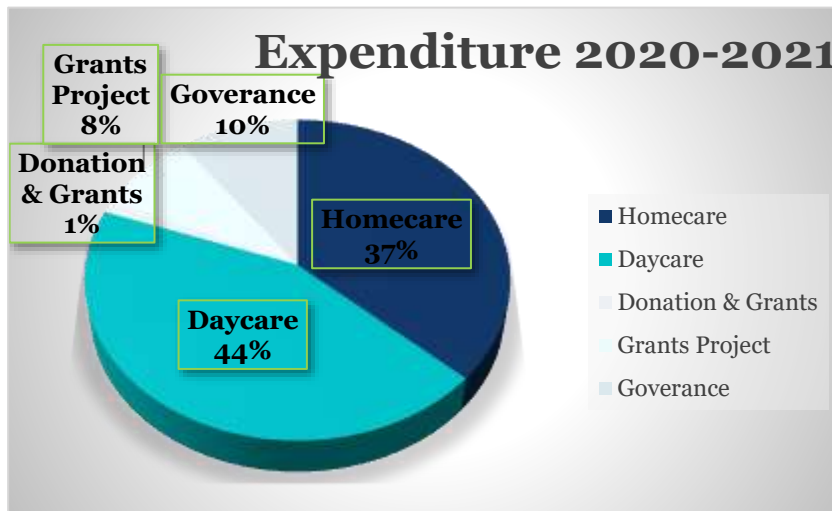
Total Income

£565,513



Total Expenditure

£451,476



MANAGEMENT COMMITTEE

Office Holders

Mr Pradip Shah – Chairperson
Mr Ashok Chabria – Secretary
Miss Rekha Mehta – Joint Treasurer
Miss Jyoti Raja – Joint Treasurer

Other Committee Members

Miss Anna Felice
Mr Azahim Mohamed
Mr Jazal Marzook
Mr Daya Lekamwattage

STAFF MEMBERS

Management Team

Michael Jeewa – Joint CEO
Zeenat Jeewa – Joint CEO

Operations Team

Nouria Yahy – Day Care Team Leader
Saira Nawaaz – Homecare Team Leader
(April to December 2020)
Fareeda Issace – Finance/HR
David Palfreman – Operations Manager
(April to June 2020)
Silva Lau – Executive PA Support to Michael
Jeewa.

Day Care Team

Alpa Patel
Monica Dobrican
Hasina Ahmed
Rung Arung-O'Donell (Noo)

Hitesh Jagda
Jasmin Akhtar
Sunder Kabaria – April to October 2020
Bryant Robinson – April to March 2021

ACKNOWLEDGMENTS

We appreciate all the organisations and individuals who support our work and would like to thank them for all the valuable assistance and grant funding through 2019-2020.

London Borough of Brent	Spitalfields Housing Association
Hon. Mayor of Brent	Mr Harbajan Singh & Mrs Singh OBE
London Borough of Harrow	Kate Lawson & Element Law Limited
Hon. Mayor of Harrow	Narayanan PN (Music Therapist)
London Borough of Ealing	Krupa Patel (Yoga Instructor)
London Borough of Hounslow	Binal Trivedy (Dance Teacher)
Tower Hamlets Community Housing	Jalaram (Caterers)
Brent Community Transport (BCT)	Kall Kwik Wembley
Prontaprint Borehamwood	DASA Consultancy
Addictive TV	Ghow Ratnarajah

Also, a huge thank you to all our wonderful volunteers who have supported us with their commitment and skills throughout the year.

BANKERS

HSBC Bank PLC
Welwyn Garden City
Howardsgate
Hertfordshire
AL8 6BH

ACCOUNTANT

ACE Accountants
44 Hartford Avenue
Kenton
Middlesex
HA3 8SY

AUDITORS

Chapmans Chartered
Accountants
3 Coombe Road
London
NW10 0EB

LEGAL ADVISORS

Element Law Limited
Calverley House
55 Calverley House
Tunbridge Wells
Kent TN1 2TU



Day Care & Development Centre
Alric Avenue
London
NW10 8RA
www.apda.org.uk

Registered Charity Number: 114009

Contact Us

Day Care

t 020 8459 1030

e daycare@apda.org.uk

Home & Respite Care

t 020 8830 4880

e homecare@apda.org.uk

General Enquiries

t 020 8830 4220

e director@apda.org.uk