PILTON HOUSE TRUST

England & Wales · Charity number 1154226

Details

Status	Registered
Legal form	Charitable company
Company number	08582100
Registered	2013-10-16
Register	View on the Charity Commission register

Contact

Address	Pilton House Residential Care Home Pilton House Pilton Street Barnstaple Devon EX31 1PQ
Phone	01271 342188
Email	manager@piltonhouse.co.uk
Website	www.piltonhouse.co.uk

Activities

Objects: THE RELIEF OF POVERTY, SICKNESS AND OLD AGE IN PARTICULAR BY THE PROVISION OF SUITABLE HOUSING ACCOMMODATION AND NURSING HOMES AND THE PROVISION OF DAY AND RESPITE CARE FACILITIES FOR ELDERLY PERSONS AND SICK PERSONS IN BARNSTAPLE, WITH THE OBJECT OF IMPROVING THEIR CONDITIONS OF LIFE.

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Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services
- **What:** The Prevention Or Relief Of Poverty, Accommodation/housing
- **Who:** Elderly/old People

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Geography

- Devon

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£1,346,682	£1,459,192	£1,148,223	50
2023-12-31	£1,265,637	£1,280,309	£1,247,809	48
2022-12-31	£1,200,834	£1,182,800	£1,249,906	31
2021-12-31	£1,102,197	£1,117,049	£1,256,174	45
2020-12-31	£1,115,799	£1,092,013	£1,250,607	48

Trustees

Name	Role	Appointed
IRENE MARGARET HOCKIN		2013-09-09
JULIE LYNDA HUNT		2016-06-14
Janet Coates		2019-05-14
Joanna Louise Orange		2024-01-16
Matthew Norris		2016-07-12

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PILTON HOUSE TRUST

England & Wales - Charity number 1154226

Accounts

Company registration number: 08582100
Charity registration number: 1154226

Pilton House Trust

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 December 2024

WESTCOTTS

CHARTERED ACCOUNTANTS
& BUSINESS ADVISERS

Pilton House Trust

Reference and Administrative Details

Trustees:	J Coates J Hunt I Hockin M Norris J Orange (appointed 16 January 2024)
Charity Registration Number	1154226
Company Registration Number	08582100
	The charity is incorporated in England and Wales.
Registered Office	Pilton House Pilton Street Barnstaple Devon EX31 1PQ
Auditor	Westcotts (SW) LLP 47 Boutport Street Barnstaple Devon EX31 1SQ
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill Kent ME19 4JQ

Pilton House Trust

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Pilton House Trust

Trustees' Report

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 December 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Objectives and Activities

The objectives and aim of Pilton House Trust is the relief of poverty, sickness and old age, in particular by the provision of suitable housing accommodation and nursing homes and the provision of day and respite care facilities for elderly persons in Barnstaple with the object of improving their conditions of life.

In setting their objectives and planning their activities, the trustees have given careful consideration to the Charity Commission's general guidance on public benefit. A regular newsletter is produced by the House Manager to update residents and relatives on activities and issues at the House. The website is updated to reflect changes in the Home and to provide relevant information for families and individuals interested in our services. Fundraising activities aim to involve the support of the local community.

A Statement of Purpose has been drawn-up which is available to residents, relatives and third parties on request.

The charity meets its objectives by feedback from inspections undertaken by the Care Quality Commission together with regular feedback from the residents and their relatives/friends.

Achievement and Performance

Charitable Activities

Generally, the year 1 January 2024 to 31 December 2024 presented continued challenges for the Trust due to the rising cost of living and other inflationary pressures. From the middle of the year the impact of significant inflation and a challenging recruitment landscape with rising wages across the sector combined in a perfect storm to increase costs across the Trust significantly. This is a pattern that seems to be evident in several of the recent years. Through careful management and creative problem solving, the management team were able to navigate these headwinds admirably, only to be faced with the announcement in the new budget of further rises in costs for 2025, not least of all another significant increase in the National Living Wage and Employer National Insurance contributions for April 2025. COVID-19 safety measures continued to transition to infection control best practice and the Home would feel more like old times for residents, their family and friends were it not for the challenging structural works required by the main entrance - a considerable cost for the Trust and a difficult project to manage due to heritage aspects and the need for Listed Building Consent before works can proceed. As always, the staff worked tirelessly to ensure the best and safest service was able to be delivered to everyone associated with the Home. We have also further grown the adoption of new methods of working, the effective use of technology to keep in touch with families and support healthcare provision, and additional support for staff and residents as needed. Comparing the operation of the Home now to even just 3 years ago is fairly unrecognisable - the staff do an incredible job of optimising systems to maximise our effective service delivery which is always focussed on the exceptional care and happiness of our residents.

Pilton House Trust

Trustees' Report

The excellent care provision provided by the Trust has ensured the Home maintained a healthy waiting list of potential residents during 2024. This includes a significant number of day care visitors, who often transition to becoming a resident as time progresses. Sadly, a number of other activities remained suspended for much of this year such as the Memory Café which usually operates from the Home along with regular coffee mornings and some meetings of the Friends of Pilton House continued to be affected, despite resuming at points in the year. Sources of income remained under pressure with a number of the usual fundraising activities unable to be completed as they would usually be. Like in previous years, extraordinary work was required to ensure Pilton House was able to meet its needs for the future. As the year continued, we saw a significant cost of living increase to wages introduced by the Government which would require further planning to ensure staff were not disadvantaged and that Pilton House Trust could continue to meet the needs and expectations of our staff. Nevertheless, the Home remained fully staffed and was able to operate safely and effectively for another year despite these challenges, and against the wider landscape of reported difficulties in many care settings across the country. Sadly, the Government's promises of social care funding reform have yet to lead to any tangible benefits to the Trust or its residents and their families. With other care providers across the region declaring the situation unsustainable and closing their doors, all eyes have turned towards the local authority funding review to provide much needed financial support and create a sustainable funding model that we can all rely on. Financial security for care charities such as the Trust depends on being able to plan and take control of our finances, and recent years have proved that is not always easy to achieve.

A considerable amount of training has been undertaken by staff during the year through a mix of virtual sessions, e-Learning and in-house trainers. CQC noted nationally that training in 2020 had been adversely impacted by the impact of the pandemic. However, Pilton House Trust maintained a schedule with over 2000 sessions delivered for staff during 2024. The 2024 programme continues to build upon this, including:

1. Dementia and mental capacity
2. Infection Control
3. Medication
4. RESTORE 2
5. Confidentiality
6. Equality and Diversity
7. GDPR
8. Falls Awareness
9. Person Centred Care
10. Leadership Skills for Team Leaders
11. Effective Communication, Belief and Values
12. Safeguarding, PREVENT, consent and the power of attorney
13. End of Life Care
14. Oral health care including care plans
15. Influenza and infection control, sepsis awareness
16. Pressure area care and management
17. Moving and handling including instructor training
18. Challenging Behaviour
19. Inductions

20. Effective and safe use of PPE
21. Nutrition and hydration, special diets including for residents with diabetes
22. COSHH, Hand Hygiene, Food Hygiene, Legionella
23. Non-pharmacological approaches to symptom management
24. Practical fire evacuation and fire safety
25. Fire Awareness Level 2
26. First aid training including first aid instructors
27. Level 2 and level 3 diplomas in Care for staff that do not hold this qualification yet
28. Health and safety including Health and Safety Instructor courses for more efficient and flexible delivery of courses within the Home
29. Six staff are completing NVQs in: Health and Social Care

The OOMPH activities programme, which was introduced in 2018, has continued unabated supporting many enjoyable activities for our residents each month. Staff continue to receive training in this programme with regular reports on progress that show sustained improvements. Photographs of some of the wonderful activities of residents are displayed in the Home for all to see, being shared with families and members of the Trust where permissions allow. Technology has continued to be used effectively to support outside contact with relatives and friends when visiting is not possible or practical. It is truly remarkable to visit the Home and see physical activity sessions for residents who have limited mobility, to listen to singing and live music activities and to look at some of the creative endeavours of staff and residents on display throughout the Home. The grounds have been further developed and maintained to include a a large fishpond, ducks, rabbits, and chickens which have been hatched from eggs, in addition to the more usual dogs and cats that can often be found exploring the Home each day. In summer, the area in front of the veranda is awash with colour from the raised flower beds and is a true oasis for the residents and staff of Pilton House, as well as providing a beautiful haven for wildlife. The kitchen garden receives regular attention and is created in a way to be accessible as possible for residents, allowing them to tend to plants with ease.

The Home and grounds are brightened by even more plants and flowers. Residents are able to enjoy gardening activities should they wish. The Home has an active work experience programme for local students, having previously been impacted by the pandemic. The endless work of our staff and volunteers to better the experiences of our residents and staff is truly appreciated.

The staff and management team have continued to streamline processes as part of our GDPR programme, continuing the move to more paperless systems, with the vast majority of day-to-day operations now supported by technology. A number of new systems which were introduced including the move to a different cloud-based medication system have proven highly effective. The new, electronic HR system was introduced during 2023 and has proven both a great time saver and much easier way for all staff to get things done. The feedback from quality surveys and testimonials throughout the year has been a real recognition of our continued pursuit of excellence in the service we deliver to residents, their families and friends.

Trustees' Report

Fundraising Activities

Income has improved gradually, not only through a revised fee system but also due to fundraising initiatives by friends and families of current and former residents, the care staff and the Home Manager. However, the refurbishment programme has meant the home has been unable to operate at full capacity at times during the year. This, combined with the dramatic increase in costs across the Trust, has created a funding shortfall which was not offset as in previous years by the additional local authority funding. Funds such as those from investments and donations have been used for projects within the Home to increase the positive experience of residents. The Home continues to benefit from significant redecoration and refurbishment of some parts of the Home and continuous improvements throughout the year. The Circle of Friends group assist in fund raising and other initiatives, including the promotion of the Home in the Pilton area and to local businesses to encourage support and donations.

Other activities

Repairs were required to a number of exterior areas of the site, resulting in some unexpected expenditure. Due to the age and historical significance of the building, this has required Listed Building Consent and has identified repairs from decades earlier which were not suitable. Work to the front porch and entrance is ongoing, awaiting decisions from the Local Authority and building contractors, but projects such as these create incredible strain on the charity's already tight budgets. Repairs are often also required to parts of the structure of the main building including windows and doors. Maintaining quality facilities in an historic Grade-II Listed building such as Pilton House often comes at a greater expense and creates more complexity for the management team than would be found in a purpose-built Home. But living and working in Pilton House is one of the most unique and much-loved benefits of the services we provide, bringing joy to our residents and staff alike. It is a truly special place with a tremendous history.

An employee assistance programme which was introduced in January 2019 and includes Face to Face Counselling and Cognitive Behavioural Therapy (CBT), combined with a 24/7 support service, continues to be well used by staff. This is offered free of charge to staff and their immediate families to provide greater care and support to our valued team. Combined with the wider support offered in the area, and national programmes, staff have had a range of support structures that could be accessed if required. Without the support, dedication, courage and determination of the staff at Pilton House Trust, the Home would not be able to flourish in the way that it has.

Animal experiences, travelling farm visits and many animal encounters for residents and staff at the Home, were all able to continue in 2024. Combined with our internal activities programme, ably supported by several of our staff (all superstars!), the Home continues to be a thriving centre of activity for our residents. Our person-centred approach with the personalisation of bedrooms and indoor areas to make the Home more reflective of the tastes and wishes of our residents has continued, including redecoration when needed.

We were incredibly proud this year to have been awarded a national Gold Standards Framework (GSF) Quality Hallmark Award in recognition of the excellent end of life care we provide. Our incredible team received the award in-person at the GSF annual conference and awards ceremony on Friday 27th September 2024 at BMA House in London - a celebration of the UK's exceptional health and social care providers for care in the final year of life. Pilton House Trust was one of 140 organisations from across the country receiving the award in London (98 care homes, 1 primary care team, 5 domiciliary care agencies, 8 retirement villages, 1 prison healthcare team and 27 hospital wards). Julie Armstrong-Wilson, Chief Operating Officer for GSF said:

Trustees' Report

"Congratulations to all the organisations who have successfully achieved accreditation and received the Quality Hallmark Award this year. The standard of care and compassionate cultures that have been observed is truly inspiring, showing a commitment to ensuring people receive the right care at the right time which has a positive impact on the people cared for and their families. Listening to what matters most to each and every individual and providing care in accordance with their goals, wishes and preferences is the Gold Standard and these organisations are delivering it. Within the awards there are a number of organisations that have demonstrated their sustainability of GSF multiple times with six of the care homes achieving GSF Accreditation six times. The GSF team are so very proud of all our Award Winners; with our ageing population it is so important we enable them to live well and when the time comes deliver quality care in their final year / days of life. A huge well done to you all!"

Principal funding sources

Funds are generated by the charity through residents' charges, obtaining grants, receiving donations, investment income and undertaking other fundraising activities.

Reserves policy

The trustees have indicated that they wish to keep a minimum of four months' reserve in hand at all times, preferably six months if this is possible.

Total income for the year amounted to £1,346,682 (2023: £ 1,265,637), £2,252 (2023: £ 4,800) of which was specifically directed for utilisation towards restricted expenditure.

Personnel expenditure relating to salaries and pension contributions remains by far the single largest area of expenditure, amounting to £1,123,769 (2023: £ 979,316).

Total reserves at the end of 2024 amounted to £1,148,223. This includes fixed assets of £979,155 and net current assets of £21,617. Restricted reserves amounted to £10,627.

FUTURE PLANS

In 2024, the Home's management team continued to support the development of individual department teams responsible for different areas of the Home and business through training and greater autonomy, improving efficiency and allowing us to better adapt to the budget constraints that were experienced during the year. This included some changes of personnel to support these changes.

The number of individuals and families using our services continues to remain healthy and, with long waiting lists, this shows no sign of changing during 2025. The management team hope to increase the level of day care provision the Home is able to provide to members of the local community further during the year ahead, although this already represents a healthy proportion of the Home.

Giving the significant ongoing costs of maintenance and repair, and further raises to the National Living Wage and Employer NI during 2025, it is clear that a revised fee structure will be required in order to keep the Home sustainably funded for the immediate future. Plans are in place to revise the fee structure for 2025, but this is heavily dependent on the local authority funding review.

The Trust maintains a desire to increase the level of reserves we have for the future. Despite an established programme of planned maintenance, unexpected costs continue to present themselves each year and, in the face of the pandemic, the Home must continue to be able to respond to these costs as the need arises.

The staff are our key to success, and we must continue to ensure their training needs are met to achieve the highest standard of care. This includes the level of care and support given to staff both personally as well as professionally. Only happy and well supported staff will provide our residents with the best possible care, and this is something we recognise and is at the heart of everything we do.

Achieving the balance between the cost of care and financial viability is imperative and only possible at present because we are a non-profit making organisation.

FEEDBACK FROM RESIDENTS, VISITORS AND STAFF

Included below are a selection of comments received during 2024:

Family members

'How can we ever thank the wonderful team enough, words can never describe how very grateful we are, it was over and above what anyone could have expected.'

'Thank you so much. I really can't praise your team at Pilton House enough. Amazing care and so kind to [family]. It really meant the world that they all felt so cared for.'

'I particularly appreciated the efforts made to take residents out and also to provide entertainment in house.'

'This is what a real care home looks like.'

'Thank you for being the best carers ever.'

'Well done to you all we really appreciate the hard work you all put into making the residents comfortable and cared for in their final years. We send our grateful thanks and congratulations on getting the [GSF] award.'

'Congratulations to you all. Love you all. Thank you for all your care and support for mum and us as a family.'

'I can't say thank you enough. It is a tough job that you have but what you do makes such a difference to the residents and their families during a really difficult time. We have had lots of tears with some giggles along the way.'

'Many we could not have found or asked for better care. You were all marvellous and I thank you so much. The team face her the most wonderful care. You are amazing angels.'

Staff

'I appreciate the invaluable experience I have gained while working with such a dedicated and compassionate team. I am confident that Pilton House Trust will continue to make a positive impact in the lives of individuals.'

'Roxy has an open-door policy which means if we have anything we want to discuss, she is there any time. Knowing I have someone to talk to at work that I can trust and go to when needed. I call Pilton House my home from home because Roxy has treated me as a person not just an employee. I have never met a manager like her. She is compassionate, fair, approachable and down to earth.'

Healthcare Professionals

'There is a sliding scale of quality and Pilton House is right at the top.'

Trustees' Report

'Staff are very responsive and knowledgeable. The cleanliness and organisation is excellent and I enjoyed spending time in the environment.'

'I consider Pilton House to be a warm, homely environment where those living there also speak highly of the care team and very much enjoy their home and the care and support afforded to meet their needs whilst enriching their wellbeing.'

'I came in with a fresh and completely objective view. I mean every word when I say your care plans are outstanding and so person-centred and individual.'

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Trustees have historically consisted of at least 5 and not more than 15 individuals. Although there are only currently 5 acting trustees, there has been a concerted effort in recent years to advertise and appeal for potential new trustees to come forward, in addition to making use of the networks of existing trustees. While trustee numbers have been maintained, which is encouraging, one new trustee has also been added during the year. However, largely this reflects the general national trend which has seen volunteer numbers significantly declining in recent years.

One third of the trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. Except on rotation a trustee may be appointed at a general meeting but only if there is a vacancy and he/she is recommended by a trustee or a member has given the required notice of proposal with written confirmation of willingness to be elected a trustee. All trustees must have a satisfactory and up to date Disclosure and Barring Service check to remain a trustee.

Organisational structure

Mrs R Jenner Ash is the Home's registered manager and manages operational issues day to day. She is supported by an assistant manager, heads of department and a group of team leaders.

The trustees meet at regular monthly meetings, where all significant issues are discussed and agreed. The trustees guide the Home Manager on a regular basis which enables the trustees to maintain the overall management of the House.

Related parties

No trustee may take part in any discussion or decision where they have a conflict of interest and where the outcome of that decision may be to the benefit or detriment of themselves, their relatives, friends or employers. Their interest, if such circumstances should arise, must be made known to the board.

