

Sandgate Hydrotherapy Pool Healthier with Hydrotherapy

Annual
Report
2019/2020



Contents

Section

1	Welcome	3
2	Introduction	4
3	Progress and Achievements	5
4	Measure Yourself Medical Outcome Profile (MYMOP)	6
5	Case Studies	7-10
6	Governance and Accounts	11
7	Priorities for 2020-21	12



1.0 Welcome

It gives me great pleasure to welcome you to the Annual Report for Sandgate Hydrotherapy Pool for 2019-20. It has been a monumental year for the Pool, filled with significant achievements, most notably the completion of the new roof, along with the installation of a range of solar and photovoltaic panels, which will not only future proof the building, but also reduce on-going energy costs.

However, there have been significant issues as well, most notably the on-going situation surrounding the COVID-19 virus. At the start of the crisis we took the sensible decision to close the pool for the time being to ensure the safety of our staff and pool users.

Despite this, it is pleasing to report on a number of positive developments that will make a real difference to the lives of many existing and new Pool users alike.

The Pool was built in 1977 through donations received through public subscription for the children and adults in the community who have mental and physical health problems. The fundraising was led by members of Westmorland Mencap, who have continued their support for the Pool ever since, more latterly through the Trustees of South Lakeland Hydrotherapy Trust. I would like to put on record my thanks to the members of the Trust for their continued drive and commitment to the Pool and the development of the services it provides.

Due to the unique nature of the services provided at the Pool, it has been possible to secure long term partnership funding arrangements with a number of key stakeholders, these being Cumbria Clinical Commissioning Group, South Lakeland District



Council, and Kendal Town Council. Again, it is worth noting the vital role that this partnership funding plays in securing the long term sustainability of the Pool, and I do hope that even in these challenging economic times these arrangements can be continued. Further additional fundraising has been co-ordinated on an on-going basis by the South Lakeland Hydrotherapy Trust, which has led to significant improvements being made to the Pool building, and an increase in the level of service provided to Pool users. The completion of the Pool roof project demonstrates the excellent partnership working in place between Cumbria County Council and the South Lakeland Hydrotherapy Trust.

I would draw your attention to the case studies contained later in this Report, which bring to life the real difference the Pool and the services provided make to people of all ages from the South of Cumbria. They really do make for inspirational reading!

I would like to end this Welcome by expressing my thanks to Gretl and the rest of the Team at the Pool for their continued hard work and commitment to providing fantastic service to the users of the Pool.

I hope you enjoy reading the rest of the Report.

Cllr Nick Cotton
Chair of South Lakeland Local Committee

2.0 Introduction

2.1 Sandgate Hydrotherapy Pool offers a unique service to the population of Cumbria, the benefits of hydrotherapy have been well known for many years. The Pool offers these benefits in a supportive, non-competitive environment that affords privacy. Key benefits for Pool users include the ability to:

- Move more easily
- Relax your body
- Regain fitness following an operation or accident
- Ease pain
- Perform gentle all body exercises
- Improve circulation and breathing
- Build self confidence

2.2 **The Pool has a number of key objectives which include:**

- To provide therapy at an affordable cost
- To provide a Pool heated to 94°F (10°F higher than a public swimming pool)
- To provide personal/specialist sessions
- To facilitate confidence building and emotional support
- To provide an environment for social interaction
- To maintain and improve the Pool facilities
- To provide a leisure facility for the disabled and their families
- To provide hydrotherapy courses for professionals and carers

2.3 A further advantage is that referrals to use the Pool can be made through a number of different sources, these include through a General Practitioner (G.P.), through a Hospital Consultant, via a Physiotherapist, or through a group session booked by a number of existing voluntary organisations for the disabled, including:

- Adult learning and training groups
- Arthritis Care
- Breast Care
- Cancer Care
- Headway
- Multiple Sclerosis
- Sight Advice
- Stroke Club
- Whinfell Office Skills Project
- Whinfell and Windmill

2.4 The Pool is staffed by a small Team of dedicated professionals, who are all qualified and experienced in providing the most appropriate service to Pool users on an individual basis. Additional specialist physiotherapists are also used in specific cases to ensure that the users benefit as much as possible from the hydrotherapy.

