



“Serving the Communities of Enfield and Surrounding Boroughs for 26 years”

SOCIAL IMPACT REPORT

2023/2024

Improving the lives of Older People, their Carers and Families by enabling Independence, Empowerment, Well-being and Dignity.

Mission



Our Mission:

To support, empower, and enrich the lives of Older Members in the Community.

Our Vision:

To be a trusted and valued First Choice Provider of inclusive services that creates an inspiring, positive, impact in the community.

Our Mission and Vision along with our Charitable Objects motivate EAWA to provide crucial services for the community.

EAWA has grown organically over 26 years to be a safe sanctuary for older people.

EAWA provides a Day care service and a Social Hub as highlighted in this report.

We operate professionally as a business even though we are a charity with processes, systems, governance and annual reviews to steer the direction of our cause. Our team want to work for EAWA as they are altruistic and driven to serve. I, as CEO, have seen the prosperity of EAWA in the intrinsic values and ethics with which we operate: this, and a dedication to work plus overcome challenges is what has helped EAWA withstand the test of time.

We are a caring organisation at all levels. EAWA has been ISO9001:2015 certified for over 15 years. We have proven our credibility to our stakeholders i.e. clients, carers, councils, team, partners and contractors, as a reliable, trustworthy and sincere service provider.

EAWA continues to develop meaningful services for the community. This year, EAWA has collaborated with Brunel University to undertake research to bring successful National projects to the Borough of Enfield.

- **Chetna Shah CEO EAWA**

Social Hub



We undertake outreach work to find Isolated people of age 50 plus and offer suitable exercises, information sessions, social interaction and much more. This year the project offered twice weekly chair yoga sessions, six weekly information gatherings, and weekly coffee shop visits, plus some knitting classes, visit to health seminars and participation in research studies. Clients made friends and said that they valued the day trips that created new and beautiful memories. The outings allowed them to go out in a group to new far afield places that they could not go to if they were alone. This project negated the impact of isolation on people of age 50 plus by alleviating loss of confidence, negative health issues and loneliness. The membership of EAWA rose by over 60 people from this project alone and is still increasing. The clients provided very positive comments about this project and the Coordinators work which is vouched for by independently.

In the future, we will be conducting outreach sessions and providing FREE Activities in the communal areas of chosen Sheltered Homes for isolated/lonely residents. We will create a community therein so that residents can socialise, be active together and form friendships.

DAY CARE CENTRE

This is a peaceful haven for elderly people who have adult social care challenges.

The clients are empowered by caring staff to be independent whilst participating in a range of health activities to promote well-being and prevent a decline in health. This year we increased the range and number of activities offered to have 3 activities a day enabling social interaction, coordination, and exercise.

We provided weekly chair yoga, tai chi, dance, flower arranging, Indian head massage, reflexology, Bingo, skittles, hoops, parachute games and much more.

The day care clients also formed friendships and socialised together.

The quality lunch provided ensured that no additional evening cooking was needed by clients / Carers. EAWA provided over 3500 meals this year.

The day care centre also enabled carers to have respite as follows:

By clients attending the day care centre, Carers received 24,500 hours of respite breaks this year.

The Carers/families of an average of 70 client places a week, were able to work, go out, exercise or rest knowing the breaks were regular and fixed.

Carers/Families/Clients reported positive impacts on clients physical and emotional well being like better behaviour patterns/ conversation/mood/less depression/loneliness due to EAWA having provided over 600 activities this year, designed for age and disability.

Carers/Families have known excellent care standards from EAWA staff: this made for guilt free respite as both Carers and clients benefited.

Client testimonials

“Dear EAWA Team,

I want to extend my heartfelt thanks for everything you have done for my late mother, Mrs Lakshmi Deb. The EAWA was truly her happy place; she looked forward to attending and spending time with you all. My mother always felt welcomed, respected, and cared for. The management and the entire staff, in particular, Nayana and Chetna were nothing short of wonderful, showing genuine care and compassion.

Your kindness and attention to detail, making sure her every need was met, did not go unnoticed. Nothing was ever too much trouble, and for that, I am deeply appreciative. I will forever be grateful for the love and care you provided her during her time with you.

Thank you once again for everything.”

Warm regards,

Dipti Dey

“I just wanted to let you know how I have found the Asian center.

There is a diversity of nationalities at this day center and the staff and client have all made me feel very welcome. There are different activities and games. A lovely lady comes to do massage and reflexology helping me to feel more relaxed. There is yoga exercise for an hour which helps with my aches and pains. Flower Arranging is probably my favourite activity and we have the privilege of using a real variety of flowers. All the activity instructors are amazing and patient. There is good support at the center with good positivity.”

Christine Seddon

People

Dhiraj Patel (Care Support worker):

I see all clients sitting together and talking with each other, so they do not feel lonely, reducing isolation and thus being in better mood: the physical activity gives good benefit for their well-being.

Naina Chokshi and Shobhana Patel (Care Support workers):

Clients and Carers can have a break from their day-to-day routine: they are able to meet and socialise with other clients. Clients who attend the day care centre are very happy, as it is a good environment: they experience activities, exercises and massages from tutors plus outings and hot meals. Clients make good friends and mingle and chat outside of the day care centre. As staff we receive all required training to ensure all care needed for clients is provided with safe practice.

Gillian Dimond (Complementary Therapist):

Every EAWA client has the independence of requesting the therapy they would like, as long as it is not a contraindication to them. I provide: Head Massage, Back Massage, Reflexology, General Leg Massage, Hand and arm Massage.