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Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Risk management policies have been produced by the trustees.

Trustees' Report

The major risks to which the charity is exposed, as identified by the trustees, relate to the management of the investments, the management of the business on a daily basis with delegated responsibilities passed from trustees to the management and staff, financial risks and reputational risks. The trustees have reviewed these risks and contingency plans have been established to mitigate these risks.

Statement of trustees' responsibilities

The trustees (who are also the directors of Pilton House Trust for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 12 September 2025 and signed on its behalf by:

Matt Norris

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M Norris
Trustee

Independent Auditor's Report to the Members of Pilton House Trust

Opinion

We have audited the financial statements of Pilton House Trust (the 'charity') for the year ended 31 December 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 December 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Independent Auditor's Report to the Members of Pilton House Trust

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of trustees' responsibilities (set out on page 9), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Independent Auditor's Report to the Members of Pilton House Trust

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

• We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussions with the trustees and other management. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
• The Trust is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other charity legislation. The Trust is also subject to other laws and regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of charity legislation.
• Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. In any audit, there remains a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Independent Auditor's Report to the Members of Pilton House Trust

- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the charity to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the charity audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

C Williams

Catherine Williams FCA DChA (Senior Statutory Auditor)
For and on behalf of
Westcotts (SW) LLP, Statutory Auditor
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Date: 25th September 2025

Pilton House Trust

Statement of Financial Activities for the Year Ended 31 December 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Donations and legacies	3	92	2,252	2,344	5,395
Charitable activities	4	1,339,496	-	1,339,496	1,254,198
Investment income	5	4,742	-	4,742	5,422
Other income	6	100	-	100	622
Total income		1,344,430	2,252	1,346,682	1,265,637
Expenditure on:					
Charitable activities	7	(1,457,661)	(1,531)	(1,459,192)	(1,280,309)
Total expenditure		(1,457,661)	(1,531)	(1,459,192)	(1,280,309)
Gains/(losses) on investment assets		12,924	-	12,924	12,575
Net (expenditure)/income		(100,307)	721	(99,586)	(2,097)
Net movement in funds		(100,307)	721	(99,586)	(2,097)
Reconciliation of funds					
Total funds brought forward		1,237,903	9,906	1,247,809	1,249,906
Total funds carried forward	20	1,137,596	10,627	1,148,223	1,247,809

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 20.

Pilton House Trust

(Registration number: 08582100)
Balance Sheet as at 31 December 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	14	979,154	935,767
Investments	15	147,452	193,996
		1,126,606	1,129,763
Current assets			
Debtors	16	59,300	35,405
Cash at bank and in hand	17	26,473	116,237
		85,773	151,642
Creditors: Amounts falling due within one year	18	(64,156)	(33,596)
Net current assets		21,617	118,046
Net assets		1,148,223	1,247,809
Funds of the charity:			
Restricted income funds			
Restricted funds		10,627	9,906
Unrestricted income funds			
Unrestricted funds		1,137,596	1,237,903
Total funds	20	1,148,223	1,247,809

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 14 to 30 were approved by the trustees, and authorised for issue on 12 September 2025 and signed on their behalf by:

Matt Norris

.....

M Norris
Trustee

Pilton House Trust

Statement of Cash Flows for the Year Ended 31 December 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash expenditure		(99,586)	(2,097)
Adjustments to cash flows from non-cash items			
Depreciation		26,790	18,119
Investment income	5	(4,742)	(5,422)
Revaluation of investments		(12,923)	(12,595)
		(90,461)	(1,995)
Working capital adjustments			
Increase in debtors	16	(23,895)	(14,857)
Increase in creditors	18	30,560	2,158
Net cash flows from operating activities		(83,796)	(14,694)
Cash flows from investing activities			
Interest receivable and similar income	5	769	668
Purchase of tangible fixed assets	14	(70,177)	(18,384)
Purchase of investments	15	(43,357)	(59,097)
Sale of investments		102,824	55,952
Income from dividends	5	3,973	4,754
Net cash flows from investing activities		(5,968)	(16,107)
Net decrease in cash and cash equivalents		(89,764)	(30,801)
Cash and cash equivalents at 1 January		116,237	147,038
Cash and cash equivalents at 31 December		26,473	116,237

All of the cash flows are derived from continuing operations during the above two periods.

Notes to the Financial Statements for the Year Ended 31 December 2024

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:
Pilton House
Pilton Street
Barnstaple
Devon
EX31 1PQ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation
Pilton House Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. The financial statements are prepared in sterling which is the functional currency of the entity.

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Investment income

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Government grants
Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold property	1% straight line
Fixtures and fittings	15% reducing balance
Equipment	20% straight line

Fixed asset investments
Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for specific purposes.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.
Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments

Debt instruments which meet the following conditions are subsequently measured at amortised cost using the effective interest method.

Investments

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Donations	92	2,252	2,344

	Unrestricted funds General £	Restricted funds £	Total 2023 £
Donations	595	300	895
Government grants	-	4,500	4,500
	595	4,800	5,395

4 Income from charitable activities

	Unrestricted funds General £	Total 2024 £
Residents fee income	1,339,496	1,339,496

	Unrestricted funds General £	Total 2023 £
Residents fee income	1,254,198	1,254,198

5 Investment income

	Unrestricted funds General £	Total 2024 £
Investment dividends	3,973	3,973
Bank interest receivable	769	769
	4,742	4,742

	Unrestricted funds General £	Total 2023 £
Investment dividends	4,754	4,754
Bank interest receivable	668	668
	5,422	5,422

6 Other income

	Unrestricted funds General £	Total 2024 £
Parking fees	100	100

	Unrestricted funds General £	Total 2023 £
Parking fees	494	494
Sundry income	128	128
	622	622

7 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total 2024 £
Direct service provision		1,432,644	1,531	1,434,175
Allocated support costs	8	18,967	-	18,967
Governance costs	8	6,050	-	6,050
		1,457,661	1,531	1,459,192

	Note	Unrestricted funds General £	Restricted funds £	Total 2023 £
Direct service provision		1,252,453	5,523	1,257,976
Allocated support costs	8	16,380	-	16,380
Governance costs	8	5,953	-	5,953
		1,274,786	5,523	1,280,309

8 Analysis of support costs

Support costs allocated to charitable activities

	Total 2024 £	Total 2023 £
Bookkeeping costs	12,983	14,400
Investment management costs	1,630	1,980
Legal and professional fees	4,354	-
	18,967	16,380

Governance costs

	Unrestricted funds General £	Total 2024 £
Audit of the financial statements	6,050	6,050

	Unrestricted funds General £	Total 2023 £
Audit of the financial statements	5,953	5,953

9 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2024 £	2023 £
Depreciation of fixed assets	26,790	18,119
Auditors' remuneration	6,050	5,953

10 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

11 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	1,026,903	900,388
Social security costs	76,883	61,464
Pension costs	19,983	17,464
	1,123,769	979,316

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2024 No	2023 No
Charitable activities	50	48

No employee received emoluments of more than £60,000 during the year.

12 Auditors' remuneration

	2024 £	2023 £
Audit of the financial statements	6,050	5,953

13 Taxation

The charity is a registered charity and is therefore exempt from taxation.

14 Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Equipment £	Total £
Cost				
At 1 January 2024	950,000	39,411	56,335	1,045,746
Additions	-	67,343	2,834	70,177
At 31 December 2024	950,000	106,754	59,169	1,115,923
Depreciation				
At 1 January 2024	46,560	28,036	35,383	109,979
Charge for the year	9,034	11,807	5,949	26,790
At 31 December 2024	55,594	39,843	41,332	136,769
Net book value				
At 31 December 2024	894,406	66,911	17,837	979,154
At 31 December 2023	903,440	11,375	20,952	935,767

15 Fixed asset investments

	Listed investments £	Total £
Cost or Valuation		
At 1 January 2024	193,996	193,996
Revaluation	12,923	12,923
Additions	43,357	43,357
Disposals	(102,824)	(102,824)
At 31 December 2024	147,452	147,452
Net book value		
At 31 December 2024	147,452	147,452
At 31 December 2023	193,996	193,996

The historical cost of the investments as at 31 December 2024 is £104,235 (2023: £170,478).

16 Debtors

	2024 £	2023 £
Trade debtors	31,649	26,941
Prepayments	27,651	8,464
	59,300	35,405

17 Cash and cash equivalents

	2024 £	2023 £
Cash at bank	26,473	116,237

18 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	35,656	12,387
Other taxation and social security	17,212	12,157
Other creditors	4,288	3,112
Accruals	7,000	5,940
	64,156	33,596

19 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2024 £	2023 £
Other		
Within one year	21,354	26,265
Between one and five years	34,077	40,106
	55,431	66,371

20 Funds

	Balance at 1 January 2024 £	Incoming resources £	Resources expended £	Other recognised gains/ (losses) £	Balance at 31 December 2024 £
Unrestricted funds					
General					
General Funds	316,154	1,340,457	(1,448,627)	12,924	220,908
Investment dividends	18,309	3,973	-	-	22,282
Property funds	903,440	-	(9,034)	-	894,406
	1,237,903	1,344,430	(1,457,661)	12,924	1,137,596
Restricted funds					
Dementia Care	3,247	-	(445)	-	2,802
Property Maintenance	6,659	1,809	(1,025)	-	7,443
Staff	-	443	(61)	-	382
	9,906	2,252	(1,531)	-	10,627
Total funds	1,247,809	1,346,682	(1,459,192)	12,924	1,148,223

Notes to the Financial Statements for the Year Ended 31 December 2024

	Balance at 1 January 2023 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 December 2023 £
Unrestricted funds						
General						
General Funds	311,166	1,255,488	(1,261,095)	(1,980)	12,575	316,154
Dementia Care	2,315	-	(3,289)	974	-	-
Investment dividends	13,555	4,754	-	-	-	18,309
Property funds	912,566	-	(9,126)	-	-	903,440
Amenities	272	595	(1,276)	409	-	-
	1,239,874	1,260,837	(1,274,786)	(597)	12,575	1,237,903
Restricted funds						
Dementia Care	4,325	-	(1,078)	-	-	3,247
Government Grants	1,707	-	(1,707)	-	-	-
Property Maintenance	4,000	4,800	(2,141)	-	-	6,659
Staff	-	-	(597)	597	-	-
	10,032	4,800	(5,523)	597	-	9,906
Total funds	1,249,906	1,265,637	(1,280,309)	-	12,575	1,247,809

The specific purposes for which the funds are to be applied are as follows:

Designated funds

The Investment dividend fund is used to provide extra items to improve the wellbeing of residents.

The Property fund represents the net book value of the freehold property owned by the charity.

Restricted funds

Government Grants:
This income is to support the charity with infection control and the additional costs of PPE incurred as a result of Covid-19. There was also additional support in respect of retaining and recruiting staff post pandemic.

Dementia Care:
This funding was received to specifically support residents in respect of their care for Dementia. The transfer from the Dementia Care fund to the staff fund was for the specific training and support given to staff in respect of Dementia.

Property Maintenance:
This is money granted to the Trust for the specific use for maintaining the property.

Staff:
This grant was to support staff with their training requirements

21 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 December 2024 £
Tangible fixed assets	979,154	-	979,154
Fixed asset investments	147,452	-	147,452
Current assets	75,146	10,627	85,773
Current liabilities	(64,156)	-	(64,156)
Total net assets	1,137,596	10,627	1,148,223

Notes to the Financial Statements for the Year Ended 31 December 2024

	Unrestricted funds General £	Restricted funds £	Total funds at 31 December 2023 £
Tangible fixed assets	935,767	-	935,767
Fixed asset investments	193,996	-	193,996
Current assets	141,736	9,906	151,642
Current liabilities	(33,596)	-	(33,596)
Total net assets	1,237,903	9,906	1,247,809

22 Related party transactions

During the year ended 31 December 2024, the Trust was invoiced £2,013 (2023: £1,917) by Lineal Software Solutions Ltd. Matthew Norris, a trustee in Pilton House Trust is also a director in Lineal Software Solutions Ltd. As at the year end £171 was owed by Pilton House Trust to Lineal Software Solutions Ltd.

PILTON HOUSE TRUST

England & Wales - Charity number 1154226

Accounts

Company registration number: 08582100
Charity registration number: 1154226

Pilton House Trust

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 December 2023

WESTCOTTS
CHARTERED ACCOUNTANTS
& BUSINESS ADVISERS

Pilton House Trust

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Pilton House Trust

Reference and Administrative Details

Trustees	J Coates J Hunt I Hockin M Norris
Charity Registration Number	1154226
Company Registration Number	08582100
	The charity is incorporated in England and Wales.
Registered Office	Pilton House Pilton Street Barnstaple Devon EX31 1PQ
Auditor	Westcotts (SW) LLP 47 Boutport Street Barnstaple Devon EX31 1SQ

Pilton House Trust

Trustees' Report

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 December 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES
Objectives and aims

The objectives and aim of Pilton House Trust is the relief of poverty, sickness and old age, in particular by the provision of suitable housing accommodation and nursing homes and the provision of day and respite care facilities for elderly persons in Barnstaple with the object of improving their conditions of life.

In setting their objectives and planning their activities, the trustees have given careful consideration to the Charity Commission's general guidance on public benefit. A regular newsletter is produced by the House Manager to update residents and relatives on activities and issues at the House. The website is updated to reflect changes in the Home and to provide relevant information for families and individuals interested in our services. Fundraising activities aim to involve the support of the local community.

A Statement of Purpose has been drawn-up which is available to residents, relatives and third parties on request.

The charity meets its objectives by feedback from inspections undertaken by the Care Quality Commission together with regular feedback from the residents and their relatives/friends.

ACHIEVEMENT AND PERFORMANCE
Charitable activities

Generally, the year 1 January 2023 to 31 December 2023 has been somewhat less challenging than recent years with an element of calm following the global pandemic. However, from the middle of the year the impact of significant inflation and a challenging recruitment landscape with rising wages across the sector combined in a perfect storm to increase costs across the Trust significantly. Through careful management and creative problem solving, the management team were able to navigate these headwinds admirably, only to be faced with the announcement towards the end of 2023 of further rises in costs for 2024, not least of all a significant increase in the National Living Wage for April 2024 again. COVID-19 safety measures continued to transition to infection control best practice once more and the Home was able to feel more like old times for residents, their family and friends. As always, the staff worked tirelessly to ensure the best and safest service was able to be delivered to everyone associated with the Home. We have also further grown the adoption of new methods of working, the effective use of technology to keep in touch with families and support healthcare provision, and additional support for staff and residents as needed.

Pilton House Trust

Trustees' Report

The excellent care provision provided by the Trust has ensured the Home maintained a healthy waiting list of potential residents during 2023. This includes a significant number of day care visitors, who often transition to becoming a resident as time progresses. Sadly, a number of other activities remained suspended for much of this year such as the Memory Café which usually operates from the Home along with regular coffee mornings and some meetings of the Friends of Pilton House were affected, despite resuming at points in the year. With the ceasing of COVID-19 local authority support, sources of income remained under pressure with a number of the usual fundraising activities unable to be completed as they would usually be. Like in previous years, extraordinary work was required to ensure Pilton House was able to meet its needs for the future. As the year continued, we saw a significant cost of living increase to wages introduced by the Government which would require further planning to ensure staff were not disadvantaged and that Pilton House Trust could continue to meet the needs and expectations of our staff. Nevertheless, the Home remained fully staffed and was able to operate safely and effectively for another year despite these challenges, and against the wider landscape of reported difficulties in many care settings across the country. Sadly, the Government's promises of social care funding reform have yet to lead to any tangible benefits to the Trust or its residents and their families.

A considerable amount of training has been undertaken by staff during the year through a mix of virtual sessions, e-Learning and in-house trainers. CQC noted nationally that training in 2020 had been adversely impacted by the impact of the pandemic. However, Pilton House Trust maintained a schedule with over 2000 sessions delivered for staff during 2023. The 2023 programme continues to build upon this, including:

1. Influenza and infection control, sepsis awareness
2. Effective and safe use of PPE
3. Infection Control
4. Medication
5. RESTORE 2
6. Confidentiality
7. GDPR
8. Falls Awareness
9. Leadership Skills for Team Leaders
10. Effective Communication, Belief and Values
11. Equality and Diversity
12. Safeguarding, PREVENT, consent and the power of attorney
13. Dementia and mental capacity
14. End of Life Care
15. Oral health care including care plans
16. Pressure area care and management
17. Moving and handling including instructor training
18. Inductions
19. Nutrition and hydration, special diets including for residents with diabetes
20. Person Centred Care
21. COSHH, hand hygiene, food hygiene, legionella
22. Non-pharmacological approaches to symptom management

23. Practical fire evacuation and fire safety
24. Fire Awareness Level 2
25. First aid training including first aid instructors
26. Challenging Behaviour
27. Level 2 and level 3 diplomas in Care for the majority of staff that do not hold this qualification yet
28. Health and safety including Health and Safety Instructor courses for more efficient and flexible delivery of courses within the Home
29. Six staff are completing NVQs in: Health and Social Care

The OOMPH activities programme, which was introduced in 2018, has continued unabated supporting many enjoyable activities for our residents each month. Staff continue to receive training in this programme with regular reports on progress that show sustained improvements. Photographs of some of the wonderful activities of residents are displayed in the Home for all to see, being shared with families and members of the Trust where permissions allow. Technology has continued to be used effectively to support outside contact with relatives and friends when visiting is not possible or practical. It is truly remarkable to visit the Home and see physical activity sessions for residents who have limited mobility, to listen to singing and live music activities and to look at some of the creative endeavours of staff and residents on display throughout the Home. The grounds have been further developed and now include a large fishpond, ducks, rabbits, and chickens which have been hatched from eggs, in addition to the more usual dogs and cats that can often be found exploring the Home each day. In summer, the area in front of the veranda is awash with colour from the raised flower beds and is a true oasis for the residents and staff of Pilton House, as well as providing a beautiful haven for wildlife. The kitchen garden receives regular attention and is created in a way to be accessible as possible for residents, allowing them to tend to plants with ease.