2.5 Further information regarding the progress and achievements of the previous year are detailed in this Report along with some real examples of where the provision of hydrotherapy services has benefitted individuals from across Cumbria.

2.6 For further information please contact the Pool Manager on **01539 724818**.



3.0 Progress and Achievements

15,177  individual visits to the pool in the year

92  new referrals made to the pool

88% of pool users would recommend the pool to their friends or colleagues 

2,847 **89%**

9,781  **self-management session visits** during the year

89%  of pool users stated that the **professionalism** and **helpfulness** of **staff** was **very good** or **excellent**

group users visits throughout the year  of pool users stated that the **quality of the service provided** at the pool was **very good** or **excellent**

The main strengths of the pool are the staff, their discretion, professional and technical knowledge, plus the kindness and empathy they have with the pool users.

Staff are kind and helpful, significant physical and social benefits.

Knowledgeable, professional, and 100% commitment from the staff.

Welcoming, non-judgemental, social, prevents depression, prevents social isolation, would be far worse off without it leading to bigger drain on NHS resources.

Friendly atmosphere and very efficient helpful staff. When asking for help nothing is too much trouble.

4.0 Measure Yourself Medical Outcome Profile (MYMOP)

To help evaluate the difference the hydrotherapy services make to the lives of pool users, we have introduced an annual cycle of surveys to assess the benefits derived by clients from using the pool and its services. The MYMOP questionnaire is completed on two occasions over a period of time and measures the differences in the responses provided, to determine whether clients feel better about the symptoms for which they were referred to the pool.

The first three years of the survey has provided some really valuable information around reported improvements in the initial symptoms, as well as respondents reporting an increased capability to undertake a range of activities, and also an improvement in general wellbeing.

Headline results would indicate that significant improvements are made to individuals reporting the most serious symptoms, in terms of the reduction in the severity of the symptom, but also their ability to perform specified activities, and the impact on their general wellbeing.

The results also show that individuals reporting moderate severity symptoms reduce the severity of those symptoms, and their ability to perform specified activities, and see improvements in their general wellbeing.

A full copy of the evaluation report is available on request. To ensure that the progress of all pool clients is tracked, the survey is now undertaken with all new pool clients on a rolling basis.



5.0 Case Studies

This section provides a range of case studies demonstrating the impact the Pool and the services provided has had to the lives of Pool users.

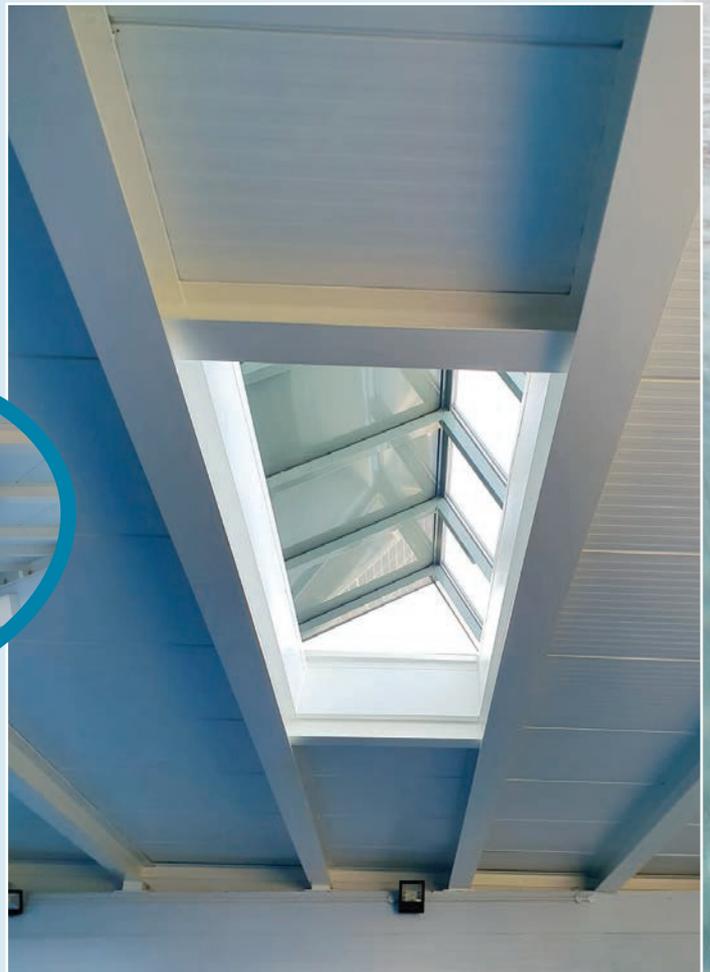
Case Study - Installation of new pool roof