Clients also enjoy the physical contact as many of them live on their own and have no one to massage the areas that ache. Many of them state that the physical contact relaxes them and helps them move slightly easier for a while because their muscles have been gently worked upon. Clients enjoy all the therapy provided, they feel relaxed and happy also knowing that, whether they are having a good or bad day, there is someone there to listen to them and they are not alone.

Harish Chauhan (Minibus Driver and Care Support worker):

Dementia clients need regular reminders from me in the mornings, so that they know I will come and collect them when they are on the bus people are happy and talk to each other.

Nayana Abeywickrema (Day Centre Manager):

EAWA Day Care service provides the opportunity for their members to actively participate in various activities, allow them to make commitments, encourages them to take small steps for changes. The most rewarding aspect of managing EAWA Day Care Centre for the past 10 years has been witnessing the joy and improvement of the well-being of our members. They have been more lively, engaged and well-connected to create friendships. Our members' families also affirm to the enhanced quality of life our members have gained through the EAWA.

Ann Wilkinson (Complementary Therapist):

Massage can help with the management of chronic pain and in turn reduces stress levels and can contribute in improving overall health. Hormones are released which not only help reduce pain but also contribute to the feelings of well being and in addition reduce anxiety. This can be particularly beneficial with our clients that have been referred via the mental health unit. You can see they are far more relaxed after their treatment and more at ease in the social environment of the centre. Many of them like to have a 'chat' during their treatment and this reduces their feelings of isolation which in turn can help to improve their mental health. Quite often the massage they receive at the centre will be the only human touch they will have the entire week and this plays an important role in benefitting their mental health.

People

The EAWA Team are very caring and compassionate. EAWA aims with every endeavour to provide excellent community services that are harmonious, genuine and continuously improving with the client's well-being always at the centre of our focus.

We are charitably driven and will continue to work with good ethics and transparency over our delivery and finances.

- Chetna Shah
CEO, EAWA

I sincerely admire what you do. Today during this recertification audit, you have demonstrated such care and attention to your clients starting from the initial enquiry, through to involvement of family, building a picture of their lives across the years, looking at the physical and mental health, their wellbeing, what they like and how they like to be spoken with! Your clients seemed to feel happy.

- Svitlana Zhygalova
Lead Auditor, ISOQAR Inspection 2024

The **Enfield Asian Welfare Association (EAWA)** has consistently played a vital role in supporting and empowering the local community in Enfield, particularly for Asian and other community groups. The organisation focuses on providing essential services that enhance the well-being of vulnerable adults, including the elderly, individuals with disabilities, and those facing social isolation.

EAWA's initiatives encompass health and social care support, community engagement programs, and educational workshops to foster inclusion and promote self-sufficiency.

As a **Trustee Director**, I, **Samit Biswas**, am profoundly committed to giving back to society and serving the most vulnerable individuals in our community. My association with EAWA allows me to leverage my 28 years of experience in healthcare and technology to make a tangible difference.

Working alongside dedicated team members, I strive to implement programs that provide essential support, raise awareness about health issues, and offer resources that empower individuals to lead healthier, more fulfilling lives.

The **social impact report** highlights EAWA's achievements, including increased access to health services, improved social cohesion, and enhanced quality of life for those we serve. It reflects our commitment to ensuring everyone receives the support they need, especially during challenging times. We aim to build a stronger, more inclusive community that values every member's health and dignity.

- Samit Kumar Biswas
Director EAWA

Hello, I am Sudipta Ghosh and had been living in Enfield for the last 17 years. About 7 years back, I came across an EAWA Trustee position which gave me the opportunity to be part of EAWA family.

It had been a great pleasure to be working in EAWA Board along with my fellow Trustees/Board members. During these eventful years, I have had the opportunity to have a closer look at our operational processes and worked with our colleagues to convert them into process flows and how to improve them. Along came Covid as a shock, but with our robust risk mitigation approaches, we eventually come out of it thanks to the tireless work by our CEO, colleagues and Enfield Council partners. I would also like to take a moment to remember our dear colleague who we lost to Covid.

Personally, the whole experience had been an eye opener for me in terms of the real life challenges faced by the elderly population, which was not really perceived by me elsewhere during my career in Information Technology/Engineering for more than 25 years across 3 continents. The challenges that we face in these uncertain times can only be overcome with social cohesiveness and remediation of loneliness & mental health issues. Which is what we do at the core. Which is why it's a genuine privilege to be part of EAWA.

- Sudipta Ghosh
Vice Chairman

It has been an honour and privilege being the Chairman of EAWA for over 14 years. After retirement from the Corporate world, I wanted to use my knowledge and expertise to give something back to society and our community. I was aware of the loneliness and isolation that many of the elderly felt in this society and I had great empathy with this when my elderly mother stayed with us. So working with a charity like EAWA that focussed on providing mental and physical stimulation in a safe day care environment was an ideal choice for me.

My role has primarily been to look at the strategic development of the charity while supporting our very capable CEO on operational issues. I have also been able to use my professional network in certain cases to advise EAWA on specific issues.

Chairing our monthly Board meetings is a key part of my role. This provides me and the Board an update on how EAWA is being managed and review our financial and operational position. Our Annual AGM provides me and the CEO the opportunity to provide our clients and stakeholders an update on EAWA's activities, developments and finances.

The testimonials from our clients and their carers are proof of the benefits and impact that EAWA has on its community. Being the Chairman of EAWA has been a very rewarding and satisfying commitment and one that I have thoroughly enjoyed.

- Naveed Ahmed
Chairman EAWA