The Home and grounds are brightened by even more plants and flowers, and residents are able to enjoy gardening activities should they wish. The Home has been able to welcome back the work experience programme for local students this year, having previously been impacted by the pandemic. The endless work of our staff and volunteers to better the experiences of our residents and staff is truly appreciated.

The staff and management team have continued to streamline processes as part of our GDPR programme, continuing the move to more paperless systems, with the vast majority of day-to-day operations now supported by technology. A number of new systems which were introduced including the move to a different cloud-based medication system have proven highly effective. The new, electronic HR system was introduced during 2023 and has proven both a great time saver and much easier way for all staff to get things done. The feedback from quality surveys and testimonials throughout the year has been a real recognition of our continued pursuit of excellence in the service we deliver to residents, their families and friends.

Trustees' Report

Fundraising activities

Income has improved gradually, not only through a revised fee system but also due to fundraising initiatives by friends and families of current and former residents, the care staff and the Home Manager. However, the refurbishment programme has meant the home has been unable to operate at full capacity at times during the year. This, combined with the dramatic increase in costs across the Trust, has created a funding shortfall which was not offset as in previous years by the additional local authority funding due to the pandemic. Funds such as those from investments and donations have been used for projects within the Home to increase the positive experience of residents. The Home continues to benefit from significant redecoration and refurbishment of some parts of the Home and continuous improvements throughout the year. The Circle of Friends group assist in fund raising and other initiatives, including the promotion of the Home in the Pilton area and to local businesses to encourage support and donations.

Other activities

Repairs were required to a number of exterior areas of the site, resulting in some unexpected expenditure. Due to the age and historical significance of the building, this has required Listed Building Consent and has identified repairs from decades earlier which were not suitable. Work to the front porch and entrance is ongoing, awaiting decisions from the Local Authority, but projects such as these create incredible strain on the charity's already tight budgets. Repairs are often also required to parts of the structure of the main building including windows and doors. Maintaining quality facilities in an historic Grade-II Listed building such as Pilton House often comes at a greater expense and creates more complexity for the management team than would be found in a purpose-built Home. But living and working in Pilton House is one of the most unique and much-loved benefits of the services we provide, bringing joy to our residents and staff alike. It is a truly special place with a tremendous history.

An employee assistance programme which was introduced in January 2019 and includes Face to Face Counselling and Cognitive Behavioural Therapy (CBT), combined with a 24/7 support service, continues to be well used by staff. This is offered free of charge to staff and their immediate families in order to provide greater care and support to our valued team. Combined with the wider support offered in the area, and national programmes, staff have had a range of support structures that could be accessed if required. Without the support, dedication, courage and determination of the staff at Pilton House Trust, the Home would not be able to flourish in the way that it has.

Animal experiences, travelling farm visits and many animal encounters for residents and staff at the Home, were all able to continue in 2023. Combined with our internal activities programme, ably supported by a number of our staff (all superstars!), the Home continues to be a thriving centre of activity for our residents. Our person-centred approach with the personalisation of bedrooms and indoor areas to make the Home more reflective of the tastes and wishes of our residents has continued, including redecoration when needed.

FINANCIAL REVIEW
Principal funding sources

Funds are generated by the charity through residents' charges, obtaining grants, receiving donations, investment income and undertaking other fundraising activities.

Reserves policy

The trustees have indicated that they wish to keep a minimum of four months' reserve in hand at all times, preferably six months if this is possible.

Total income for the year amounted to £1,265,637 (2022: £1,200,834), £4,800 (2022: £ 33,354) of which was specifically directed for utilisation towards restricted expenditure.

Trustees' Report

Personnel expenditure relating to salaries and pension contributions remains by far the single largest area of expenditure, amounting to £979,316 (2022: £ 900,051).

Total reserves at the end of 2023 amounted to £1,247,809. This includes fixed assets of £1,129,763 and net current assets of £118,046. Restricted reserves amounted to £9,906

FUTURE PLANS

In 2023, the Home's management team continued to support the development of individual department teams responsible for different areas of the Home and business through training and greater autonomy, improving efficiency and allowing us to better adapt to the budget constraints that were experienced during the year. This included some changes of personnel to support these changes.

The number of individuals and families using our services continues to remain healthy and, with long waiting lists, this shows no sign of changing during 2024. The management team hope to increase the level of day care provision the Home is able to provide to members of the local community during the year ahead, although this already represents a healthy proportion of the Home.

Giving the significant ongoing costs of maintenance and repair, and further raises to the National Living Wage during 2024, it is clear that a revised fee structure will be required in order to keep the Home sustainably funded for the immediate future. Plans are in place to revise the fee structure for 2024.

The Trust maintains a desire to increase the level of reserves we have for the future. Despite an established programme of planned maintenance, unexpected costs continue to present themselves each year and, in the face of the pandemic, the Home must continue to be in a position to respond to these costs as the need arises.

The staff are our key to success, and we must continue to ensure their training needs are met to achieve the highest standard of care. This includes the level of care and support given to staff both personally as well as professionally. Only happy and well supported staff will provide our residents with the best possible care, and this is something we recognise and is at the heart of everything we do.

Achieving the balance between the cost of care and financial viability is imperative and only possible at present because we are a non-profit making organisation.

FEEDBACK FROM RESIDENTS, VISITORS AND STAFF

Included below are a selection of comments received during 2023:

Family members

'Thank you all so much for your kindness and support given to mum at what had become a difficult and troubling time in her life. Without your patience and understanding it would have been unimaginable. I know she gained comfort and companionship from you all.

My family wish to thank you all for the way you have treated [resident]. You never fail in your vocation to meet all the needs of the residents.'

'I wanted to thank you and your team again for the exceptional care that mum received while she was under your care at Pilton House. In the last few days of her life, whenever I visited her, I was struck by how kind, professional and compassionate each of your colleagues were to me. This made such a huge difference supporting us through this emotional and upsetting time.'

'Thank you for showing us all around on Friday, we all felt it was such a positive experience and we had such a lovely feel on entering and whilst being shown around. As you know we had another care home visit later in the afternoon and we all felt that your care home would be the ideal residence…'

'This comes with our gratitude to you all for the compassionate and respectful way you cared for [resident] in his final days. You all made a huge difference – we couldn't have managed without you.'

'We wish to extend our heartfelt thanks to Pilton House for the excellent care [resident] has received during his time there.'

'Thanks to everyone at Pilton House for helping to make it a wonderful 90th birthday for mum.'

'Thank you so much to the staff for taking mum out to the pub. She absolutely loved it.'

'I can't tell you how grateful I am seeing her so happy and well cared for but also in her element. Much gratitude.'

'I would like to thank you and all the staff for the wonderful care and kindness you have shown.'

'I am very mindful of all the amazing work you have done over the years.'

'I'm thrilled to death. I go to bed at night not worrying anymore because I know how well looked after mum is.'

'The initial adjustment time to moving into care and the excellent support and understanding given by care staff has been the factor in this change.'

Staff

'Thank you so much for making me feel part of the team. It means the world.'

'Thank you for all your encouragement and support. It is great to be a part of Pilton [House].'

'I have thoroughly enjoyed the past seven years at Pilton House and I am grateful for the opportunities for professional development and growth that I have been afforded during my time here. The experiences and skills I've gained have been invaluable to me, I believe they have contributed to my personal and career development. I would like to take this opportunity to express my heartfelt thanks to you and the entire team at Pilton House. It has been a pleasure working with such a talented and dedicated group of individuals. I will genuinely miss the camaraderie and the friendships I've formed over the years.'

'I wanted to express my heartfelt gratitude for your kindness and support. Your patience and understanding mean a lot to me, especially considering the brief time we have known each other. This job holds immense importance as it serves as the bedrock of stability for both me and my family, and I am genuinely grateful for the opportunity you've granted me.'

Trustees' Report

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Trustees have historically consisted of at least 5 and not more than 15 individuals. Although there are only currently 4 acting trustees, there has been a concerted effort in recent years to advertise and appeal for potential new trustees to come forward, in addition to making use of the networks of existing trustees. While trustee numbers have been maintained, which is encouraging, no new trustees have been added during the year. Largely this reflects the general national trend which has seen volunteer numbers significantly declining in recent years.

One third of the trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. Except on rotation a trustee may be appointed at a general meeting but only if there is a vacancy and he/she is recommended by a trustee or a member has given the required notice of proposal with written confirmation of willingness to be elected a trustee. All trustees must have a satisfactory and up to date Disclosure and Barring Service check in order to remain a trustee.

Organisational structure

Mrs R Jenner Ash is the Home's registered manager and manages operational issues day to day. She is supported by an assistant manager, heads of department and a group of team leaders.

The trustees meet at regular monthly meetings, where all significant issues are discussed and agreed. The trustees guide the Home Manager on a regular basis which enables the trustees to maintain the overall management of the House.

Related parties

No trustee may take part in any discussion or decision where they have a conflict of interest and where the outcome of that decision may be to the benefit or detriment of themselves, their relatives, friends or employers. Their interest, if such circumstances should arise, must be made known to the board.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Risk management policies have been produced by the trustees.

The major risks to which the charity is exposed, as identified by the trustees, relate to the management of the investments, the management of the business on a daily basis with delegated responsibilities passed from trustees to the management and staff, financial risks and reputational risks. The trustees have reviewed these risks and contingency plans have been established to mitigate these risks.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Pilton House Trust

Trustees' Report

The annual report was approved by the trustees of the charity on 9th July 2024 and signed on its behalf by:

M. Norris

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M Norris
Trustee

Pilton House Trust

Independent Auditor's Report to the Members of Pilton House Trust

Opinion

We have audited the financial statements of Pilton House Trust (the 'charity') for the year ended 31 December 2023, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 December 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Independent Auditor's Report to the Members of Pilton House Trust

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the (set out on page), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Independent Auditor's Report to the Members of Pilton House Trust

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

• We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussions with the trustees and other management. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
• The Trust is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other charity legislation. The Trust is also subject to other laws and regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of charity legislation.
• Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. In any audit, there remains a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Independent Auditor's Report to the Members of Pilton House Trust

- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the charity to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the charity audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

C Williams

Catherine Williams FCA DChA (Senior Statutory Auditor)
For and on behalf of
Westcotts (SW) LLP, Statutory Auditor
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Date: 11th September 2024

Pilton House Trust

Statement of Financial Activities for the Year Ended 31 December 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Income and Endowments from:					
Donations and legacies	3	595	4,800	5,395	36,257
Charitable activities	4	1,254,198	-	1,254,198	1,159,379
Investment income	5	5,422	-	5,422	4,379
Other income	6	622	-	622	819
Total income		1,260,837	4,800	1,265,637	1,200,834
Expenditure on:					
Charitable activities	7	(1,274,786)	(5,523)	(1,280,309)	(1,182,800)
Total expenditure		(1,274,786)	(5,523)	(1,280,309)	(1,182,800)
Gains/(losses) on investment assets		12,575	-	12,575	(24,302)
Net expenditure		(1,374)	(723)	(2,097)	(6,268)
Transfers between funds		(597)	597	-	-
Net movement in funds		(1,971)	(126)	(2,097)	(6,268)
Reconciliation of funds					
Total funds brought forward		1,239,874	10,032	1,249,906	1,256,174
Total funds carried forward	20	1,237,903	9,906	1,247,809	1,249,906

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2022 is shown in note 20.

Pilton House Trust

(Registration number: 08582100)
Balance Sheet as at 31 December 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	14	935,767	935,502
Investments	15	193,996	178,256
		1,129,763	1,113,758
Current assets			
Debtors	16	35,405	20,548
Cash at bank and in hand	17	116,237	147,038
		151,642	167,586
Creditors: Amounts falling due within one year	18	(33,596)	(31,438)
Net current assets		118,046	136,148
Net assets		1,247,809	1,249,906
Funds of the charity:			
Restricted income funds			
Restricted funds		9,906	10,032
Unrestricted income funds			
Unrestricted funds		1,237,903	1,239,874
Total funds	20	1,247,809	1,249,906

The financial statements on pages 14 to 31 were approved by the trustees, and authorised for issue on .01.07.2024.. and signed on their behalf by:

M. Norris

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M Norris
Trustee

Pilton House Trust

Statement of Cash Flows for the Year Ended 31 December 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash expenditure		(2,097)	(6,268)
Adjustments to cash flows from non-cash items			
Depreciation		18,119	14,767
Investment income	5	(5,422)	(4,379)
Revaluation of investments		(12,595)	24,302
		(1,995)	28,422
Working capital adjustments			
Increase in debtors	16	(14,857)	(12,872)
Increase/(decrease) in creditors	18	2,158	(2,552)
Net cash flows from operating activities		(14,694)	12,998
Cash flows from investing activities			
Interest receivable and similar income	5	668	198
Purchase of tangible fixed assets	14	(18,384)	(2,929)
Purchase of investments	15	(59,097)	(4,719)
Sale of investments		55,952	10,550
Income from dividends	5	4,754	4,181
Net cash flows from investing activities		(16,107)	7,281
Net (decrease)/increase in cash and cash equivalents		(30,801)	20,279
Cash and cash equivalents at 1 January		147,038	126,759
Cash and cash equivalents at 31 December		116,237	147,038

All of the cash flows are derived from continuing operations during the above two periods.

Notes to the Financial Statements for the Year Ended 31 December 2023

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:
Pilton House
Pilton Street
Barnstaple
Devon
EX31 1PQ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation
Pilton House Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Investment income

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Government grants
Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold property	1% straight line
Fixtures and fittings	15% reducing balance
Equipment	20% straight line

Fixed asset investments
Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.
Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments

Debt instruments which meet the following conditions are subsequently measured at amortised cost using the effective interest method.

Investments

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2023 £
Donations and legacies;			
Donations	595	300	895
Grants;			
Government grants	-	4,500	4,500
	595	4,800	5,395

	Unrestricted funds General £	Restricted funds £	Total 2022 £
Donations and legacies;			
Donations	2,036	2,650	4,686
Grants;			
Government grants	867	22,500	23,367
Grants	-	8,204	8,204
	2,903	33,354	36,257

4 Income from charitable activities

	Unrestricted funds General £	Total 2023 £
Residents fee income	1,254,198	1,254,198

	Unrestricted funds General £	Total 2022 £
Residents fee income	1,159,379	1,159,379

5 Investment income

	Unrestricted funds General £	Total 2023 £
Investment dividends	4,754	4,754
Bank interest receivable	668	668
	5,422	5,422

	Unrestricted funds General £	Total 2022 £
Investment dividends	4,181	4,181
Bank interest receivable	198	198
	4,379	4,379

6 Other income

	Unrestricted funds General £	Total 2023 £
Parking fees	494	494
Sundry income	128	128
	622	622

	Unrestricted funds General £	Total 2022 £
Parking fees	800	800
Sundry income	19	19
	819	819

7 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total 2023 £
Direct service provision		1,252,453	5,523	1,257,976
Allocated support costs	8	16,380	-	16,380
Governance costs	8	5,953	-	5,953
		1,274,786	5,523	1,280,309

	Note	Unrestricted funds General £	Restricted funds £	Total 2022 £
Direct service provision		1,135,529	26,322	1,161,851
Allocated support costs	8	16,226	-	16,226
Governance costs	8	4,723	-	4,723
		1,156,478	26,322	1,182,800

8 Analysis of support costs

Support costs allocated to charitable activities

	Charitable activities £	Total 2023 £	Total 2022 £
Bookkeeping costs	14,400	14,400	14,400
Investment management costs	1,980	1,980	1,826
	16,380	16,380	16,226

Governance costs

	Unrestricted funds General £	Total 2023 £
Audit of the financial statements	5,953	5,953
	5,953	5,953

	Unrestricted funds General £	Total 2022 £
Audit of the financial statements	4,723	4,723
	4,723	4,723

9 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2023 £	2022 £
Audit fees	5,953	4,723
Depreciation of fixed assets	18,119	14,767

10 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Notes to the Financial Statements for the Year Ended 31 December 2023

11 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	900,388	825,500
Social security costs	61,464	58,889
Pension costs	17,464	15,662
	979,316	900,051

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2023 No	2022 No
Charitable activities	48	46

No employee received emoluments of more than £60,000 during the year.

12 Auditors' remuneration

	2023 £	2022 £
Audit of the financial statements	5,953	4,723

13 Taxation

The charity is a registered charity and is therefore exempt from taxation.

14 Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Equipment £	Total £
Cost				
At 1 January 2023	950,000	39,411	37,951	1,027,362
Additions	-	-	18,384	18,384
At 31 December 2023	950,000	39,411	56,335	1,045,746
Depreciation				
At 1 January 2023	37,434	26,029	28,397	91,860
Charge for the year	9,126	2,007	6,986	18,119
At 31 December 2023	46,560	28,036	35,383	109,979
Net book value				
At 31 December 2023	903,440	11,375	20,952	935,767
At 31 December 2022	912,566	13,382	9,554	935,502

Notes to the Financial Statements for the Year Ended 31 December 2023

15 Fixed asset investments

	Listed investments £	Total £
Cost or Valuation		
At 1 January 2023	178,256	178,256
Revaluation	12,595	12,595
Additions	59,097	59,097
Disposals	(55,952)	(55,952)
At 31 December 2023	193,996	193,996
Net book value		
At 31 December 2023	193,996	193,996
At 31 December 2022	178,256	178,256

The historical cost of the investments as at 31 December 2023 is £170,478 (2022: £141,972).

