



THE CONNAUGHT

ANNUAL REPORT 2025

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INTRODUCTION

2025 has been an incredibly busy year at The Connaught and we thought it would be a great idea to produce an annual report to let you know what we've been up to.

We have tried to give you a good overview of all the services we provide and how we plan to try to improve these further – particularly with the welcoming of residents to the new extension and the potential for achieving nursing home accreditation in 2026.

We hope you enjoy the report and please do let me have any feedback on what we could do to improve it for the next one in 12 months' time.

We particularly hope you like the picture above of our Alderney Week award-winning static float!



Liz Bowskill

Operations Executive Director

OVERVIEW OF THE SERVICES WE PROVIDE

Residential Care

There are two admission pathways into the Connaught and Jubilee Care Home for both respite and long-term residential care.

These are entry as a private resident, or by assessment by a social worker, who will ascertain your care and support needs. To be entitled to an assessment, an individual must have been a **resident in the Bailiwick for a minimum of 5 years** (up to present day) and must have contributed to the social security system during the whole of that period. **The HSC Social Worker** comes approximately three times a month from Guernsey to assess the care needs of the older population; this is called a 'needs assessment'. To qualify for support, the individual must have recognised health or social care needs and be unable to independently care for themselves without assistance or support. If the care and support criteria are met, dependent on need, the individual being assessed may be offered social security benefit to either fully pay for respite care or pay towards long-term care.

Domiciliary Care (Home Care and Home Help)

Domiciliary care is a service which provides care and support to Alderney residents in their own homes to enable them to live as independently as possible. This professional service offers a wide range of assistance within the home. Examples of this assistance can include:

- Light Housekeeping e.g. general cleaning and laundry
- Assistance with preparation of food and/or eating and drinking
- Transport aid, e.g. taking people to medical appointments in Alderney or Guernsey
- Assistance with personal care at home, e.g. bathing, showering, dressing, toileting and continence management
- Day-to-day shopping
- Assisted bath at the Connaught with transport to/from the Connaught

Meals on Wheels

This Service is operated Monday to Sunday for main meal and dessert and is available on days that suit you. Most dietary requirements can be met with prior arrangement, and all meals are delivered to your home. Referrals can be made by either health care or care professionals, family, carer or self-referral to The Connaught on **01481 822756**.

Connaught Day Care

Our day care service includes a lunch time or supper meal, with options for a bath and entertainment/activities and support from our Care Assistant Team who will look after any of your care requirements.

CHARITABLE PURPOSE AND ‘PUBLIC BENEFIT’





Charitable Purpose and the Public Benefit Test

As you may be aware, The Royal Connaught Residential Home Limited – or as we like to be known, ‘The Connaught’, is a limited company registered in Alderney and a Charity registered in Guernsey, with the States of Alderney being the shareholder of the organisation.

Central to all we do at The Connaught is to deliver our charitable purpose of ‘delivering affordable and sustainable care to the elderly residents of Alderney’.

Our activities and the way we manage the organisation are reviewed by the Guernsey Registry through what is known as the ‘Public Benefit Test’ – how many of our community do we support/reach and what is the level of service we provide (a new measure brought in following last year’s MoneyVal (anti-money laundering) inspection in the Bailiwick.

The table gives you some idea of the size and scale of the services we provide:

	RESIDENTIAL CARE	
	12	RESIDENTS CURRENTLY LIVING IN THE JUBILEE
	27	PEOPLE LIVING IN THE CONNAUGHT
	13	NEW BEDS DUE TO OPEN IN THE NEW EXTENSION IN 2026
	MEALS ON WHEELS	
	30	PEOPLE RECEIVING MEALS DELIVERED TO THEIR HOME
	120+	AVERAGE NUMBER OF MEALS DELIVERED PER WEEK
	6,000	MEALS DELIVERED PER YEAR
	DOMICILARY CARE	
	51	PEOPLE RECEIVING CARE IN THEIR HOMES
	170+	AVERAGE NUMBER OF HOURS OF CARE PROVIDED PER WEEK
	9000	TOTAL HOURS OF CARE PROVIDED IN THE YEAR
	ACTIVITIES	
	440	CLASSES PER MONTH AT THE CONNAUGHT
	5,000	CLASSES ATTENDED PER YEAR
	6,000	OUR TARGET ATTENDANCE RATE FOR 2026

IMPROVING THE HOME

New Extension

One of the areas we have been most excited about has been the development of the new extension which will add an additional 13 rooms to the Home.