Cumbria County Council (CCC) and South Lakes Hydrotherapy Trust (SLHT) have been planning for the installation of a new pool roof for around two years. The existing roof had been in place since the pool was built in 1977, and was coming to the end of its lifespan.

This project was identified as being the final major initiative requiring attention from the Conditions Survey undertaken five years previously, and would 'future proof' the pool building for years to come.

The design of the new roof, as well as having increased levels of insulation, also incorporated the provision of a number of solar and photovoltaic panels, thereby increasing energy efficiency, and reducing on-going energy costs, thereby making the pool more sustainable and cost effective moving forward.

SLHT raised a remarkable £230,000 from a wide range of sources to enable the works to be completed, and CCC's Property Team managed the design and build process. Colin Ranshaw, Chair of SLHT, "This is a real partnership of CCC supporting and helping deliver the project along with SLHT and the community raising the funding all working together to keep this valuable and valued Health resource.



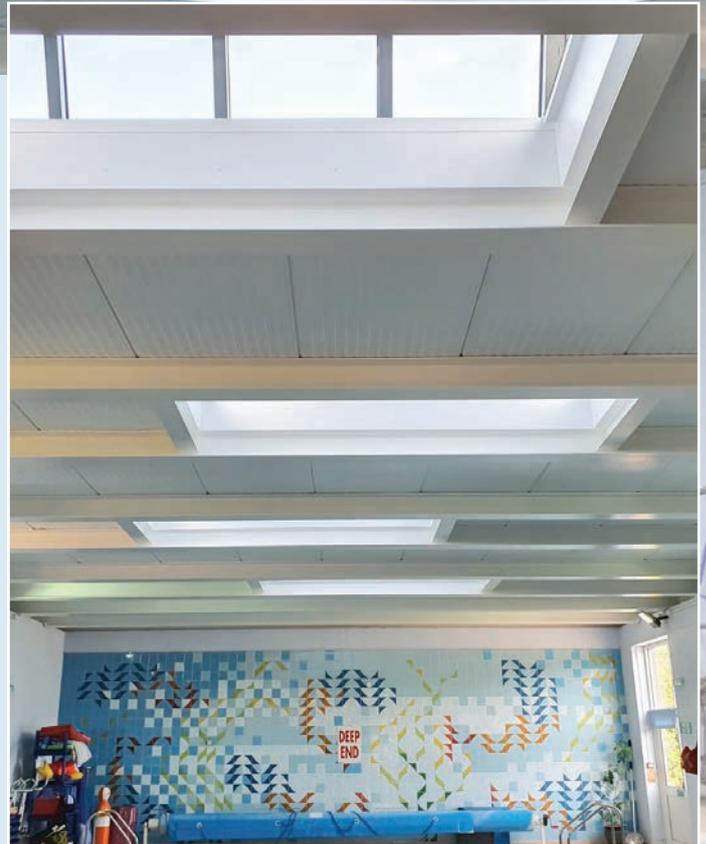
Worth the wait, lovely clean job.