16 Debtors

	2023 £	2022 £
Trade debtors	26,941	16,369
Prepayments	8,464	4,179
	35,405	20,548

17 Cash and cash equivalents

	2023 £	2022 £
Cash at bank	116,237	147,038

18 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	12,387	12,246
Other taxation and social security	12,157	11,017
Other creditors	3,112	3,160
Accruals	5,940	5,015
	33,596	31,438

19 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2023 £	2022 £
Other		
Within one year	26,265	22,890
Between one and five years	40,106	57,015
	66,371	79,905

20 Funds

	Balance at 1 January 2023 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/ (losses) £	Balance at 31 December 2023 £
Unrestricted funds						
General						
General Funds	311,166	1,255,488	(1,261,095)	(1,980)	12,575	316,154
Dementia Care	2,315	-	(3,289)	974	-	-
Investment dividends	13,555	4,754	-	-	-	18,309
Property funds	912,566	-	(9,126)	-	-	903,440
Amenities	272	595	(1,276)	409	-	-
	1,239,874	1,260,837	(1,274,786)	(597)	12,575	1,237,903
Restricted funds						
Dementia Care	4,325	-	(1,078)	-	-	3,247
Government Grants	1,707	-	(1,707)	-	-	-
Property Maintenance	4,000	4,800	(2,141)	-	-	6,659
Staff	-	-	(597)	597	-	-
	10,032	4,800	(5,523)	597	-	9,906
Total funds	1,249,906	1,265,637	(1,280,309)	-	12,575	1,247,809

Notes to the Financial Statements for the Year Ended 31 December 2023

	Balance at 1 January 2022 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 December 2022 £
Unrestricted funds						
General						
General Funds	319,586	1,161,296	(1,145,414)	-	(24,302)	311,166
Dementia Care	2,397	-	(82)	-	-	2,315
Investment dividends	9,407	4,148	-	-	-	13,555
Property funds	921,784	-	(9,218)	-	-	912,566
Amenities	-	2,036	(1,764)	-	-	272
	1,253,174	1,167,480	(1,156,478)	-	(24,302)	1,239,874
Restricted funds						
Dementia Care	-	5,503	(818)	(360)	-	4,325
Government Grants	-	24,500	(22,793)	-	-	1,707
Property Maintenance	3,000	2,751	(1,751)	-	-	4,000
Staff	-	600	(960)	360	-	-
	3,000	33,354	(26,322)	-	-	10,032
Total funds	1,256,174	1,200,834	(1,182,800)	-	(24,302)	1,249,906

The specific purposes for which the funds are to be applied are as follows:

Designated funds

The Investment dividend fund is used to provide extra items to improve the wellbeing of residents.

The Property fund represents the net book value of the freehold property owned by the charity.

Restricted funds

Government Grants:
This income is to support the charity with infection control and the additional costs of PPE incurred as a result of Covid-19. There was also additional support in respect of retaining and recruiting staff post pandemic.

Dementia Care:
This funding was received to specifically support residents in respect of their care for Dementia. The transfer from the Dementia Care fund to the staff fund was for the specific training and support given to staff in respect of Dementia.

Property Maintenance:
This is money granted to the Trust for the specific use for maintaining the property.

Staff:
This grant was to support staff with their training requirements

21 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 December 2023 £
Tangible fixed assets	935,767	-	935,767
Fixed asset investments	193,996	-	193,996
Current assets	141,736	9,906	151,642
Current liabilities	(33,596)	-	(33,596)
Total net assets	1,237,903	9,906	1,247,809

Notes to the Financial Statements for the Year Ended 31 December 2023

	Unrestricted funds General £	Restricted funds £	Total funds at 31 December 2022 £
Tangible fixed assets	935,502	-	935,502
Fixed asset investments	178,256	-	178,256
Current assets	157,554	10,032	167,586
Current liabilities	(31,438)	-	(31,438)
Total net assets	1,239,874	10,032	1,249,906

22 Related party transactions

During the year ended 31 December 2023, the Trust was invoiced £1,917 (2022: £2,679) by Lineal Software Solutions Ltd. Matthew Norris, a trustee in Pilton House Trust is also a director in Lineal Software Solutions Ltd. As at the year end £328 was owed by Pilton House Trust to Lineal Software Solutions Ltd.

PILTON HOUSE TRUST

England & Wales - Charity number 1154226

Accounts

COMPANY REGISTRATION NUMBER: 08582100
CHARITY REGISTRATION NUMBER: 1154226

Pilton House Trust

Company Limited by Guarantee

Financial Statements

31 December 2022

WESTCOTTS (SW) LLP
Chartered Accountants & Statutory Auditors
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Pilton House Trust

Company Limited by Guarantee

Financial Statements

Year ended 31 December 2022

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Independent auditor's report to the members	13 to 16
Statement of financial activities (including income and expenditure account)	17
Statement of financial position	18
Statement of cash flows	19
Notes to the financial statements	20 to 31

Pilton House Trust

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 December 2022

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 December 2022.

Reference and administrative details

Registered charity name	Pilton House Trust
Charity registration number	1154226
Company registration number	08582100
Principal office and registered office	Pilton House Residential Care Home Pilton House Pilton Street BARNSTAPLE Devon EX31 1PQ
The trustees	Mr M Norris Ms I M Hockin Mrs J L Hunt Mrs J Coates
Auditor	Westcotts (SW) LLP Chartered Accountants & Statutory Auditors 47 Boutport Street Barnstaple Devon EX31 1SQ

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Trustees have historically consisted of at least 5 and not more than 15 individuals. Although there are only currently 4 acting trustees, there has been a concerted effort in recent years to advertise and appeal for potential new trustees to come forward, in addition to making use of the networks of existing trustees. While trustee numbers have been maintained, which is encouraging, no new trustees have been added during the year. Largely this reflects the general national trend which has seen volunteer numbers significantly declining in recent years.

One third of the trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. Except on rotation a trustee may be appointed at a general meeting but only if there is a vacancy and he/she is recommended by a trustee or a member has given the required notice of proposal with written confirmation of willingness to be elected a trustee. All trustees must have a satisfactory and up to date Disclosure and Barring Service check in order to remain a trustee.

Organisational structure

Miss R Jenner is the Home's registered manager and manages operational issues day to day. She is supported by an assistant manager, heads of department and a group of team leaders.

The trustees meet at regular monthly meetings, where all significant issues are discussed and agreed. The trustees guide the Home Manager on a regular basis which enables the trustees to maintain the overall management of the House.

Related parties

No trustee may take part in any discussion or decision where they have a conflict of interest and where the outcome of that decision may be to the benefit or detriment of themselves, their relatives, friends or employers. Their interest, if such circumstances should arise, must be made known to the board.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Risk management policies have been produced by the trustees.

The major risks to which the charity is exposed, as identified by the trustees, relate to the management of the investments, the management of the business on a daily basis with delegated responsibilities passed from trustees to the management and staff, financial risks and reputational risks. The trustees have reviewed these risks and contingency plans have been established to mitigate these risks.

Objectives and activities

Objectives and aims

The objectives and aim of Pilton House Trust is the relief of poverty, sickness and old age, in particular by the provision of suitable housing accommodation and nursing homes and the provision of day and respite care facilities for elderly persons in Barnstaple with the object of improving their conditions of life.

In setting their objectives and planning their activities, the trustees have given careful consideration to the Charity Commission's general guidance on public benefit. A regular newsletter is produced by the House Manager to update residents and relatives on activities and issues at the House. The website is updated to reflect changes in the Home and to provide relevant information for families and individuals interested in our services. Fundraising activities aim to involve the support of the local community.

A Statement of Purpose has been drawn-up which is available to residents, relatives and third parties on request.

The charity meets its objectives by feedback from inspections undertaken by the Care Quality Commission together with regular feedback from the residents and their relatives/friends.

Achievements and performance

Charitable activities

Generally, the year 1 January 2022 to 31 December 2022 has been somewhat less challenging than recent years with an element of calm following the global pandemic. However, from the middle of the year the impact of significant inflation and a challenging recruitment landscape with rising wages across the sector combined in a perfect storm to increase costs across the Trust significantly. Through careful management and creative problem solving, the management team were able to navigate these headwinds admirably, only to be faced with the announcement towards the end of 2022 of further rises in costs for 2023, not least of all a 9.5% increase in the National Living Wage for April 2023. COVID-19 safety measures transitioned to infection control best practice once more and the Home was able to feel more like old times for residents, their family and friends. As always, the staff worked tirelessly to ensure the best and safest service was able to be delivered to everyone associated with the Home. We have also further grown the adoption of new methods of working, the effective use of technology to keep in touch with families and support healthcare provision, and additional support for staff and residents as needed.

The excellent care provision provided by the Trust has ensured the Home maintained a healthy waiting list of potential residents during 2022. Sadly, a number of other activities remained suspended for much of this year such as the Memory Café which usually operates from the Home along with regular coffee mornings and meetings of the Friends of Pilton House. With the ceasing of COVID-19 local authority support, sources of income remained under pressure with a number of the usual fundraising activities unable to be completed as they would usually be. Like in previous years, extraordinary work was required to ensure Pilton House was able to meet its needs for the future. As the year continued, we saw a significant cost of living increase to wages introduced by the Government which would require further planning to ensure staff were not disadvantaged and that Pilton House Trust could continue to meet the needs and expectations of our staff. Nevertheless, the Home remained fully staffed and was able to operate safely and effectively for another year despite these challenges, and against the wider landscape of reported difficulties in many care settings across the country. Sadly, the Government's promises of social care funding reform have yet to lead to any tangible benefits to the Trust or its residents and their families.

Achievements and performance ***continued)***

Charitable activities

A considerable amount of training has been undertaken by staff during the year through a mix of virtual sessions, e-Learning and in-house trainers. CQC noted nationally that training in 2020 had been adversely impacted by the impact of the pandemic. However, Pilton House Trust maintained a schedule with over 2000 sessions delivered for staff during 2022. The 2022 programme continues to build upon this, including:

1. COVID-19 safe working practices, testing, vaccination programme
2. Influenza and infection control, sepsis awareness
3. Effective and safe use of PPE
4. Infection Control
5. Medication
6. RESTORE 2
7. Confidentiality
8. GDPR
9. Falls Awareness
10. Leadership Skills for Team Leaders
11. Effective Communication, Belief and Values
12. Equality and Diversity
13. Safeguarding, PREVENT, consent and the power of attorney
14. Dementia and mental capacity
15. End of Life Care
16. Oral health care including care plans
17. Pressure area care and management
18. Moving and handling including instructor training
19. Inductions
20. Nutrition and hydration, special diets including for residents with diabetes
21. Person Centred Care
22. COSHH, hand hygiene, food hygiene, legionella
23. Non-pharmacological approaches to symptom management
24. Practical fire evacuation and fire safety
25. Fire Awareness Level 2
26. First aid training including first aid instructors
27. Challenging Behaviour
28. Level 2 and level 3 diplomas in Care for the majority of staff that do not hold this qualification yet
29. Health and safety including Health and Safety Instructor courses for more efficient and flexible delivery of courses within the Home
30. Six staff are completing NVQs in: Health and Social Care, Team Leading, Supervision, and Catering

The OOMPH activities programme, which was introduced in 2018, has continued unabated supporting many enjoyable activities for our residents each month. Staff continue to receive training in this programme with regular reports on progress that show sustained improvements. Photographs of some of the wonderful activities of residents are displayed in the Home for all to see and technology has continued to be used effectively to support outside contact with relatives and friends when visiting is not possible or practical. It is truly remarkable to visit the Home and see physical activity sessions for residents who have limited mobility, to listen to singing and live music activities and to look at some of the creative endeavours of staff and residents on display throughout the Home. The grounds have been further developed and now include a large fishpond, ducks, rabbits, and chickens which have been hatched from eggs, in addition to the more usual dogs and cats that can often be found exploring the Home each day. In summer, the area in front of the veranda is awash with colour from the raised flower beds and is a true oasis for the residents and staff of Pilton House, as well as providing a beautiful haven for wildlife.

The Home and grounds are brightened by even more plants and flowers, and residents are able to enjoy gardening activities should they wish. The Home has been able to welcome back the work experience programme for local students this year, having previously been impacted by the pandemic. The endless work of our staff and volunteers to better the experiences of our residents and staff is truly appreciated.

The staff and management team have continued to streamline processes as part of our GDPR programme this year, including the move to more paperless systems, with the vast majority of day-to-day operations now supported by technology. A number of new systems which were introduced including the move to a different cloud-based medication system have proven highly effective and prompted consideration of further new systems such as an electronic HR system for 2023. The feedback from quality surveys and testimonials throughout the year has been a real recognition of our continued pursuit of excellence in the service we deliver to residents, their families and friends.

Fundraising activities

Income has improved gradually, not only through a revised fee system but also due to fundraising initiatives by friends and families of current and former residents, the care staff and the Home Manager. However, the refurbishment programme has meant the home has been unable to operate at full capacity at times during the year. This, combined with the dramatic increase in costs across the Trust, has created a funding shortfall which was not offset as in previous years by the additional local authority funding due to the pandemic. Funds such as those from investments and donations have been used for projects within the Home to increase the positive experience of residents. The Home continues to benefit from significant redecoration and refurbishment of some parts of the Home and continuous improvements throughout the year. The Circle of Friends group was re-established this year following the pandemic. We hope in the future this can be grown so its members can assist in fund raising and other initiatives, including the promotion of the Home in the Pilton area and to local businesses to encourage support and donations.

Achievements and performance *(continued)*

Other activities
Repairs were required to a number of exterior areas of the site, resulting in some unexpected expenditure. Repairs were also required to parts of the structure of the main building including windows and doors. A significant repair to the front porch and entrance is awaiting funding and the Trust continues to work with the local authority which manages listed building consent. Maintaining quality facilities in an historic Grade-II Listed building such as Pilton House often comes at a greater expense and creates more complexity for the management team than would be found in a purpose-built Home. But living and working in Pilton House is one of the most unique and much loved benefits of the services we provide, bringing joy to our residents and staff alike. It is a truly special place with a tremendous history.

An employee assistance programme which was introduced in January 2019 and includes Face to Face Counselling and Cognitive Behavioural Therapy (CBT), combined with a 24/7 support service, continues to be well. This is offered free of charge to staff and their immediate families in order to provide greater care and support to our valued team. Combined with the wider support offered in the area, and national programmes, staff have had a range of support structures that could be accessed if required. Without the support, dedication, courage and determination of the staff at Pilton House Trust, the Home would not be able to flourish in the way that it has.

Animal experiences, travelling farm visits and many animal encounters for residents and staff at the Home, were all able to resume in 2022. Combined with our internal activities programme, ably supported by a number of our staff, the Home continues to be a thriving centre of activity for our residents. Our person-centred approach with the personalisation of bedrooms and indoor areas to make the Home more reflective of the tastes and wishes of our residents has continued, including redecoration when needed.

Financial review

Principal funding sources
Funds are generated by the charity through residents' charges, obtaining grants, receiving donations, investment income and undertaking other fundraising activities.

Reserves policy
The trustees have indicated that they wish to keep a minimum of four months' reserve in hand at all times, preferably six months if this is possible.

Total income for the year amounted to £1,200,834 (2021: £1,102,197), £33,354 (2021: £48,812) of which was specifically directed for utilisation towards restricted expenditure.

Personnel expenditure relating to salaries and pension contributions remains by far the single largest area of expenditure, amounting to £900,051 (2021: £ 835,897).

Total reserves at the end of 2022 amounted to £1,249,906. This includes fixed assets of £1,113,758 and net current assets of £136,148. Restricted reserves amounted to £10,032.

Plans for future periods

In 2022, the Home's management team continued to support the development of individual department teams responsible for different areas of the Home and business through training and greater autonomy, improving efficiency and allowing us to better adapt to the budget constraints that were experienced during the year.

The number of individuals and families using our services continues to remain healthy and, with long waiting lists, this shows no sign of changing during 2023. The management team hope to increase the level of day care provision the Home is able to provide to members of the local community during the year ahead.

Giving the significant ongoing costs of maintenance and repair, and raises to the National Living Wage during 2023, it is clear that a revised fee structure will be required in order to keep the Home sustainably funded for the immediate future. Plans are in place to revise the fee structure for 2023. The Trust maintains a desire to increase the level of reserves we have for the future. Despite an established programme of planned maintenance, unexpected costs continue to present themselves each year and, in the face of the pandemic, the Home must continue to be in a position to respond to these costs as the need arises.

The staff are our key to success, and we must continue to ensure their training needs are met to achieve the highest standard of care. This includes the level of care and support given to staff both personally as well as professionally. Only happy and well supported staff will provide our residents with the best possible care, and this is something we recognise and is at the heart of everything we do.

Achieving the balance between the cost of care and financial viability is imperative and only possible at present because we are a non-profit making organisation.

FEEDBACK FROM RESIDENTS, VISITORS AND STAFF

Included below are a selection of comments received during 2022:

Residents

'It's been marvelous coming here! It's like a hotel!'

'The food is good. And it's even better that I don't have to cook it myself! I like spending time with the others in the lounge. There is always something going on but we can have quieter time if we want it.'

'The girls are lovely. They really look after me and nothing is too much trouble.'

'I don't want to be here. I want to be in my own home. But I do appreciate everything you all do for me and know I am in the best place.'

'I am glad I made the decision to move here when I did. Things were getting too much at home and I must admit I was lonely. It is nice to not have to worry about how I am going to cope anymore.'

'Your staff are wonderful. They are so kind and help me with everything. Thank you for helping me move here and for all the other work you did.'

Resident during a viewing of the home to the daughter of a prospective resident – *'You want to come here. It's brilliant, you don't have to lift a finger!'*

Family members

'You've all been incredible throughout this pandemic and it's sooooo good to see PH returning to its amazing ways – especially without the restrictions holding you back from doing what you all do so well, you must be thrilled. Thank you will never be enough.' – Son of resident.

'The awesome staff at Pilton House are the most amazing bunch of people we have ever had the privilege to meet, with so much love and respect.' – Son of resident.

'One of the reasons I chose Pilton House for mum was that there is always someone on hand at night and due to your 'working with symptoms' ethos rather than against means that it's a home that never sleeps.' – Daughter of resident.

'The care has been outstanding. Each and every one of you I've met each week are very special to my gran and this helps put our minds at rest that she is looked after when we aren't there. You have a great team Roxy and should be very proud.' – Granddaughter of resident.