The extension was successfully assessed by Guernsey's Health and Social Care team on 16th December, and we will commence phased occupation of the new facility towards the end of January 2026.

New roof on the Jubilee

One of the areas the States of Alderney (our landlords and owners of the building) will be addressing in 2026 is the replacement of the existing roof on the Jubilee building. As you can imagine this will be quite a lengthy process, with scaffolding due to go up in February 2026, and will require three of the existing rooms to be taken out of commission while the building work takes place.

We will do our best to minimise disruption to our residents, but inevitably there will be some movement of people during this time.

Room refurbishment in the Jubilee

While the roof work takes place, we will also use this as an opportunity to refurbish some of the rooms and conduct significant repair work in two rooms which have been out of commission for some time.

Hopefully all of this work will be completed by autumn of 2026, and we will keep you updated of progress on Facebook and our website. The disruption will yield a far better building and will provide an additional two rooms at the end of the process – and no more leaky roof!

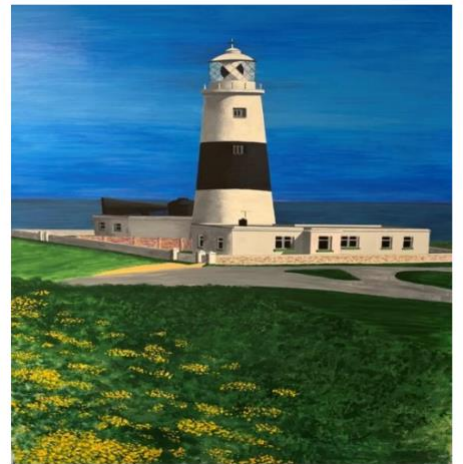
By the time all of these works have been completed we will be able to provide 52 rooms for residents and dedicated respite care.

Making The Connaught a home from home

One of the areas we work very hard at is to make The Connaught a real home from home for our residents. With that in mind, we try to bring colour and imagination to the building and to try to decorate it in a manner that really resonates with our residents.

We are particularly fortunate to have Jamie Walker in our Facilities Team, who isn't just great with an angle grinder and growing vegetables for the kitchen, but is also an incredibly talented artist who has painted some truly fabulous artwork that means an immense amount to our residents.

Here's the man himself and some of his many creations:



Can we be the most Active residents in a Care Home?

We all know the benefits of maintaining an active lifestyle, whether that be a sporting interest, hobby or structured exercise in both improving our physical and mental wellbeing.

This is even truer for the residents of The Connaught.

Keeping active brings profound benefits that go far beyond physical health. Gentle movement – like walking, stretching, chair exercises, or group activities can help preserve mobility, reduce joint stiffness, and improve balance, lowering the risk of falls. Even small, regular movements can make a big difference, supporting independence, dignity, and joy in daily life.

One of the areas Esme Bowskill, our activities co-ordinator and her team of Janene and Jo, work really hard at is to try to find ways for all of our residents to get involved. We offer a wide range of activities including Pilates, chair yoga, movie afternoons, singalongs and art club, and we have recently started nursery groups coming into the home. A book club with group reading sessions is a popular addition to the schedule, while trips out to Homecoming Day tea parties are firm favourites!

In October alone our residents took part in 442 activities – a new record for us – and we are going to see if we can continue to encourage and support our residents to find ways to keep as active as possible, knowing that the more active they are the healthier they will be. We have set a target of 6,000 activities in 2026.

And as you can see from the photos below, we never lose the love of hide and seek and fancy dress!