Completes the look of the whole building.

The programme demonstrates the strong relationship in place between CCC and SLHT, and is the latest in a long line of joint projects undertaken to continue to develop the facilities and services provided at the pool, these have included:

- Installation of new boilers;
- Changing room extension works;
- Car park improvements;
- Plus a range of other smaller projects to improve the facilities and the services provided.

The appointed contractors, Pinington Ltd, started work on site on 21 October 2019, and were completed by mid-December. The pool re-opened following the Christmas break, with feedback from staff and clients has been extremely positive.



Seems to give more natural light.

Brightens up the place.

Councillor Nick Cotton, Chair of South Lakeland Local Committee, Cumbria County Council, summed up the benefits of the project, by saying: *“Sandgate Hydrotherapy Pool provides a range of services which make a real difference to the lives of people of all ages in South Cumbria. The pool has undergone a series of improvements in recent years, all funded by the Trust, and this project is the final piece of the jigsaw in terms of future proofing the pool.”*

Case Study - Angela Nottingham

1/ Aims and Objectives of Sandgate Hydrotherapy Pool use

Angela has secondary Breast Cancer in her bones & liver, following an initial diagnosis in September 2017. Her left arm is the main issue for using the pool, as she has had a humeral & shoulder replacement with titanium in May 2018 and now only has very limited, around 30%, of normal left arm movement. Land based physiotherapy has had negligible results.

She uses the hydrotherapy pool to enable her to move the left arm, which she would otherwise not be able to do. This usage prevents further muscle wastage in the arm and shoulder. The freedom of arm movement in the water is very rewarding and makes her feel 'normal' again, Angela says that she "always leaves the pool feeling positive with life".

2/ How we went about achieving the aims and objectives

Angela attends the pool once per week for 45 minutes. She uses the foam dumb bells to carry out a range of activities such as arm curls, raising both arms to the sides, pushing the dumb bells straight down under the water. To assist with her stamina, she also tries to swim several lengths, usually 20 to 40 lengths, time permitting. Sadly, the only stroke she can do now is breaststroke, which she thinks is slightly ironic!

I feel recharged with hydro-electricity at the hydrotherapy pool.

3/ How successful were we in achieving our aims and objectives

As a result of using the pool, Angela feels "alive, human, and not disabled". Although she has never suffered with mental health issues, she does feel that using the pool has impacted positively on her mental health. She has always been a very active person but having a physical impairment has been hard to adapt too.

With regard to muscle recovery and flexibility, she feels that they have improved slightly, however if she misses her weekly session, she struggles to do as much the following week. Angela feels that she is too hard on herself, and maybe expects too much improvement around the physical improvements that can be realised, but she is committed to continuing her sessions at the pool.

4/ Success factors and lessons learnt

Angela feels privileged to be able to use the pool. After her session she always feel more confident about her disability and can see the positives it has brought her, she no longer focuses on the negatives. All the staff and other pool users are friendly and she feels she has another family.

The changing rooms are warm and spacious, with nice hot showers. The floats and pool equipment to assist with exercises are invaluable. Staff are always on hand to provide guidance on using the equipment.

Since attending the pool she has felt confident enough to resume her regular cycling activities, which prior to her secondary diagnosis, she would cycle 3 times per week. She believes her balance and confidence on the bike have improved through use of the pool.

Case Study - Sue Wilson

1/ Aims and Objectives of Sandgate Hydrotherapy Pool use

Sue was referred for hydrotherapy as she suffers from psoriatic arthritis and osteoarthritis.

Having had seven major surgeries leading to five replacements joints, the aim of water-based exercise is to increase muscle strength to enable her to continue to move independently, as well as maintain flexibility and strength in her remaining non-replaced major joints.

