

Report to Felixstowe Town Council

Revitalise would like to say thank you to Felixstowe Town Council for your extremely generous gift of £764 in December 2018 which will help us subsidise 2 essential respite breaks for disabled people and their carers from Felixstowe. The support we have received from Felixstowe Town Council has been hugely appreciated.

“Revitalise has 100% made a difference to our lives.”

Key Achievements

During 2017/18 Revitalise provided:

- Almost 4,400 breaks for disabled people and carers at our three centres in Southampton, Essex and Southport.
- Over 1,200 volunteering opportunities at our centres to ensure that all our guests had a break that offered fun, freedom and choice.
- Our Charity Shops benefitted from around 100 volunteers working to raise funds to support our activities.
- £620,000 from our hardship funds, enabling our most financially disadvantaged guests to access a much needed break. We continue to source income for this most valuable bursary fund.

How your grant will be used – activities and achievements

With your support our Felixstowe guests will benefit from 24 hour nurse led-care in a holiday environment, volunteer support and a choice of day trips and centre based activities and entertainment.

We have all the necessary equipment at our accessible holiday centres that many of our guests require including hoists and profiling beds, without it they may not be able to take a break at all. All our centres are registered with CQC and are led by a General Manager and a Head of Nursing who have many years experience, and are supported by our nursing team who provide high levels of bespoke care.



Our Felixstowe guests will benefit from the socially enabling atmosphere of Revitalise breaks. We are lucky enough to be supported by the largest residential volunteer programme of any UK charity who provide social support and help create the warm welcoming atmosphere we pride ourselves on. So often guests tell us what makes their breaks so special are the friendships they make and the memories they create.

Outcomes for our guests in 2018/19

- 71% felt closer to their carer or the person they cared for
- 61% felt better able to face the challenges of daily life
- 70% felt part of a social circle

- 67% felt their quality of their life had been improved

We recently launched our 'Rest Assured' pledge to ensure that the service and care we provide to our guests is second to none, offering our guests peace of mind and a truly memorable holiday. Our pledge is backed up by the fact that:

- 96% of our guests would recommend a Revitalise break to others
- 97% of our guests surveyed this year told us that the quality of the care they received was "good" or "excellent"
- 93% of our guests rated their overall experience as "good" or "excellent"
- 97% of our guests rated the service they received as "good" or "excellent"

The impact of our breaks

"Our time at Revitalise enabled us to leave the stress of our everyday lives behind and spend quality time together. It was fantastic to have a week to relax and recharge our batteries, to meet others and socialise and not feel isolated."



"Our break was extremely restorative and eased my anxieties. It enabled us to explore new ways of doing things as my health had made it restrictive to get out. I was able to see and try new activities and go to new places all in a safe and inclusive environment where I received care that specifically catered for my needs."

"For my husband and I have to have time away from these four walls was bliss. He has always had a busy life and he loved being with the other guests. It was wonderful to have some time to myself, I could relax knowing that he was safe and cared for."

Thank you to Felixstowe Town Council for your wonderful support