BUILDING THE TEAM

NEW DEPUTY CARE MANAGER – Kirstie Webb



Kirstie joined the Connaught on 1st October 2025, adding valuable experience to Liz Bowskill's management team. She came to Alderney from her position as Business Manager for Safeguarding and Community Partnership for Bath & North-East Somerset.

"It's a very varied role covering everything from the care and housekeeping team within the Connaught to looking after and supporting the kitchens and activity teams. I love it," she said.

NEW FINANCE AND COMMERCIAL EXECUTIVE DIRECTOR – Will Pierce



Will joined the Connaught as an Executive Board member on 1 August 2025, following eighteen months as a Board member in his previous role as Head of Alderney Care. He brings over 10 years' experience in healthcare delivery, including seven years as CEO of Queens Road Medical Practice.

His appointment reflects the growing complexity of operating the Connaught as our service offer continues to evolve, charitable governance requirements increase, and the scale of the organisation expands. Will's role strengthens the leadership team at a pivotal time, supporting the development of a care operation that is affordable and sustainable, while building resilience needed to continue delivering high-quality care into the future.

NEW NON-EXECUTIVE DIRECTOR – Alistair Forrest



Alistair joined the Board in January 2026 and will play a key role leading our communication and engagement strategy.

With many years of experience as a journalist, editor and author, including a decade as principal of a PR company, Alistair will help ensure everyone is kept informed of any changes at the Connaught and will be involved in future ideas and plans.

PLANS FOR 2026

OPENING THE NEW EXTENSION

The most significant development we will see in early 2026 will be the phased opening of the new extension. We will gradually test the new facility, moving existing residents from the Jubilee and the Connaught into the new rooms and over the whole year we will see the current 39 beds increase to 52.

DEDICATED RESPITE ROOMS

One of the areas we are keenest to address is the challenge faced by people in Alderney who have a respite care certificate being able to access the level of respite care they deserve. The challenge of too few residential/nursing care beds on the island has sadly led to real challenges for people accessing the periods of respite they deserve.

Once the new extension is up and running, we will be creating dedicated respite rooms in the Connaught which will only be used for the provision of respite care, and this will hopefully help to alleviate the current 'queues' people are facing.

DOMICILIARY CARE RESPITE SERVICE

One of the areas we have been working on with the Social Investment Fund (SIF) in Guernsey is to gain funding to enable us to provide short term (24-hour period) respite care for people who only require one day of support, but do not wish to leave their own homes. We are delighted to be able to announce that our grant application was successful and we will be launching this service for people who are in receipt of a Respite Care Certificate and would like one of our domiciliary care team to care for them for 24 hours in their own home.

More information will be forthcoming about this service in the next few weeks.

DEVELOPING A NURSING CARE SERVICE

Currently any resident of the Connaught whose care need is classified by Guernsey's 'needs assessment panel' as having reached 'nursing care' will in most situations need to transfer to the Mignot Memorial Hospital long stay ward. Similarly, anyone in the community who needs to leave their own home following a 'nursing care' assessment will need to move to the Mignot.

Our plan is to look at developing the Connaught so it achieves dual registration (like many homes in Guernsey) where we would be registered to look after people with a residential or nursing assessment, meaning our residents would not need to leave their home to move to the Mignot if their care needs gradually increased.

This will be a very significant project, but one we believe would add significantly to the quality and continuity of care we provide and one that would greatly reduce the level of disruption some people suffer at what can be a very difficult time.