'Thank you to all. My mum is so cared for and looked after. I'm grateful to each and every one of you. Well done guys, you're all amazing.' – Son of resident.

'Well done all of you at Pilton House for making the residents have an enjoyable time during the jubilee and at all other times – great team work and much appreciated.' – Daughter of resident.

'Honestly, [my sister] and I have been really impressed with the care gran has received from all of our staff since she joined you back at the beginning of April.' – Granddaughter of resident.

'She/I am so unbelievably fortunate to have found you guys. The one thing I haven't had to worry about is the care my mum receives. I don't know if you've been in many other settings but they are awful in comparison. What you all create at Pilton House is remarkable. I will never forget the first day we visited PH. We knew straight away, as soon as we saw all the residents in the lounge, smiling/laughing we knew it was the right place for mum.' – Son of resident.

'I wanted to write to impart to you all at Pilton House our heartfelt gratitude. We cannot thank you all enough for the care, kindness and dedication you gave to mum. There are some who knew mum more than others; we will not name names for want of missing someone, as Pilton House is full of invisible people who act without reward or attention. We sincerely thank you all. Mum was very happy living with you all. It was a great comfort to know how well mum was being cared for. You have all always made [us] very welcome and supported with guidance, kindness and reassurance. On a personal level Roxy, I would like to especially thank you and Alice for your offers of help and support whilst mum was in hospital. It was such a comfort to know you were there, your kindness will always be remembered. We will not be strangers to Pilton House. It holds very dear in our hearts. With fondest memories.' – Daughter and son of resident.

'To Roxy; Michael, Alice and each and every one of the staff. Words cannot express my gratitude for the kindness, care and patience you show in the care of the residents. You are amazing people. Thank you.' – Daughter of resident.

'Roxy, Michael and all the staff. Thank you for your care, patience and kindness with my mum. Very much appreciated. With love.' – Daughter of resident.

'[My husband] and I thank you all for the care and kindness given to mu during her stay at Pilton House, and a special thank you for the love and consideration during the last few weeks of her life. Thank you to Roxy, Michael, Cherry, Shannon and Cameron for attending [mum's] funeral; it was very much appreciated.' – Daughter and son in law of residents.

'Roxy, Michael and all the staff. Thank you all so much for your kindness and support given to Mum at what has become a difficult and troubling time of her life. Losing her independence and mobility had become a real trial for her. without your patience and understanding, it would have been unmanageable for Mum and us. I know she gained some comfort and companionship with you all. Our many grateful thanks.' – Son and daughters of resident.

Testimonials

'Pilton House. The amazing trust has been a lifesaver for my sanity and phenomenal in looking after my mum. I will always be eternally grateful and am in total awe of all the staff. So amazing. Thank you.' – Daughter of resident.

'Hey Heroes. This testimonial goes to the staff who make mum happy, who supports her when she is unbalanced, who is patient with her whilst she processes instructions, who lowers her bed and tucks her in at night, who checks in on her whilst she sleeps, who wakes her up with a smile, who helps her wash to stay comfortable and clean, who makes her feel pretty through beauty treatments, who helps her get dressed, who prepares her food and beverages, who feeds her when she is confused, who cleans her clothes and changes her sheets, who cleans her room and the rest of the home, who goes out of their way to send me updates and pictures of mum getting involved with activities, who repairs and improves the quality of her surroundings, who keeps her safe, who keeps all of the staff safe so they can be the incredible people they are, who offers their support and best wishes to me and who loves my mum (obviously everyone) for the beautiful character she is. Thank you for all that you do, you are all what makes Pilton House the special place it is today. Much love.' – Son of resident.

'Pilton House is a very welcoming and friendly home. The management and staff are all very supportive to both residents and their families. They are a great team at Pilton House and work very well together at all levels – they are extremely patient and very caring towards all the residents and nothing is too much trouble. If there are any concerns these are always communicated promptly and dealt with effectively whatever time, day or night. We are very happy that my mother is able to live here and has the support and care she needs.

The COVID situation has been so difficult for all, especially in the care sector, but we can only praise the way this has been dealt with at Pilton House and again the communication and support to ensure the residents are safe has been exemplary. We have found Family Net to be a valuable asset in letting family members and friends who are unable to visit know about mum's well-being. It's been a positive and also a regular way of communication.

From [mum] and all her family we would like to say a big thank you to all the staff and management who we feel do their absolute best with perhaps limited resources in some very difficult situations. We always feel welcomed when we visit and it's reassuring to know my mum is well cared for.' – Daughter and son-in-law of resident.

'In life one of the hardest decisions a family has to make is whether their loved family member would be cared for better and safer in a care home environment: My brother and I can truly say the decision we made for mum to move into Pilton House was the right one at a time when mum was at her most vulnerable. The outside terrace and garden is a safe and pleasant area full of plants, colour and wildlife not to mention the resident ducks, chickens and rabbits; a delight and pleasure to mum. The home always warm, clean and full of life; with rooms to sit quietly or rooms to be with others, loneliness is not to be found here. Time is always given for a chat or a simple holding of a hand.

These last few years due to COVID have been unprecedented bringing restrictions and changes to access to visits. However these constant changes have been managed with compassions and professionalism giving my brother and I the utmost confidence that the main priority always has been the safety and care of the residents and carers at Pilton House.

Pilton House is mum's home and each of the carers have become mum's friend, in turn they have also become our friends. Every time we knock on the door to visit mum we are greeted with genuine warmth, friendship and kindness. We have witnessed the care and love that the whole team at Pilton House has given to mum but it does not stop there, time, support, care has been extended to us the family. There have been times of tears but also times of laughter, but never times when we felt alone.

Thank you to the wonderful very special givers of care, to the diligent approachable caring managers, the sparkling cleaners, the green fingered gardeners, the 'come on everyone' event organizer, the brilliant handy man, the nothing is too much trouble cooks, everyone who makes Pilton House a compassionate caring loving home for my mum. Thank you.

Just a little note. I was booked in to see mum last Sunday but due to the storm we had been without electricity for two days. Unfortunately we had just collected our new electric car and for the next two days we were unable to boil a kettle, no heating, no lights, just a camping stove for tea, coffee and soups... no matter charge the car! Once the electric came back on I asked if I could come an hour later. I was greeted with a cup of tea and biscuits and lots of sympathy for my ordeal, or was that laughter at my ordeal!!! But it is that little gesture that just made me smile and want to hug you all.' – Daughter of resident.

'The team at Pilton House have really helped us as a family as well as our loved one that lives there. It wasn't an easy decision for us, but she couldn't have been in better hands. They are all incredibly caring and do everything they can to help.' – Granddaughter of resident.

'We'd like to start by saying thank you for the wonderful care you take of mum. On the few times we have visited her, it has been a pleasure to see how well the outside is looked after and kept with plenty of interest going on and the cleanliness of the corridors are, without, any odours. Mum's room has always been clean, warm, light and comfortable looking. The carers are always polite, helpful and have a smile. It was lovely to see that mums clothes were clean as was her personal hygiene and bed linen. We also saw a few of the other residents who were lovely to chat to and also noticed that they too also seemed very happy and nicely dressed and obviously very well cared for. Pilton House is obviously the best place for mum as she seems to be happy and thriving. It's also great having the Family Net set up where messages and photos can be shared, this has been a real blessing as during the pandemic and distance it's been difficult to visit as often as we'd like. A big thank you to you all again, it's a real peace of mind to know that mum is in excellent care and in the best place. Thank you and bless you all.' – Daughter of resident.

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 27-07-2023 and signed on behalf of the board of trustees by:

M. Norris

Mr M Norris
Trustee

Pilton House Trust

Company Limited by Guarantee

Independent Auditor's Report to the Members of Pilton House Trust

Year ended 31 December 2022

Opinion

We have audited the financial statements of Pilton House Trust (the 'charity') for the year ended 31 December 2022 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 December 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussion with the trustees and other management. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
- The Trust is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other charity legislation. The Trust is also subject to other laws and regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of charity legislation.
- Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. In any audit, there remains a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Westcotts (SW) LLP

Westcotts (SW) LLP
Chartered Accountants & Statutory Auditors
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

26th September 2023

Pilton House Trust

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 December 2022

	Note	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Income and endowments					
Donations and legacies	5	2,903	33,354	36,257	50,843
Charitable activities	6	1,159,379	–	1,159,379	1,046,196
Investment income	7	4,379	–	4,379	4,292
Other income	8	819	–	819	866
Total income		1,167,480	33,354	1,200,834	1,102,197
Expenditure					
Expenditure on charitable activities	9,10	1,156,478	26,322	1,182,800	1,117,049
Total expenditure		1,156,478	26,322	1,182,800	1,117,049
Net (losses)/gains on investments	12	(24,302)	–	(24,302)	20,419
Net (expenditure)/income and net movement in funds		(13,300)	7,032	(6,268)	5,567
Reconciliation of funds					
Total funds brought forward		1,253,174	3,000	1,256,174	1,250,607
Total funds carried forward		1,239,874	10,032	1,249,906	1,256,174

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 20 to 31 form part of these financial statements.

Pilton House Trust

Company Limited by Guarantee

Statement of Financial Position

31 December 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	16	935,502	947,340
Investments	17	178,256	208,389
		1,113,758	1,155,729
Current assets			
Debtors	18	20,548	7,676
Cash at bank and in hand		147,038	126,759
		167,586	134,435
Creditors: amounts falling due within one year	19	31,438	33,990
Net current assets		136,148	100,445
Total assets less current liabilities		1,249,906	1,256,174
Net assets		1,249,906	1,256,174
Funds of the charity			
Restricted funds		10,032	3,000
Unrestricted funds		1,239,874	1,253,174
Total charity funds	22	1,249,906	1,256,174

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 27.07.2023 and are signed on behalf of the board by:

M. Norris

Mr M Norris
Trustee

The notes on pages 20 to 31 form part of these financial statements.

Pilton House Trust

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 December 2022

	2022 £	2021 £
Cash flows from operating activities		
Net (expenditure)/income	(6,268)	5,567
Adjustments for:		
Depreciation of tangible fixed assets	14,767	15,707
Net (losses)/gains on investments	24,302	(20,419)
Other interest receivable and similar income	(4,379)	(4,292)
Accrued income	(2,566)	(156)
Changes in:		
Trade and other debtors	(12,872)	11,539
Trade and other creditors	14	(12,168)
Cash generated from operations	12,998	(4,222)
Interest received	4,379	4,292
Net cash used in operating activities	17,377	70
Cash flows from investing activities		
Purchase of tangible assets	(2,929)	–
Purchases of other investments	(4,719)	(41,983)
Proceeds from sale of other investments	10,550	46,848
Net cash from investing activities	2,902	4,865
Net increase in cash and cash equivalents	20,279	4,935
Cash and cash equivalents at beginning of year	126,759	121,824
Cash and cash equivalents at end of year	147,038	126,759

The notes on pages 20 to 31 form part of these financial statements.

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Pilton House Residential Care Home, Pilton House, Pilton Street, Barnstaple, Devon, EX31 1PQ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. **Accounting policies** *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

3. **Accounting policies** *(continued)*

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	-	1% straight line
Fixtures and fittings	-	15% reducing balance
Equipment	-	20% straight line

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Government grants

Government grants are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the charity will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

3. **Accounting policies** *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. **Limited by guarantee**

Pilton House Trust is a company limited guarantee and accordingly does not have the share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £10 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Donations			
Donations	2,036	2,650	4,686
Grants			
Grants	–	8,204	8,204
Government grant income	867	22,500	23,367
	2,903	33,354	36,257

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	2,031	3,000	5,031
Grants			
Grants	–	–	–
Government grant income	–	45,812	45,812
	2,031	48,812	50,843

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Residents fee income	1,159,379	1,159,379	1,046,196	1,046,196

7. Investment income

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	198	198	1	1
Investment dividends	4,181	4,181	4,291	4,291
	4,379	4,379	4,292	4,292

8. Other income

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Parking fees	800	800	820	820
Sundry income	19	19	46	46
	819	819	866	866

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Direct service provision	1,135,529	26,322	1,161,851
Support costs	20,949	–	20,949
	1,156,478	26,322	1,182,800

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Direct service provision	1,050,791	45,812	1,096,603
Support costs	20,446	–	20,446
	1,071,237	45,812	1,117,049

10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	**Total funds 2022 £**	Total fund 2021 £
Direct service provision	1,161,851	20,949	1,182,800	1,117,049

11. Analysis of support costs

	Charitable activities £	**Total 2022 £**	Total 2021 £
Auditors' remuneration	4,723	4,723	4,273
Bookkeeping	14,400	14,400	14,360
Investment management costs	1,826	1,826	1,813
	20,949	20,949	20,446

12. Net (losses)/gains on investments

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Gains/(losses) on listed investments	(24,302)	(24,302)	20,419	20,419

13. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation of tangible fixed assets	14,767	15,707

14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and Salaries	825,500	777,370
Social security costs	58,889	45,342
Employer contributions to pension plans	15,662	13,185
	900,051	835,897

The average head count of employees during the year was 46 (2021: 45). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Charitable activities	31	28

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

15. Trustee remuneration and expenses

During the year ended 31 December 2022 no Trustees received any remuneration or other benefits (2021: £Nil). No Trustees expenses were paid during the year (2021; £Nil)

16. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Equipment £	**Total £**
Cost				
At 1 January 2022	950,000	37,213	37,220	1,024,433
Additions	–	2,198	731	2,929
At 31 December 2022	950,000	39,411	37,951	1,027,362
Depreciation				
At 1 January 2022	28,216	23,668	25,209	77,093
Charge for the year	9,218	2,361	3,188	14,767
At 31 December 2022	37,434	26,029	28,397	91,860
Carrying amount				
At 31 December 2022	912,566	13,382	9,554	935,502
At 31 December 2021	921,784	13,545	12,011	947,340

17. Investments

	Listed investments £
Cost or valuation	
At 1 January 2022	208,389
Additions	4,719
Disposals	(10,550)
Fair value movements	(24,302)
At 31 December 2022	178,256
Impairment	
At 1 January 2022 and 31 December 2022	
Carrying amount	
At 31 December 2022	178,256
At 31 December 2021	208,389

All investments shown above are held at valuation.

Financial assets held at fair value

The historical cost of the investment as at 31 December 2022 is £141,972 (2021: £147,244).

18. Debtors

	2022	2021
	£	£
Trade debtors	16,369	5,003
Prepayments and accrued income	4,179	2,673
	20,548	7,676

19. Creditors: amounts falling due within one year

	2022	2021
	£	£
Payments received on account	711	612
Trade creditors	11,535	11,359
Accruals and deferred income	5,015	7,581
Social security and other taxes	11,017	11,958
Other creditors	3,160	2,480
	31,438	33,990

20. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £15,662 (2021: £13,185).

21. Government grants

The amounts recognised in the financial statements for government grants are as follows:

	2022	2021
	£	£
Recognised in income from donations and legacies:		
Government grants income	23,367	45,812

22. Analysis of charitable funds

Unrestricted funds

	At 1 Jan 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Dec 2022 £
General funds	319,586	1,161,296	(1,145,414)	–	(24,302)	311,166
Dementia Care	2,397	–	(82)	–	–	2,315
Investment dividends	9,407	4,148	–	–	–	13,555
Property Fund	921,784	–	(9,218)	–	–	912,566
Amenities	–	2,036	(1,764)	–	–	272
	1,253,174	1,167,480	(1,156,478)	–	(24,302)	1,239,874

	At 1 Jan 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Dec 2021 £
General funds	1,237,901	1,047,328	(1,063,361)	(922,701)	20,419	319,586
Dementia Care	2,397	–	–	–	–	2,397
Investment dividends	9,475	4,026	(4,094)	–	–	9,407
Property Fund	–	–	–	921,784	–	921,784
Amenities	834	2,031	(3,782)	917	–	–
	1,250,607	1,053,385	(1,071,237)	–	20,419	1,253,174

The Investment dividend fund is used to provide extra items to improve the wellbeing of residents.

The Property fund represents the net book value of the freehold property owned by the charity.

22. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 Jan 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Dec 2022 £
Dementia Care	–	5,503	(818)	(360)	–	4,325
Government Grants	–	24,500	(22,793)	–	–	1,707
Property Maintenance	3,000	2,751	(1,751)	–	–	4,000
Staff	–	600	(960)	360	–	–
	3,000	33,354	(26,322)	–	–	10,032

	At 1 Jan 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Dec 2021 £
Dementia Care	–	–	–	–	–	–
Government Grants	–	45,812	(45,812)	–	–	–
Property Maintenance	–	3,000	–	–	–	3,000
Staff	–	–	–	–	–	–
	–	48,812	(45,812)	–	–	3,000

Government Grants:
This income is to support the charity with infection control and the additional costs of PPE incurred as a result of Covid-19. There was also additional support in respect of retaining and recruiting staff post pandemic.

Dementia Care:
This funding was received to specifically support residents in respect of their care for Dementia. The transfer from the Dementia Care fund to the staff fund was for the specific training and support given to staff in respect of Dementia.

Property Maintenance:
This is money granted to the Trust for the specific use for maintaining the property.

Staff:
This grant was to support staff with their training requirements.

23. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Tangible fixed assets	935,502	–	935,502
Investments	178,256	–	178,256
Current assets	157,554	10,032	167,586
Creditors less than 1 year	(31,438)	–	(31,438)
Net assets	1,239,874	10,032	1,249,906

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	947,340	–	947,340
Investments	208,389	–	208,389
Current assets	131,435	3,000	134,435
Creditors less than 1 year	(33,990)	–	(33,990)
Net assets	1,253,174	3,000	1,256,174

24. Analysis of changes in net debt

	At 1 Jan 2022 £	Cash flows £	**At 31 Dec 2022 £**
Cash at bank and in hand	126,759	20,279	147,038

25. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Not later than 1 year	22,890	22,890
Later than 1 year and not later than 5 years	57,015	79,905
	79,905	102,795

26. Related parties

During the year ended 31 December 2022, the Trust was invoiced £3,112 (2021 £2,679) by Lineal Software Solutions Ltd, Matthew Norris, a trustee in Pilton House Trust is also a Director in Lineal Software Solutions Ltd.