Sue also suffers from asthma, and movement in the warm atmosphere of the pool was regarded as beneficial to maintaining and improving lung capacity.

2/ How we went about achieving the aims and objectives

Sue attends the therapeutic exercise classes twice each week for 45 minutes per session, afterwards she feels tired from having worked hard!

This class provides the opportunity under expert tuition, to undertake a range of different exercises which are not only designed to maintain and improve movement of all major joints, but also offer the opportunity at the same time to build endurance and have a positive effect on cardio vascular function.

3/ How successful were we in achieving our aims and objectives

Sue states that “the combination of carefully planned exercises in warm water has had a positive impact not just on easing joint pain and enabling more fluid movement, but on general well-being. The positive impact is not just physical, but also mental and emotional. Encouragement and understanding from staff who are not only well versed in the limitations

that different diseases places on physical capabilities, but also are keenly interested in making the experience in the water so constructive, that the positive spin offs are significant”.

She goes on to say “The sessions are really enjoyable and having arrived at the pool in pain and often feeling the stress that disability can have on daily life, one leaves the pool in less pain, feeling uplifted and somehow lighter in spirit. The ‘hidden’ benefits are just as important as the obvious physical impact of this special form of exercise”.

4/ Success factors and lessons learnt

The difference in Sue’s ability to complete daily activities has been noticeable, she now enjoys the benefit of moving with less pain between her regular sessions at the pool. Regular hydrotherapy at the pool has meant recovery from surgery has been quicker as a result of improved muscle tone prior to each operation.

Her improved mobility enables Sue to enjoy greater independence and thereby place less of a burden on other elements of the NHS. Moving in the water is much easier and less painful in many ways than moving on land and consequently there is the positive impact that comes from being able to move joints in ways that are usually very limited.

It isn't an understatement to say that the pool is a life line. It provides a positive contribution to so many areas of life, not least the joy of looking forward after each visit to a period of less pain, easier movement but also the unseen benefits that each session contributes to personal wellbeing and positivity.

6.0 Governance and Accounts

6.1 The Sandgate Hydrotherapy Pool Staff Team is employed by Cumbria County Council and the Pool is housed within the People Directorate.

6.2 Staff are bound by Cumbria County Council policies and procedures which relate to human resources, financial compliance, and health and safety amongst others.

6.3 Line management for the staff is provided through Active Cumbria, with the democratic accountability and budget for the Pool being held by the South Lakeland Local Committee.

6.4 To continue to develop the Pool further, Cumbria County Council and the South Lakeland Hydrotherapy Trust have agreed to work in partnership. Each organisation has a clear remit in this partnership and these are articulated below.

6.5 The Role of Cumbria County Council

Cumbria County Council is responsible for the safe and efficient operation of the Pool, specific roles include:

- Financial accountability including efficient procurement;
- All aspects of health and safety and meeting relevant legislation;
- All aspects of human resources as employers of the Pool staff;
- Ensuring staff are trained to required standards, so as to provide a 'perfect' experience for Pool users based on need;
- Admission price policy;
- Marketing and promotion of the Pool and the services it provides both internally and externally;
- On-going maintenance of the Pool plant and building.

6.6 The Role of South Lakeland Hydrotherapy Trust

In support of Cumbria County Council, the South Lakeland Hydrotherapy Trust has agreed to provide a range of support and advisory functions. These include:

- Fundraising in the local community to continue to improve the Pool facilities and services;
- Advice on financial matters including appropriate admission prices;
- Promotion of the Pool and the services provided;
- Advice on health and safety matters;
- Opportunities for the development of services and the Pool building.

6.7 Summary financial statements for the operation of the Pool in 2019-20 financial year are as follows.

	Actual Amount £
Income	
Partnership Funding	3,290
Operational Income – Individuals	55,475
Operational Income – Groups	12,835
CCC - South Lakeland Local Committee	54,328
Total Income	125,928
Expenditure	
Salaries, On-Costs and CPD	82,103
Supplies and Services	14,590
Premises	30,138
Capital Charges	12,700
Total Expenditure	139,531
Balance of Expenditure over Income	13,603

These figures are provisional until approved by the Official Auditor as at 30.09.20.