FINANCIAL SUSTAINABILITY

FINANCIAL OVERVIEW

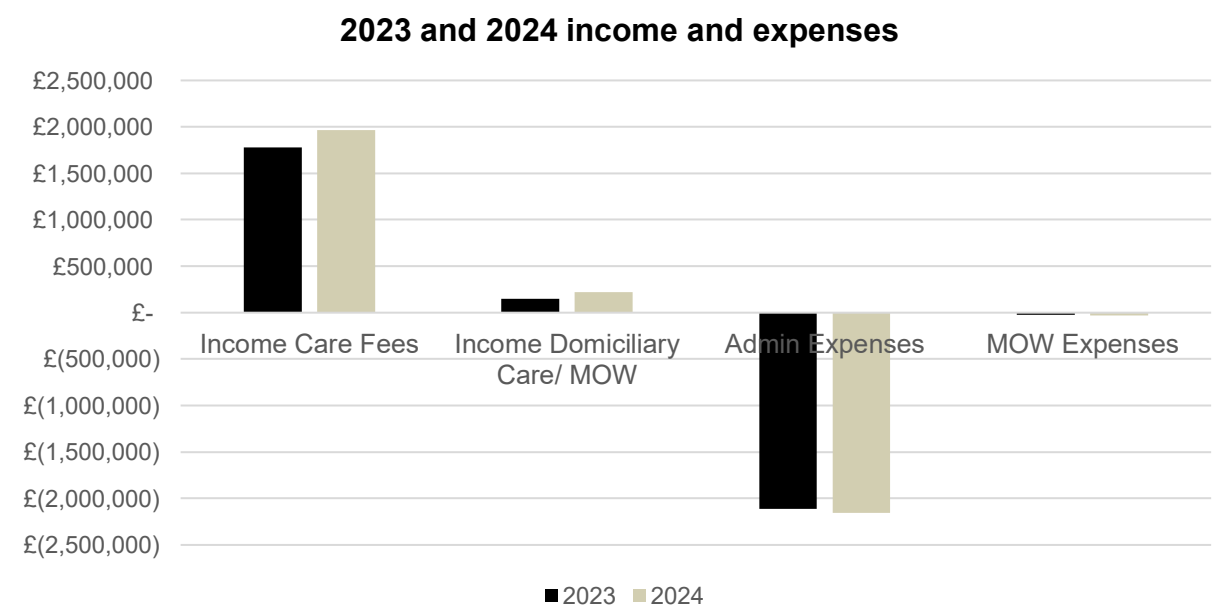
As we mentioned earlier, as part of our charitable purpose, we aim to provide affordable and sustainable care to our community. The States of Guernsey long-term care fund (LTCF) sets the charging structure for residential and nursing care on an annual basis. This sets the minimum amount a care home can charge for residential/nursing care and requires a portion of this amount to be paid for by the resident (known as the co-payment) and the LTCF paying the balance – this is typically known as the ‘States rate’.

In Guernsey, a great many of the care homes also charge a ‘top up’ amount to residents, in excess of the States rate.

We do not charge any form of top up and we are committed to making our services as affordable as possible. We suffered a very difficult financial year in 2023 and have made appropriate changes to bring the Connaught to a more sustainable position.

The figures below give a high-level review of our performance in the last two years, and we will expand upon these further in subsequent reports once our annual audit for 2025 has been completed.

	2023	2024
Total income	£1,928,188	£2,188,805
Total expenses	(£2,137,871)	(£2,182,381)
Surplus/(loss)	(£209,683)	£6,424



WOULD YOU LIKE TO GET INVOLVED?

CAREER OPPORTUNITIES

As part of our expansion plans in 2026 we will be recruiting people on an ongoing basis to a broad range of roles – these will include full, part time and zero hours contracts.

For the most up to date information on the available roles we have, please click on:

<https://www.connaughtcare.org/career/>

If you would like to have an informal chat about the roles on offer, please contact Lisa Oates on 01481 822756, option 6, or via email at lisa.oates@connaught.org.gg

BECOME A VOLUNTEER?

For people who would rather help at the Connaught on a voluntary basis, we are always keen to welcome new volunteers to the team

Again, this can be on a flexible basis and across a variety of roles – please contact Lisa on the details above.

FEEDBACK

CONTACT INFORMATION

This is our first annual report, and we really hope you have found it useful. If you have any feedback, ideas or suggestions, please do get in touch.

LIZ BOWSKILL OPERATIONS EXEC DIRECTOR	WILL PIERCE FINANCE & COMMERCIAL EXEC DIRECTOR	JUDY CRASKE NON-EXEC CHAIR	ALISTAIR FORREST NON-EXEC DIRECTOR
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