PILTON HOUSE TRUST

England & Wales - Charity number 1154226

Accounts

COMPANY REGISTRATION NUMBER: 08582100
CHARITY REGISTRATION NUMBER: 1154226

Pilton House Trust

Company Limited by Guarantee

Financial Statements

31 December 2021

THOMAS WESTCOTT LLP
Chartered Accountants & Statutory Auditors
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Pilton House Trust

Company Limited by Guarantee

Financial Statements

Year ended 31 December 2021

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Pilton House Trust

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 December 2021

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 December 2021.

Reference and administrative details

Registered charity name	Pilton House Trust
Charity registration number	1154226
Company registration number	08582100
Principal office and registered office	Pilton House Residential Care Home Pilton House Pilton Street BARNSTAPLE Devon EX31 1PQ
The trustees	Mrs V A Elkins (Resigned 3 September 2021) Mr M Norris Ms I M Hockin Mrs J L Hunt Mrs J Coates
Auditor	Thomas Westcott LLP Chartered Accountants & Statutory Auditors 47 Boutport Street Barnstaple Devon EX31 1SQ

Structure, governance and management

Governing document
The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Trustees have historically consisted of at least 5 and not more than 15 individuals. Although there are only currently 5 acting trustees, there has been a concerted effort in recent years to advertise and appeal for potential new trustees to come forward, in addition to making use of the networks of existing trustees. While trustee numbers have been maintained, which is encouraging, no new trustees have been added. Largely this reflects the general national trend which has seen volunteer numbers significantly declining in recent years.

One third of the trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. Except on rotation a trustee may be appointed at a general meeting but only if there is a vacancy and he/she is recommended by a trustee or a member has given the required notice of proposal with written confirmation of willingness to be elected a trustee. All trustees must have a satisfactory and up to date Disclosure and Barring Service check in order to remain a trustee.

Organisational structure
Miss R Jenner is the Home's registered manager and manages operational issues day to day. She is supported by an assistant manager, heads of department and a group of team leaders.

The trustees meet at regular monthly meetings, where all significant issues are discussed and agreed. The trustees guide the Home Manager on a regular basis which enables the trustees to maintain the overall management of the House.

Related parties
No trustee may take part in any discussion or decision where they have a conflict of interest and where the outcome of that decision may be to the benefit or detriment of themselves, their relatives, friends or employers. Their interest, if such circumstances should arise, must be made known to the board.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Risk management policies have been produced by the trustees.

The major risks to which the charity is exposed, as identified by the trustees, relate to the management of the investments, the management of the business on a daily basis with delegated responsibilities passed from trustees to the management and staff, financial risks and reputational risks. The trustees have reviewed these risks and contingency plans have been established to mitigate these risks.

Objectives and activities

Objectives and aims

The objectives and aim of Pilton House Trust is the relief of poverty, sickness and old age, in particular by the provision of suitable housing accommodation and nursing homes and the provision of day and respite care facilities for elderly persons in Barnstaple with the object of improving their conditions of life.

In setting their objectives and planning their activities, the trustees have given careful consideration to the Charity Commission's general guidance on public benefit. A regular newsletter is produced by the House Manager to update residents and relatives on activities and issues at the House. The website is updated to reflect changes in the Home and to provide relevant information for families and individuals interested in our services. Fundraising activities aim to involve the support of the local community.

A Statement of Purpose has been drawn-up which is available to residents, relatives and third parties on request.

The charity meets its objectives by feedback from inspections undertaken by the Care Quality Commission together with regular feedback from the residents and their relatives/friends.

Achievements and performance

Charitable activities

Generally, the year 1 January 2021 to 31 December 2021 has been one of the most challenging years since the Trust began. This was due in part to the global pandemic but also due to rising costs across the organisation which, when combined with a challenging market for the recruitment of staff, created considerable difficulty in planning throughout the year. Continued and significant difficulties associated with COVID-19 were presented for the staff and residents to overcome. COVID-19 safety measures remained in place for much of the year, creating very different experiences for residents, their relatives and friends. Nevertheless, the staff worked tirelessly to ensure the best and safest service was able to be delivered to everyone associated with the Home. This has included the adoption of new methods of working, effective use of technology to keep in touch with families and support healthcare provision, and additional support for staff and residents as needed.

Despite the challenges surrounding the pandemic, the excellent care provision and extensive COVID-19 adaptations ensured the Home maintained a healthy waiting list of potential residents. Sadly, a number of other activities remained suspended from this year such as the Memory Café which usually operates from the Home along with regular coffee mornings and meetings of the Friends of Pilton House. Some events continued through the use of technology with videoconferencing becoming a regular feature of life at the Home for staff and residents. Due to the continued restrictions and wider COVID-19 landscape during the year, sources of income remained under pressure with a number of the usual fundraising activities unable to be completed as they would usually be. This reached a peak during the middle of the year and extraordinary work was required to ensure Pilton House was able to meet its needs for the future. As the year continued, significant cost of living increases to wages introduced by the Government would require further planning to ensure staff were not disadvantaged and that Pilton House Trust could continue to meet the needs and expectations of our staff. Nevertheless, as the Home remained fully staffed and was able to operate safely and effectively despite these challenges, and against the wider landscape of reported difficulties in many care settings across the country. Additional funding was made available by the local authority to many care homes, and this was vital in supporting the high quality of care for residents at Pilton House during 2021.

A considerable amount of training has been undertaken by staff during the year through a mix of virtual sessions, e-Learning and in-house trainers. CQC noted nationally that training in 2020 had been adversely impacted by the impact of the pandemic. However, Pilton House Trust maintained a schedule of some 1,755 sessions for staff during 2020. The 2021 programme continues to build upon this, including:

1. COVID-19 safe working practices, testing, vaccination programme
2. Effective and safe use of PPE
3. Infection Control
4. RESTORE 2
5. Leadership Skills for Team Leaders
6. Confidentiality
7. Falls Awareness
8. Safeguarding, PREVENT, consent and the power of attorney
9. GDPR
10. End of Life Care
11. Effective Communication, Belief and Values
12. Oral health care including care plans
13. Pressure area care and management

14. Moving and handling including instructors
15. Induction
16. Nutrition and hydration, special diets including for residents with diabetes
17. Dementia and mental capacity
18. Person Centred Care
19. Influenza and infection control, sepsis awareness
20. COSHH, hand hygiene, food hygiene, legionella
21. Medication
22. Non-pharmacological approaches to symptom management
23. Practical fire evacuation and fire safety
24. Fire Awareness Level 2
25. First aid training including first aid instructors
26. Challenging Behaviour
27. Equality and Diversity
28. Level 2 and level 3 diplomas in Care for the majority of staff that do not hold this qualification yet
29. Health and safety including Health and Safety Instructor courses for more efficient and flexible delivery of courses within the Home
30. Six staff are completing NVQs in: Health and Social Care, Team Leading, Supervision, and Catering

The OOMPH activities programme, which was introduced in 2018, has continued unabated supporting many enjoyable activities for our residents each month. Staff continue to receive training in this programme with regular reports on progress that show sustained improvements. Photographs of some of the wonderful activities of residents are displayed in the Home for all to see and technology has been used effectively to support outside contact with relatives and friends while visiting in person was restricted due to the pandemic. It is truly remarkable to visit the Home and see physical activity sessions for residents who have limited mobility, to listen to singing and live music activities and to look at some of the creative endeavours of staff and residents on display throughout the Home. Observation of the Just Bowl indoor bowling is a particular treat. The grounds have been further developed and now include a large fishpond, ducks, rabbits, and chickens which have been hatched from eggs, in addition to the more usual dogs and cats that can often be found exploring the Home each day. In summer, the area in front of the veranda is awash with colour from the raised flower beds and a true oasis for the residents and staff of Pilton House.

The Home and grounds are brightened by even more plants and flowers, and residents are able to enjoy gardening activities should they wish. The Home hopes to be able to welcome a return to the work experience programme for local students next year, having previously been impacted by the pandemic. The endless work of our staff and volunteers to better the experiences of our residents and staff is truly appreciated.

The staff and management team have continued to streamline processes as part of our GDPR programme this year, including the move to more paperless systems, with the vast majority of day-to-day operations now supported by technology. A number of new systems have been introduced including the move to a different cloud-based medication system. The feedback from quality surveys and testimonials throughout the year have been a real recognition of our continued pursuit of excellence in the service we deliver to residents, their families and friends.

Achievements and performance *(continued)*

Fundraising activities
Income has improved gradually, not only through a revised fee system but also due to fund raising initiatives by friends and families of current and former residents, the care staff and the Home Manager. Nevertheless, COVID-19 restrictions meant at several times during the year the Home was unable to operate at full capacity as it was not safe to accept new residents. This created a funding shortfall which was offset in part by the additional local authority funding due to the pandemic. Funds such as those from investments and donations have been used for projects within the Home to increase the positive experience of residents. While there has been significant redecoration of some parts of the Home and continuous improvements throughout the year, much of the investment has been around COVID-19 adaptations such as the establishment of visiting areas, including outdoor structures. The Circle of Friends group was closed again this year due to the pandemic. We hope in the future this can be formed once again so its members can assist in fund raising and other initiatives, including the promotion of the Home in the Pilton area and to local businesses to encourage support and donations.

Other activities
Repairs were required to a number of exterior areas of the site, resulting in some unexpected expenditure. Repairs were also required to parts of the structure of the main building including windows and doors. Maintaining quality facilities in an historic Grade-II Listed building such as Pilton House often comes at a greater expense and creates more complexity for the management team than would be found in a purpose-built Home. But living and working in Pilton House is one of the most unique and loved benefits of the services we provide, bringing joy to our residents and staff alike. It is a truly special place with a tremendous history.

An employee assistance programme was introduced in January 2019 which includes Face to Face Counselling and Cognitive Behavioural Therapy (CBT), combined with a 24/7 support service. This is offered free of charge to staff and their immediate families in order to provide greater care and support to our valued team. Combined with the wider support offered in the area due to the effects of the pandemic, and national programmes, staff have had a range of support structures that could be accessed if required. It is without a doubt been one of the most challenging years for the staff of Pilton House Trust and without their support, dedication, courage and determination, the Home would not be able to flourish in the way that it has.

Sadly, many of our usually rich breadth of experiences that are made available to residents were unable to continue normally. Activities such as Carriage Riding (with thanks to the Calvert Trust Exmoor) – a remarkable and memorable experience for all concerned – our animal experiences, travelling farm visits and many animal encounters for residents and staff at the Home, have all been missed dearly in 2021. Nevertheless, our internal activities programme has continued with barely a pause, ably supported by a number of our staff. Our person-centred approach with the personalisation of bedrooms and indoor areas to make the Home more reflective of the tastes and wishes of our residents has continued, including redecoration when needed.

Financial review

Total income for the year amounted to £1,102,197 (2020: £1,115,799), £48,812 (2020: £41,549) of which was specifically directed for utilisation towards restricted expenditure.

Personnel expenditure relating to salaries and pension contributions remains by far the single largest area of expenditure, amounting to £835,897 (2020: £809,846).

Total reserves at the end of 2021 amounted to £1,253,174. This includes tangible fixed assets of £947,340, Investments of £208,389 and net current assets of £100,445. Restricted reserves amounted to £3,000.

Principal funding sources

Funds are generated by the charity through residents charges, obtaining grants, receiving donations, investment income and undertaking other fundraising activities.

Reserves policy

The trustees have indicated that they wish to keep a minimum of four months reserves in hand at all times, preferably six months if this is possible. In 2021, they are currently only holding 3 ½ months of free reserves.

Plans for future periods

In 2021, the Home's management team developed individual department teams responsible for different areas of the Home and business through training and greater autonomy, improving efficiency and allowing us to better adapt to the budget constraints that were experienced during the year. 2019's introduction of new methods of keeping in touch with families continued to be a valuable resource during 2021 with greater use of video calling and other secure online communications. This is being developed continuously in response to the changing nature of the pandemic.

The number of individuals and families using our services continues to remain healthy and, with long waiting lists, this shows no sign of changing during 2022.

Giving the significant costs of COVID-19, ongoing maintenance and repair, and raises to the National Minimum Wage and National Living Wage during 2022, it is clear that a revised fee structure will be required in order to keep the Home sustainably funded for the immediate future. Plans are in place to revise the fee structure for 2022.

The Trust maintains a desire to increase the level of reserves we have for the future. Despite an established programme of planned maintenance, unexpected costs continue to present themselves each year and, in the face of the pandemic, the Home must continue to be in a position to respond to these costs as the need arises.

The staff are our key to success, and we must continue to ensure their training needs are met to achieve the highest standard of care. This includes the level of care and support given to staff both personally as well as professionally. Only happy and secure staff will provide our residents with the best possible care, and this is something we recognise and is at the heart of everything we do.

Achieving the balance between the cost of care and financial viability is imperative and only possible at present because we are a non-profit making organisation.

Plans for future periods *(continued)*

FEEDBACK FROM RESIDENTS, VISITORS AND STAFF

Included below are a selection of comments received during 2021:

"In life, one of the hardest decision a family has to make is whether their loved family member would be cared for better and safer in a care home environment: My brother and I can truly say the decision we made for Mum to move into Pilton House was the right one at a time when Mum was at her most vulnerable.

The outside terrace and garden is a safe and pleasant area full of plants, colour and wildlife not to mention the ducks, chickens and rabbits; a delight and pleasure to Mum. The home is always warm, clean and full of life; with rooms to sit quietly or rooms to be with others; loneliness is not to be found here. Time is always given for a chat or a simple holding of a hand."

– Family Member of Resident

"Thanks to the staff who make mum happy, who support her when she is unbalanced, who are patient with her whilst she processes instructions, who lower her bed and tuck her in at night, who check in on her whilst she sleeps, who wake her up with a smile, who help her wash to stay comfortable and clean, who make her feel pretty through beauty treatments, who help her get dressed, who prepare her food and beverages, who feed her when she is confused, who clean her clothes and change her sheets, who clean her room and the rest of the home, who go out of their way to send me updates & pictures of mum getting involved with activities, who repair and improve the quality of her surroundings, who keep her safe, who offer their support and best wishes to me and who love my mum for the beautiful character she is. Thank you for all that you do, you are all what makes Pilton House the special place it is today."

– Family Member of Resident

"This amazing Trust has been a lifesaver for my sanity and phenomenal in looking after my mum's care.
I will always be eternally grateful and am in total awe of all the staff. So amazing. Thank you."

– Family Member of Resident

"Pilton house is very welcoming and friendly home. The Management and staff are all very supportive to both residents and their families. They are a great team at Pilton House and work very well together at all levels - they are extremely patient and very caring towards all the residents and nothing is too much trouble. We are very happy that my Mother is able to live here and has the support and care she needs."

– Family Member of Resident

"The team at Pilton House have really helped us as a family as well as our loved one that lives there. It wasn't an easy decision for us, but she couldn't have been in better hands. They are all incredibly caring and do everything they can to help."

– Family Member of Resident

Events after the end of the reporting period

At the date of preparation of the financial statements, the instability factor relating to the Covid health emergency should not be underestimated. There have been no adjusting events identified whilst preparing the accounts. The charity has reviewed this scenario and evaluated the management actions to mitigate the operational impact. The charity has adopted initiatives to safeguard the health of its people and actions aimed at maintaining operational activity. The repercussions on any adjustments to the financial statements are currently not determinable in light of the volatility of the scenario and the continuous evolution of the market, these will be reflected in the 2022 results

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 12-07-2022 and signed on behalf of the board of trustees by:

M. Norris

Mr M Norris
Trustee

Pilton House Trust

Company Limited by Guarantee

Independent Auditor's Report to the Members of Pilton House Trust

Year ended 31 December 2021

Opinion

We have audited the financial statements of Pilton House Trust (the 'charity') for the year ended 31 December 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 December 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the trustees' report is inconsistent in any material respect with the financial statements; or
- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussion with the trustees and other management. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
- The Trust is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other charity legislation. The Trust is also subject to other laws and regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of charity legislation. We identified the following as most likely areas to have such an effect - Compliance with CQC regulations and additional Health and Safety regulations due to the nature of operations.
- Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. In any audit, there remains a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's members, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Thomas Westcott

Thomas Westcott LLP
Chartered Accountants & Statutory Auditors
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

1st August 2022

Pilton House Trust

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 December 2021

	Note	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Income and endowments					
Donations and legacies	5	2,031	48,812	50,843	69,853
Charitable activities	6	1,046,196	–	1,046,196	1,040,780
Investment income	7	4,292	–	4,292	4,327
Other income	8	866	–	866	839
Total income		1,053,385	48,812	1,102,197	1,115,799
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	9	–	–	–	18
Expenditure on charitable activities	10,11	1,071,237	45,812	1,117,049	1,091,995
Total expenditure		1,071,237	45,812	1,117,049	1,092,013
Net gains on investments	13	20,419	–	20,419	5,243
Net income and net movement in funds		2,567	3,000	5,567	29,029
Reconciliation of funds					
Total funds brought forward		1,250,607	–	1,250,607	1,221,578
Total funds carried forward		1,253,174	3,000	1,256,174	1,250,607

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 19 to 29 form part of these financial statements.

Pilton House Trust

Company Limited by Guarantee

Statement of Financial Position

31 December 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible fixed assets	17	947,340	963,047
Investments	18	208,389	192,835
		1,155,729	1,155,882
Current assets			
Debtors	19	7,676	19,215
Cash at bank and in hand		126,759	121,824
		134,435	141,039
Creditors: amounts falling due within one year	20	33,990	46,314
Net current assets		100,445	94,725
Total assets less current liabilities		1,256,174	1,250,607
Net assets		1,256,174	1,250,607
Funds of the charity			
Restricted funds		3,000	–
Unrestricted funds		1,253,174	1,250,607
Total charity funds	23	1,256,174	1,250,607

For the year ending 31 December 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The statement of financial position
continues on the following page.