7.0 Priorities for 2020-21

The priority work areas identified for 2020-21 all contribute to the continuing development of the services offered at the Pool.

Ambition 1: Deliver financial efficiencies to ensure the on-going sustainability of the Pool

Outcomes

- Continued efficiencies in the operation of the Pool have been realised.
- Opportunities for Pool improvements leading to long term financial savings have been identified.
- Usage figures continue to increase, thereby maximising income potential.

Priority Work Areas

- Work with representatives from Cumbria County Council and South Lakeland Hydrotherapy Trust to ensure that all client groups maximise the usage of the Pool following the COVID-19 closure period.
- Increase attendance levels at all adult casual classes to a minimum of 14 per session.
- Identify appropriate opportunities for increased usage of the Pool.

Ambition 2: Ensure the Pool is safe, friendly and offers a welcoming environment

Outcomes

- The Pool's operations comply with all relevant health and safety legislation, with improvement areas identified and resolved.
- Pool users feel safe and supported in the Pool leading to continued usage.
- A highly skilled workforce is in place to provide an effective service to Pool users.

Priority Work Areas

- Continue to develop policies and procedures at the Pool, ensuring the health and safety of pool users is paramount.
- Ensure all staff receive on-going high quality training to ensure the quality of service is maintained and developed, leading to the Pool being regarded as a centre of excellence in hydrotherapy services.
- Delivery of a programme of support and training to carers and helpers relating to emergency actions and evacuations, specifically usage of the pool hoist in such situations.
- Work with representatives from South Lakeland Hydrotherapy Trust and Cumbria County Council to further improve the pool building through on-going improvements.
- Continue to look at creative ways to ensure that appropriate staffing levels are maintained into the future.

Ambition 3: The profile of the Pool and its services is raised both internally within Cumbria County Council and in the wider community

Outcomes

- Key Officers and Members within Cumbria County Council are more aware of the benefits of the services provided at the Pool and the contribution these make to delivering community outcomes.
- Key stakeholders are more aware of the benefits of the services provided at the Pool, and the contribution these make to delivering community outcomes.
- The local population are more aware of the benefits of the services provided at the Pool, and how these can be accessed.

Priority Work Areas

- Continue to work with relevant officers in Cumbria County Council to deliver a marketing and communications plan for the Pool, and ensure this is delivered effectively.
- Work with representatives from South Lakeland Hydrotherapy Trust, Cumbria County Council and University Hospitals Morecambe Bay Partnership Trust to continue to lobby for continued investment in the Pool from key stakeholders, leading to a commissioned service.
- Continue to engage with GP's to promote the value of the services provided at the Pool and to increase the number of referrals.

Ambition 4: A philosophy of partnership working is maintained and developed in the operation of the Pool

Outcomes

- An effective partnership between Cumbria County Council and the South Lakeland Hydrotherapy Trust leading to improved service delivery has been maintained.

Priority Work Areas

- Continue to engage with representatives of South Lakeland Hydrotherapy Trust in all aspects of the operation of the Pool, including the development of a new business plan for the pool for the next period.

Published by Cumbria County Council
October 2020

Sandgate Hydrotherapy Pool
Sandylands Road
Kendal
Cumbria
LA9 6JG
01539 724818

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone **01539 724818.**

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে **01539 724818** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 **01539 724818**

Jeigu norėtumėte gauti šia informaciją savo kalba, skambinkite telefonu **01539 724818**

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer **01539 724818**

Se quiser aceder a esta informação na sua língua, telefone para o **01539 724818**

Bu bilgivi kendi dilinizde görmek istiyorsanız lütfen **01539 724818** numaralı telefonu arayınız