The notes on pages 19 to 29 form part of these financial statements.

These financial statements were approved by the board of trustees and authorised for issue on ..12-07-2022., and are signed on behalf of the board by:

M.N

Mr M Norris
Trustee

Pilton House Trust

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 December 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income	5,567	29,029
Adjustments for:		
Depreciation of tangible fixed assets	15,707	17,558
Government grant income	(45,812)	(66,678)
Net gains on investments	(20,419)	(5,243)
Other interest receivable and similar income	(4,292)	(4,327)
Accrued income	(156)	(1,766)
Changes in:		
Trade and other debtors	11,539	(3,187)
Trade and other creditors	(12,168)	8,750
Cash generated from operations	(50,034)	(25,864)
Interest received	4,292	4,327
Net cash used in operating activities	(45,742)	(21,537)
Cash flows from investing activities		
Purchase of tangible assets	–	(5,431)
Purchases of other investments	(41,983)	(30,156)
Proceeds from sale of other investments	46,848	29,580
Net cash from/(used in) investing activities	4,865	(6,007)
Cash flows from financing activities		
Government grant income	45,812	66,678
Net cash from financing activities	45,812	66,678
Net increase in cash and cash equivalents	4,935	39,134
Cash and cash equivalents at beginning of year	121,824	82,690
Cash and cash equivalents at end of year	126,759	121,824

The notes on pages 19 to 29 form part of these financial statements.

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Pilton House Residential Care Home, Pilton House, Pilton Street, Barnstaple, Devon, EX31 1PQ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. **Accounting policies** *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

3. **Accounting policies** *(continued)*

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures and fittings	-	15% reducing balance
Equipment	-	20% straight line

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Government grants

Government grants are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the charity will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Pilton House Trust is a company limited guarantee and accordingly does not have the share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £10 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Donations			
Donations	2,031	3,000	5,031

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Grants			
Government grant income	–	45,812	45,812
	2,031	48,812	50,843

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
Donations	2,875	300	3,175
Grants			
Government grant income	25,429	41,249	66,678
	28,304	41,549	69,853

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Residents fee income	1,046,196	1,046,196	1,040,780	1,040,780

7. Investment income

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	1	1	10	10
Investment dividends	4,291	4,291	4,317	4,317
	4,292	4,292	4,327	4,327

8. Other income

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Parking fees	820	820	800	800
Sundry income	46	46	39	39
	866	866	839	839

9. Costs of raising donations and legacies

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Fundraising events	–	–	18	18

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Direct service provision	1,050,791	45,812	1,096,603
Support costs	20,446	–	20,446
	1,071,237	45,812	1,117,049

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Direct service provision	1,031,109	41,549	1,072,658
Support costs	19,337	–	19,337
	1,050,446	41,549	1,091,995

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	**Total funds 2021 £**	Total fund 2020 £
Direct service provision	1,096,603	20,446	1,117,049	1,091,995

12. Analysis of support costs

	Charitable activities £	**Total 2021 £**	Total 2020 £
Auditors remuneration	4,273	4,273	4,495
Bookkeeping	14,360	14,360	13,253
Investment management fees	1,813	1,813	1,589
	20,446	20,446	19,337

13. Net gains on investments

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Gains/(losses) on listed investments	20,419	20,419	5,243	5,243

14. Net income

Net income is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation of tangible fixed assets	15,707	17,558
Fees payable for the audit of the financial statements	4,273	4,495

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and Salaries	777,370	753,747
Social security costs	45,342	43,862
Employer contributions to pension plans	13,185	12,237
	835,897	809,846

The average head count of employees during the year was 45 (2020: 48). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Charitable activities	28	28

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

16. Trustee remuneration and expenses

During the year ended 31 December 2021 no Trustees received any remuneration or other benefits (2020: £Nil). No Trustees expenses were paid during the year (2020: £Nil)

17. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Equipment £	**Total £**
Cost				
At 1 January 2021 and 31 December 2021	950,000	37,213	37,220	1,024,433
Depreciation				
At 1 January 2021	18,905	21,277	21,204	61,386
Charge for the year	9,311	2,391	4,005	15,707
At 31 December 2021	28,216	23,668	25,209	77,093
Carrying amount				
At 31 December 2021	921,784	13,545	12,011	947,340
At 31 December 2020	931,095	15,936	16,016	963,047

18. Investments

	Listed investments £
Cost or valuation	
At 1 January 2021	192,835
Additions	41,983
Disposals	(46,848)
Fair value movements	20,419
At 31 December 2021	208,389
Impairment	
At 1 January 2021 and 31 December 2021	
Carrying amount	
At 31 December 2021	208,389
At 31 December 2020	192,835

All investments shown above are held at valuation.

Financial assets held at fair value

The historical cost of the investment as at 31 December 2021 is £147,244 (2020: £142,580).

19. Debtors

	2021 £	2020 £
Trade debtors	5,003	16,279
Prepayments and accrued income	2,673	2,936
	7,676	19,215

20. Creditors: amounts falling due within one year

	2021	2020
	£	£
Payments received on account	612	830
Trade creditors	11,359	22,319
Accruals and deferred income	7,581	7,737
Social security and other taxes	11,958	12,726
Other creditors	2,480	2,702
	33,990	46,314

21. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £13,185 (2020: £12,237).

22. Government grants

The amounts recognised in the financial statements for government grants are as follows:

	2021	2020
	£	£
Recognised in income from donations and legacies:		
Government grants income	45,812	66,678

23. Analysis of charitable funds

Unrestricted funds

	At 1 Jan 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Dec 2021** £
General funds	1,237,901	1,047,328	(1,063,361)	(922,701)	20,419	319,586
Dementia Care	2,397	–	–	–	–	2,397
Investment dividends	9,475	4,026	(4,094)	–	–	9,407
Fixed asset Property Fund	–	–	–	921,784	–	921,784
Amenities	834	2,031	(3,782)	917	–	–
Staff	–	–	–	–	–	–
Green Man Day	–	–	–	–	–	–
Patient Comfort	–	–	–	–	–	–
	1,250,607	1,053,385	(1,071,237)	–	20,419	1,253,174

	At 1 Jan 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Dec 2020 £
General funds	1,205,974	1,065,847	(1,042,242)	3,079	5,243	1,237,901
Dementia Care	2,397	–	–	–	–	2,397
Investment dividends	9,571	4,028	(4,124)	–	–	9,475
Fixed asset Property Fund	–	–	–	–	–	–
Amenities	557	4,375	(4,098)	–	–	834
Staff	117	–	–	(117)	–	–
Green Man Day	2,829	–	–	(2,829)	–	–
Patient Comfort	133	–	–	(133)	–	–
	1,221,578	1,074,250	(1,050,464)	–	5,243	1,250,607

The Investment dividend fund is used to provide extra items to improve the wellbeing of residents.

The value of the property has been designated this year, to show users of the accounts that what "free" reserves are actually available.

23. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 Jan 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Dec 2021 £**
Community Support	–	–	–	–	–	–
End of Life Care	–	–	–	–	–	–
Property maintenance	–	3,000	–	–	–	3,000
Government Grants	–	45,812	(45,812)	–	–	–
	–	48,812	(45,812)	–	–	3,000

	At 1 Jan 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Dec 2020 £
Community Support	–	200	(200)	–	–	–
End of Life Care	–	100	(100)	–	–	–
Government Grants	–	41,249	(41,249)	–	–	–
	–	41,549	(41,549)	–	–	–

Government Grants:
This income is to support the charity with infection control and the additional costs of PPE incurred as a result of Covid-19.

Property Maintenance – a donation was made during the year to be specifically used on property maintenance costs.

24. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Tangible fixed assets	947,340	–	947,340
Investments	208,389	–	208,389
Current assets	131,435	3,000	134,435
Creditors less than 1 year	(33,990)	–	(33,990)
Net assets	1,253,174	3,000	1,256,174

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	963,047	–	963,047
Investments	192,835	–	192,835
Current assets	141,039	–	141,039
Creditors less than 1 year	(46,314)	–	(46,314)
Net assets	1,250,607	–	1,250,607

25. Analysis of changes in net debt

	At 1 Jan 2021	Cash flows	**At 31 Dec 2021**
	£	£	**£**
Cash at bank and in hand	121,824	4,935	126,759

26. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2021	2020
	£	£
Not later than 1 year	22,890	22,890
Later than 1 year and not later than 5 years	79,905	89,539
Later than 5 years	–	13,257
	102.796	125,686

27. Related parties

During the year ended 31 December 2021, the Trust was invoiced £2,679 (2020 £3,572) by Lineal Software Solutions Ltd, Matthew Norris, a trustee in Pilton House Trust is also a Director in Lineal Software Solutions Ltd.

PILTON HOUSE TRUST

England & Wales - Charity number 1154226

Accounts

COMPANY REGISTRATION NUMBER: 08582100
CHARITY REGISTRATION NUMBER: 1154226

Pilton House Trust

Company Limited by Guarantee

Financial Statements

31 December 2020

THOMAS WESTCOTT
Chartered Accountants & Statutory Auditor
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Pilton House Trust

Company Limited by Guarantee

Financial Statements

Year ended 31 December 2020

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Pilton House Trust

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 December 2020

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 December 2020.

Reference and administrative details

Registered charity name	Pilton House Trust
Charity registration number	1154226
Company registration number	08582100
Principal office and registered office	Pilton House Residential Care Home Pilton House Pilton Street Barnstaple Devon EX31 1PQ
The trustees	Mrs V A Elkins Mr M Norris Ms I M Hockin Mrs J L Hunt Mrs J Coates
Auditor	Thomas Westcott Chartered Accountants & Statutory Auditor 47 Boutport Street Barnstaple Devon EX31 1SQ

Structure, governance and management

Governing document
The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Trustees have historically consisted of at least 5 and not more than 15 individuals. Although there are only currently 5 acting trustees, there has been a concerted effort in recent years to advertise and appeal for potential new trustees to come forward, in addition to making use of the networks of existing trustees. While trustee numbers have been maintained, which is encouraging, no new trustees have been added. Largely this reflects the general national trend which has seen volunteer numbers significantly declining in recent years.

One third of the trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. Except on rotation a trustee may be appointed at a general meeting but only if there is a vacancy and he/she is recommended by a trustee or a member has given the required notice of proposal with written confirmation of willingness to be elected a trustee. All trustees must have a satisfactory and up to date Disclosure and Barring Service check in order to remain a trustee.

Organisational structure
Miss R Jenner is the Home's registered manager and manages operational issues day to day. She is supported by an assistant manager, heads of department and a group of team leaders.

The trustees meet at regular monthly meetings, where all significant issues are discussed and agreed. The trustees guide the Home Manager on a regular basis which enables the trustees to maintain the overall management of the House.

Related parties
No trustee may take part in any discussion or decision where they have a conflict of interest and where the outcome of that decision may be to the benefit or detriment of themselves, their relatives, friends or employers. Their interest, if such circumstances should arise, must be made known to the board.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Risk management policies have been produced by the trustees.

The major risks to which the charity is exposed, as identified by the trustees, relate to the management of the investments, the management of the business on a daily basis with delegated responsibilities passed from trustees to the management and staff, financial risks and reputational risks. The trustees have reviewed these risks and contingency plans have been established to mitigate these risks.

Objectives and activities

Objectives and aims

The objectives and aim of Pilton House Trust is the relief of poverty, sickness and old age, in particular by the provision of suitable housing accommodation and nursing homes and the provision of day and respite care facilities for elderly persons in Barnstaple with the object of improving their conditions of life.

In setting their objectives and planning their activities, the trustees have given careful consideration to the Charity Commission's general guidance on public benefit. A regular newsletter is produced by the House Manager to update residents and relatives on activities and issues at the House. The website is updated to reflect changes in the Home and to provide relevant information for families and individuals interested in our services. Fundraising activities aim to involve the support of the local community.

A Statement of Purpose has been drawn-up which is available to residents, relatives and third parties on request.

The charity meets its objectives by feedback from inspections undertaken by the Care Quality Commission together with regular feedback from the residents and their relatives/friends.

Achievements and performance

Charitable activities

Generally, the year 1 January 2020 to 31 December 2020 has been the most challenging year since the Trust began due to the global pandemic. Significant difficulties associated with COVID-19 were presented for the staff and residents to overcome, particularly in the early part of the year. COVID-19 safety measures also remained in place for the remainder of the year, creating very different experiences for residents, their relatives and friends. Nevertheless, the staff worked tirelessly to ensure the best and safest service was able to be delivered to everyone associated with the Home.

Despite the challenges surrounding lockdowns, the excellent care provision and extensive COVID-19 adaptations ensured the Home maintained a healthy waiting list of potential residents, but a number of other activities had to be suspended from April such as the Memory Cafe which usually operates from the Home along with regular coffee mornings and meetings of the Friends of Pilton House. Some events continued through the use of technology with videoconferencing becoming a regular feature of life at the Home for staff and residents. Due to the restrictions and wider COVID-19 landscape during the year, sources of income came under pressure with a number of the usual fundraising activities unable to be completed as they would usually be. Nevertheless, as the Home remained fully staffed and was able to operate safely and effectively despite national restrictions and the reported difficulties in many care settings. As such, additional funding was made available by the local authority to many care homes and this was used to support the response to COVID-19 at Pilton House.

A considerable amount of training has been undertaken by staff during the year through a mix of virtual sessions, e-Learning and in-house trainers, including:

1. COVID-19 safe working practices, testing, vaccination programme
2. Effective and safe use of PPE
3. Infection Control
4. Confidentiality
5. Falls
6. Safeguarding, PREVENT, consent and the power of attorney
7. GDPR
8. Effective Communication
9. Oral health care including care plans
10. Pressure area care and management
11. Moving and handling including instructors
12. Induction
13. Nutrition and hydration, special diets including for residents with diabetes
14. Dementia and mental capacity
15. Person Centred Care
16. Influenza and infection control, sepsis awareness
17. COSHH, hand hygiene, food hygiene, legionella
18. Medication
19. Non-pharmacological approaches to symptom management
20. Practical fire evacuation and fire safety
21. First aid training including first aid instructors
22. Challenging Behaviour
23. Equality and Diversity
24. Level 2 and level 3 diplomas in Care for the majority of staff that do not hold this qualification yet
25. Health and safety

The OOMPH activities programme, which was introduced in 2018, has continued unabated supporting many enjoyable activities for our residents each month. Staff continue to receive training in this programme with regular reports on progress that show sustained improvements. Photographs of some of the wonderful activities of residents are displayed in the Home for all to see and technology has been used effectively to support outside contact with relatives and friends while visiting in person was restricted due to the pandemic. It is truly remarkable to visit the Home and see physical activity sessions for residents who have limited mobility, to listen to singing and live music activities and to look at some of the creative endeavours of staff and residents on display throughout the Home. Observation of the Just Bowl indoor bowling is a particular treat. The residents have chosen to add to their outdoor garden areas following the visit of a mobile zoo. This now encompasses a large fishpond, ducks, rabbits, and chickens which have been hatched from eggs, in addition to the more usual dogs and cats that can often be found exploring the Home each day. In summer, the area in front of the veranda is awash with colour from the raised flower beds and a true oasis for the residents and staff of Pilton House.

The Home and grounds are brightened by even more plants and flowers, and residents are able to enjoy gardening activities should they wish. The Home has received and welcomed work experience students during the early part of the year, although the programme was necessarily cut short due to the pandemic. The endless work of our staff and volunteers to better the experiences of our residents and staff is truly appreciated.

The staff and management team have continued to streamline processes as part of our GDPR programme this year, including the move to more paperless systems, with the vast majority of day to day operations now supported by technology. A number of new systems have been introduced including the move to a different cloud-based medication system. The feedback from quality surveys and testimonials throughout the year have been a real recognition of our continued pursuit of excellence in the service we deliver to residents, their families and friends.

The Home has continued its strong relationship with Pilton Bluecoat Academy, a local primary school trust. Children visited the Home most weeks in the early part of the year to spend time with the residents, but this was suspended due to the pandemic. This also included the established visits for residents to have lunch with the children at the school.

Fundraising activities

Income has improved gradually, not only through a revised fee system but also due to fund raising initiatives by friends and families of current and former residents, the care staff and the Home Manager. Nevertheless, COVID-19 restrictions meant at several times during the year the Home was unable to operate at full capacity as it was not safe to accept new residents. This created a funding shortfall which was offset in part by the additional local authority funding due to the pandemic. Funds such as those from investments and donations have been used for projects within the Home to increase the positive experience of residents. While there has been significant redecoration of some parts of the Home and continuous improvements throughout the year, much of the investment has been around COVID-19 adaptations such as the establishment of visiting areas, including outdoor structures. The Circle of Friends group was closed this year due to the pandemic. We hope in the future this can be formed once again so its members can assist in fund raising and other initiatives, including the promotion of the Home in the Pilton area and to local businesses to encourage support and donations.

Achievements and performance *(continued)*

Other activities
Repairs were required to a number of exterior areas of the site, resulting in some unexpected expenditure. Repairs were also required to parts of the structure of the main building including windows and doors. Maintaining quality facilities in an historic building such as Pilton House often comes at a greater expense and creates more complexity for the management team than would be found in a purpose-built Home. But living and working in Pilton House is one of the most unique and loved benefits of the services we provide, bringing joy to our residents and staff alike. It is truly a special place with a tremendous history.

An employee assistance programme was introduced in January 2019 which includes Face to Face Counselling and Cognitive Behavioural Therapy (CBT), combined with a 24/7 support service. This is offered free of charge to staff and their immediate families in order to provide greater care and support to our valued team. Combined with the wider support offered in the area due to the effects of the pandemic, and national programmes, staff have had a range of support structures that could be accessed if required. It is without a doubt been the most challenging year for the staff of Pilton House Trust and without their support, dedication, courage and determination, the Home would not have survived.

Sadly, many of our usually rich breadth of experiences that are made available to residents were unable to continue normally. Activities such as Carriage Riding (with thanks to the Calvert Trust Exmoor) - a remarkable and memorable experience for all concerned - our animal experiences, travelling farm visits and many animal encounters for residents and staff at the Home, have all been missed dearly in 2020. Nevertheless, our internal activities programme has continued with barely a pause, ably supported by a number of our staff. Our person-centred approach with the personalisation of bedrooms and indoor areas to make the Home more reflective of the tastes and wishes of our residents has continued, including redecoration when needed.

Financial review

Principal funding sources
Funds are generated by the charity through residents charges, obtaining grants, receiving donations, investment income and undertaking other fundraising activities.

Reserves policy
The trustees have indicated that they wish to keep a minimum of four months reserves in hand at all times, preferably six months if this is possible. Total income for the year amounted to £1,115,799 (2019: £1,045,516), £41,549 (2019: £NIL) of which was specifically directed for utilisation towards restricted expenditure. Personnel expenditure relating to salaries and pension contributions remains by far the single largest area of expenditure, amounting to £809,846 (2019: £820,341). Total reserves at the end of 2020 amounted to £1,250,607. This includes fixed assets of £1,115,882 and net current assets of £94,725.

Plans for future periods

In 2020, the Home's management team completed the restructure to create a discrete set of teams responsible for different areas of the Home and business. This vision was communicated to the staff, the residents and their families. This vision has been developed, drawing upon extensive experience, by listening to all stakeholders and through considerable discussion. 2019's introduction of new methods of keeping in touch with families became pivotal during 2020 with greater use of video calling and other secure online communications. This is being developed continuously in response to the changing nature of the pandemic.

The number of individuals and families using our services continues to remain healthy and, with long waiting lists, this shows no sign of changing during 2021.

Giving the significant costs of COVID-19, ongoing maintenance and repair, and raises to the National Minimum Wage and National Living Wage during 2020-21, it is clear that a revised fee structure will be required in order to keep the Home sustainably funded for the immediate future. Plans are in place to revise the fee structure from July 2021.

The Trust maintains a desire to increase the level of reserves we have for the future. Despite an established programme of planned maintenance, unexpected costs continue to present themselves each year and, in the face of the pandemic, the Home must continue to be in a position to respond to these costs as the need arises.

The staff are our key to success, and we must continue to ensure their training needs are met to achieve the highest standard of care. This includes the level of care and support given to staff both personally as well as professionally. Only happy and secure staff will provide our residents with the best possible care and this is something we recognise and is at the heart of everything we do.

Achieving the balance between the cost of care and financial viability is imperative and only possible at present because we are a non-profit making organisation.

Plans for future periods *(continued)*

FEEDBACK FROM RESIDENTS, VISITORS AND STAFF

Included below are a selection of comments received during 2020:

"Thanks so much for your continued support of (Resident). I was singing your praises to the panel about your person-centred approach and how well you have been meeting (Resident)'s needs." - Senior Social Worker

"To all you amazing 'Earth Angels' at Pilton House. Roxy, Michael and team. Thanks to each and every one of you for your love and dedication to our mum" - Family Member

"Pilton House had strict safety measures in place and restrictions. Although this meant I was unable to visit mum, I could tell via phone calls with her and communication with staff, that she was making an excellent recovery. She had been shellshocked, subdued and hardly eating whilst in hospital. Within a few days, the staff at Pilton House encouraged mum to increase her food intake. They provided friendly welcoming company and reassurance to both my mum and our family that she was being taken care of." - Family Member

"Pilton house were responsive, empathetic, reliable and helpful with advice and suggestions. Their encouraging and patient approach enabled mum to stay there with dignity and joy. I am so pleased to know that mum had such a special time there. I certainly know where I'm going when I'm old and frail." - Family Member

"It's almost been one year, a year that coronavirus made like no other and still my mum tells me how much she loves her life at Pilton House. My favourite and most vivid memory was the day we visited, the second we walked into the lounge I knew my mum's search for full-time care was over, we were welcomed by a room full of friendly residents laughing & interacting with one another, staff included, which on the surface, proved that the staff created a comfortable environment but over time I realised the care provided runs much deeper than that, Pilton House care sits side by side with togetherness, love and belonging as the foundation stones of what makes a house a happy home and my mum is incredibly lucky to be a part of it" - Family Member

"You never fail in your vocation to meet all the needs of residents" - Anonymous

"My daughter spoke to one of your staff and they said, 'I love my job, it's the best place to work.' I knew then that this was the place for my friend. I remember a family member who lived with you, she didn't want to go to bed as she was lonely and frightened of dying alone. You turned one of your lounges into a bedroom for her and let us all stay through the night with her until she passed away. Everyone was so lovely, and the care was second to none." - Friend and Relative of Resident

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 13-07-2021 and signed on behalf of the board of trustees by:

M. Norris

Mr M Norris
Trustee

Pilton House Trust

Company Limited by Guarantee

Independent Auditor's Report to the Members of Pilton House Trust

Year ended 31 December 2020

Opinion

We have audited the financial statements of Pilton House Trust (the 'charity') for the year ended 31 December 2020 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 December 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the trustees' report is inconsistent in any material respect with the financial statements; or
- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and though discussion with the Trustees and other management. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
- The charity is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other charities legislation. The charity is also subject to other laws and regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of companies' legislation.
- Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and preformed our audit in accordance with auditing standards. In any audit, there remains a higher risk of non-detecting of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's members, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Thomas Westcott

Thomas Westcott
Chartered Accountants & Statutory Auditors
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

5th August 2021

Pilton House Trust

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 December 2020

	Note	2020 Unrestricted funds £	2020 Restricted funds £	2020 Total funds £	2019 Total funds £
Income and endowments					
Donations and legacies	5	28,304	41,549	69,853	5,355
Charitable activities	6	1,040,780	–	1,040,780	1,031,753
Investment income	7	4,327	–	4,327	4,845
Other income	8	839	–	839	3,563
Total income		1,074,250	41,549	1,115,799	1,045,516
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	9	18	–	18	269
Expenditure on charitable activities	10,11	1,050,446	41,549	1,091,995	1,111,027
Total expenditure		1,050,464	41,549	1,092,013	1,111,296
Net gains on investments	13	5,243	–	5,243	24,215
Net income/(expenditure) and net movement in funds		29,029	–	29,029	(41,565)
Reconciliation of funds					
Total funds brought forward		1,221,578	–	1,221,578	1,263,143
Total funds carried forward		1,250,607	–	1,250,607	1,221,578

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 17 to 29 form part of these financial statements.

Pilton House Trust

Company Limited by Guarantee

Statement of Financial Position

31 December 2020

	Note	2020 £	2019 £
Fixed assets			
Tangible fixed assets	**17**	963,047	975,174
Investments	**18**	192,835	187,016
		1,155,882	1,162,190
Current assets			
Debtors	**19**	19,215	15,282
Cash at bank and in hand		121,824	82,690
		141,039	97,972
Creditors: amounts falling due within one year	**20**	46,314	38,584
Net current assets		94,725	59,388
Total assets less current liabilities		1,250,607	1,221,578
Net assets		1,250,607	1,221,578
Funds of the charity			
Unrestricted funds		1,250,607	1,221,578
Total charity funds	**23**	1,250,607	1,221,578

For the year ending 31 December 2020 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on ....13.07.2021..., and are signed on behalf of the board by:

M. Norris

Mr M Norris
Trustee

The notes on pages 17 to 29 form part of these financial statements.

Pilton House Trust

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 December 2020

	2020 £	2019 £
Cash flows from operating activities		
Net income/(expenditure)	29,029	(41,565)
Adjustments for:		
Depreciation of tangible fixed assets	17,558	21,011
Government grant income	(66,678)	–
Net gains on investments	(5,243)	(24,215)
Other interest receivable and similar income	(4,327)	(4,845)
Accrued (income)/expenses	(1,766)	1,517
Changes in:		
Trade and other debtors	(3,187)	33,794
Trade and other creditors	8,750	(4,871)
Cash generated from operations	(25,864)	(19,174)
Interest received	4,327	4,845
Net cash used in operating activities	(21,537)	(14,329)
Cash flows from investing activities		
Purchase of tangible assets	(5,431)	(26,951)
Purchases of other investments	(30,156)	(18,120)
Proceeds from sale of other investments	29,580	17,084
Net cash used in investing activities	(6,007)	(27,987)
Cash flows from financing activities		
Government grant income	66,678	–
Net cash from financing activities	66,678	–
Net increase/(decrease) in cash and cash equivalents	39,134	(42,316)
Cash and cash equivalents at beginning of year	82,690	125,006
Cash and cash equivalents at end of year	121,824	82,690

The notes on pages 17 to 29 form part of these financial statements.

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Pilton House Residential Care Home, Pilton House, Pilton Street, BARNSTAPLE, Devon, EX31 1PQ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. **Accounting policies** *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

3. **Accounting policies** *(continued)*

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Buildings	-	1% reducing balance
Fixtures and fittings	-	15% reducing balance
Equipment	-	20% straight line

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Government grants

Government grants are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the charity will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Pilton House Trust is a company limited guarantee and accordingly does not have the share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £10 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2020 £**
Donations			
Donations	2,875	300	3,175
Grants			
Government grant income	25,429	41,249	66,678
	28,304	41,549	69,853

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Donations			
Donations	5,355	–	5,355
Grants			
Government grant income	–	–	–
	5,355	–	5,355

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2020 £**	Unrestricted Funds £	Total Funds 2019 £
Residents fee income	1,040,780	1,040,780	1,031,753	1,031,753

7. Investment income

	Unrestricted Funds £	**Total Funds 2020 £**	Unrestricted Funds £	Total Funds 2019 £
Bank interest receivable	10	10	34	34
Investment dividends	4,317	4,317	4,811	4,811
	4,327	4,327	4,845	4,845

8. Other income

	Unrestricted Funds £	**Total Funds 2020 £**	Unrestricted Funds £	Total Funds 2019 £
Parking fees	800	800	1,950	1,950
Sundry income	39	39	1,613	1,613
	839	839	3,563	3,563

9. Costs of raising donations and legacies

	Unrestricted Funds £	**Total Funds 2020 £**	Unrestricted Funds £	Total Funds 2019 £
Fundraising events	18	18	269	269

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2020 £**
Direct service provision	1,031,109	41,549	1,072,658
Support costs	19,337	–	19,337
	1,050,446	41,549	1,091,995

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Direct service provision	1,089,851	816	1,090,667
Support costs	20,360	–	20,360
	1,110,211	816	1,111,027

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	**Total funds 2020 £**	Total fund 2019 £
Direct service provision	1,072,658	19,337	1,091,995	1,111,027

12. Analysis of support costs

	Charitable activities £	**Total 2020 £**	Total 2019 £
Accountancy	4,495	4,495	6,640
Bookkeeping	13,253	13,253	12,107
Investment management fees	1,589	1,589	1,613
	19,337	19,337	20,360

13. Net gains on investments

	Unrestricted Funds £	**Total Funds 2020 £**	Unrestricted Funds £	Total Funds 2019 £
Gains/(losses) on listed investments	5,243	5,243	24,215	24,215

14. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2020 £	2019 £
Depreciation of tangible fixed assets	17,558	21,011

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2020 £	2019 £
Wages and salaries	753,747	766,155
Social security costs	43,862	43,096
Employer contributions to pension plans	12,237	11,090
	809,846	820,341

The average head count of employees during the year was 48 (2019: 53). The average number of full-time equivalent employees during the year is analysed as follows:

	2020 No.	2019 No.
Charitable Activities	28	25

No employee received employee benefits of more than £60,000 during the year (2019: Nil).

16. Trustee remuneration and expenses

During the year ended 31 December 2020 no Trustees received any remuneration or other benefits (2019: £Nil). No Trustees expenses were paid during the year (2019; £Nil)

17. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Equipment £	**Total £**
Cost				
At 1 January 2020	950,000	33,781	35,221	1,019,002
Additions	–	3,432	1,999	5,431
At 31 December 2020	950,000	37,213	37,220	1,024,433
Depreciation				
At 1 January 2020	9,500	18,465	15,863	43,828
Charge for the year	9,405	2,812	5,341	17,558
At 31 December 2020	18,905	21,277	21,204	61,386
Carrying amount				
At 31 December 2020	931,095	15,936	16,016	963,047
At 31 December 2019	940,500	15,316	19,358	975,174

18. Investments

	Listed investments £
Cost or valuation	
At 1 January 2020	187,016
Additions	30,156
Disposals	(29,580)
Fair value movements	5,243
At 31 December 2020	192,835
Impairment	
At 1 January 2020 and 31 December 2020	
Carrying amount	
At 31 December 2020	192,835
At 31 December 2019	187,016

All investments shown above are held at valuation.

The historical cost of the investment as at 31 December 2020 is £142,580 (2019: £136,571).

19. Debtors

	2020	2019
	£	£
Trade debtors	16,279	8,117
Prepayments and accrued income	2,936	7,154
Other debtors	–	11
	19,215	15,282

20. Creditors: amounts falling due within one year

	2020	2019
	£	£
Payments received on account	830	3,920
Trade creditors	22,319	15,359
Accruals and deferred income	7,737	8,757
Social security and other taxes	12,726	8,009
Other creditors	2,702	2,539
	46,314	38,584

21. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £13,714 (2019: £11,090).

22. Government grants

The amounts recognised in the financial statements for government grants are as follows:

	2020	2019
	£	£
Recognised in income from donations and legacies:		
Government grants income	66,678	–

23. Analysis of charitable funds

Unrestricted funds

	At 1 Jan 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Dec 2020** £
General funds	1,205,974	1,065,847	(1,042,242)	3,079	5,243	1,237,901
Dementia Care	2,397	–	–	–	–	2,397
Investment dividends	9,571	4,028	(4,124)	–	–	9,475
Amenities	557	4,375	(4,098)	–	–	834
Staff	117	–	–	(117)	–	–
Green Man Day	2,829	–	–	(2,829)	–	–
Patient Comfort	133	–	–	(133)	–	–
	1,221,578	1,074,250	(1,050,464)	–	5,243	1,250,607

	At 1 Jan 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Dec 2019 £
General funds	1,248,750	1,035,317	(1,102,308)	–	24,215	1,205,974
Dementia Care	2,397	–	–	–	–	2,397
Investment dividends	10,031	4,845	(5,305)	–	–	9,571
Amenities	97	3,327	(2,867)	–	–	557
Staff	117	–	–	–	–	117
Green Man Day	802	2,027	–	–	–	2,829
Patient Comfort	133	–	–	–	–	133
	1,262,327	1,045,516	(1,110,480)	–	24,215	1,221,578

The Investment dividend fund is used to provide extra items to improve the wellbeing of residents

23. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 January 2020 £	Income £	Expenditure £	Gains and losses £	At **31 December 2020** £
Community Support	–	200	(200)	–	–
End of Life Care	–	100	(100)	–	–
Government Grants	–	41,249	(41,249)	–	–
	–	41,549	(41,549)	–	–

	At 1 January 2019 £	Income £	Expenditure £	Gains and losses £	At 31 December 2019 £
Memory cafe	328	–	(328)	–	–
Boucher Tree & Plaque	80	–	(80)	–	–
IT Suite	408	–	(408)	–	–
Community Support	–	–	–	–	–
End of Life Care	–	–	–	–	–
Government Grants	–	–	–	–	–
	816	–	(816)	–	–

23. Analysis of charitable funds *(continued)*

Government Grants:
This income is to support the charity with infection control and the additional costs of PPE incurred as a result of Covid-19.

Memory café:
Grant income is restricted to expenditure relating to supporting those diagnosed with dementia and their families and carers through fortnightly meetings, regular telephone contact and the provision of information services.

End of life care:
Income is restricted for provision of training in End of Life care and the purchase of items needed to ensure comfort of residents at end of life.

IT suite:
Pilton House Trust believes all residents should have access to modern information and communication facilities and this is supported by our investment in computers around the Home combined with fast wireless internet access. Income in this fund is restricted to improving wireless internet access for residents and for providing computers for residents, their families and staff use throughout the Home.

Boucher tree and plaque:
This is restricted for the purchase of an evergreen tree and accompanying plaque.

24. Analysis of net assets between funds

	Unrestricted Funds £	**Total Funds 2020 £**
Tangible fixed assets	963,047	963,047
Investments	192,835	192,835
Current assets	141,039	141,039
Creditors less than 1 year	(46,314)	(46,314)
Net assets	1,250,607	1,250,607

	Unrestricted Funds £	Total Funds 2019 £
Tangible fixed assets	975,174	975,174
Investments	186,461	186,461
Current assets	95,782	95,782
Creditors less than 1 year	(38,584)	(38,584)
Net assets	1,218,833	1,218,833

25. Analysis of changes in net debt

	At 1 Jan 2020 £	Cash flows £	**At 31 Dec 2020 £**
Cash at bank and in hand	82,690	39,134	121,824

26. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2020 £	2019 £
Not later than 1 year	22,890	21,931
Later than 1 year and not later than 5 years	89,539	87,725
Later than 5 years	13,257	32,464
	125,686	142,120

27. Related parties

During the year ended 31 December 2020, the charity did not enter into any related party transactions (2019; £Nil)

28. Post Balance sheet events

It should be noted that, at the date of preparation of the financial statements, the instability factor relating to the health emergency due to the spread of Coronavirus, which in the first weeks of 2020 initially affected China and subsequently other countries, should not be underestimated. There have been no adjusting events identified whilst preparing the accounts.

The charity has reviewed the scenario and evaluated the management actions to mitigate the operational impact. The charity has adopted initiatives to safeguard the health of its people and actions aimed at maintaining operational activity. The repercussions on any adjustments to the financial statements are currently not determinable in light of the volatility of the scenario and the continuous evolution of the market, these will be reflected in the 2021 results.