



LifeCare
SUPPORTING OLDER PEOPLE

IMPACT REPORT

2025/2026



1941

LifeCare is founded by three local women and is one of the first such organisations to be created in Scotland.

1961

Lamb's House is officially opened by the Queen Mother. Visitors & television reporters came from all over the world to view the facilities first hand.

1968

Margaret Bayne, manager of Lamb's house, is declared Scotswoman of the Year.

1975

The Queen Mother officially opens Stockbridge House in Cheyne Street.

1995

The charity merges with 'Age Concern - Edinburgh' to create 'Edinburgh & Leith Age Concern'.

2005

The charity adopts 'LifeCare' as its new name.

2020

The charity adapts its services to provide safe support through the coronavirus pandemic. A Meals on Wheels service is launched.

2026

LifeCare celebrates its 85th year. Tackling isolation and loneliness continues to be at the heart of the work LifeCare does.



WHO WE ARE



LifeCare is a registered charity with a proud 85+ year history of providing uplifting, positive and practical support for older people and we've never been needed more.

OUR VISION

a society where no older person is left alone or isolated. At LifeCare, we believe that older people should be able to thrive.

OUR MISSION

to support more older people to enjoy extra years of zest through providing the best possible care, support and companionship.

WE LIVE BY OUR VALUES

These apply to our clients, their families, staff and volunteers



We help people reach their full potential



We recognise everyone has unique gifts and strengths



People are at the **heart** of everything we do



We listen



We learn



We work together

OUR WHY

There are an increasing number of older people, many living with more complex needs, who struggle to access health and social care. The loneliness epidemic shows no signs of decline with 3 in 5 over-50's experiencing loneliness in Scotland. Isolation can increase a person's risk of dementia by about 60%. As well, older people often face significant financial challenges, living in poverty or on low incomes, this is also true for their unpaid carers.

WHAT WE DO



Our services support people at home, in our community hub and at our clubs.

HELP AT HOME



Our service provides practical, regular and reliable support with household tasks and shopping. Helping our clients stay independent and able to live in their own home.

OUTREACH



Our care service provides one-to-one care, companionship and support, at home or out and about, enabling our clients to remain socially connected and feeling confident.

MEALS ON WHEELS



Delivering nutritious and hot meals, prepared fresh that morning. We offer a varied menu and cater for differing dietary requirements.

DAY CLUBS

CHEYNE ST CLUB

THE COTTAGE



Our Day Clubs bring people together to keep active and stay connected, with days filled with all sorts of fun and engaging activities, as well as a two course hot lunch.

SUPPORT FOR UNPAID CARERS



Our services enable unpaid carers to have respite knowing their loved ones are in safe hands. We also provide a variety of free health and wellbeing sessions

COMMUNITY ACTIVITIES



We host a variety of free activities, classes, groups and events for all generations, in our fully accessible café and hub. These range from weekly activities to yearly large events.

OUR YEAR IN NUMBERS



96%

Of clients said they would recommend LifeCare to others.

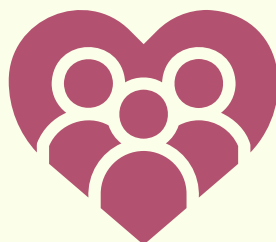
90%

Of clients were happy or delighted with their support from LifeCare. (No-one was unhappy)



28,163
HOURS

Essential care and support provided to people in their own homes.



1,140

Clients and unpaid carers supported. (an increase of 32%)



5,395 DAYS

Spent having fun at our day clubs.



9,444

Fresh, hot, ready to eat nutritious meals delivered to older people.



19,247 HOURS

Respite provided to unpaid carers.

1,930 HOURS

Of support from volunteers.

(volunteer numbers have increased by 19%)

We have held our The Queen's Award for Voluntary Service since 2015



3,171

Shopping trips for clients across Edinburgh.



48,454

Visits supporting us by using CafeLife and the LifeCare hub.

Our rooms were hired for over 7,900 hours by our community.

WHO WE SUPPORT



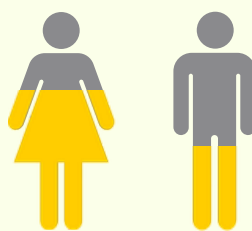
84%

Of our clients are over the age of 70.



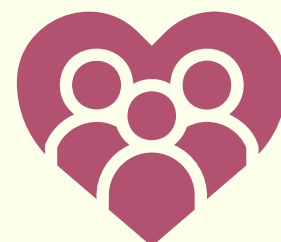
81%

Of our clients live alone.



64%

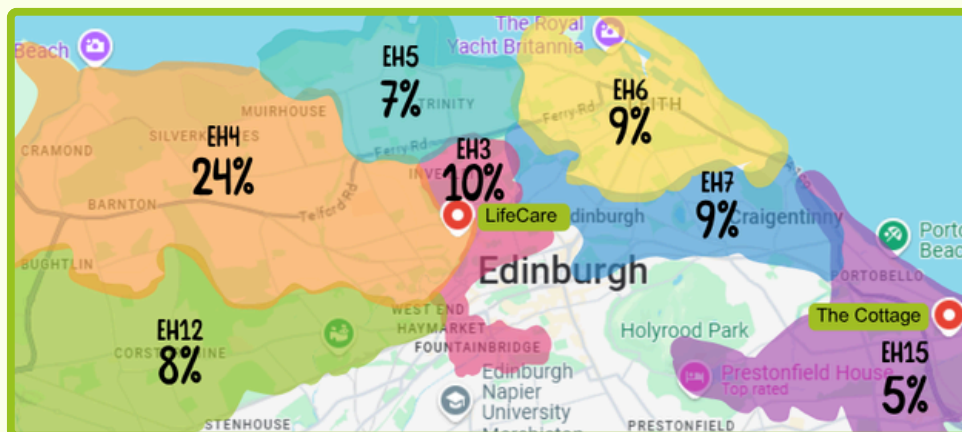
Of our clients are female and 36% male.



1,140

Clients and unpaid carers were supported to live well and stay independent in 24/25. (an increase of 32%)

Our clients live across Edinburgh from **EH1 TO EH18** with 24% living in EH4



Of our Meals on Wheels are delivered for free to those struggling on a low income.



DAY CLUBS

HELPING PEOPLE KEEP ACTIVE AND CONNECTED



100% would recommend the service to others

92% of clients are happy or delighted with the service

Our clients improvement:

100% said they were more **ACTIVE**

97% reported improved **HEALTH AND WELLBEING**

97% feel more **CONFIDENT**

95% feel more **MOTIVATED**

92% feel more **SOCIALLY CONNECTED**

You are my lifeline

“It is the **highlight of my week**”

“Mum’s face **lights up** whenever she enters the club”

“It’s my **happy place**”

“It’s a **brilliant service** delivered by caring and courteous staff and volunteers”

“I am **very happy** at the club, it gives me **purpose** and something to look forward to each week, thank you”



UNPAID CARERS SUPPORT



CARING FOR CARERS

98% of unpaid carers said they felt better supported in their caring role now that they are getting a regular break

“My mental health is better, I am less stressed because **I no longer carry the burden alone**”

“For those who have to care for another person 24/7, **LifeCare is a godsend** for us to be able to continue caring”

“Excellent service with a kind, compassionate team that **really cares**”

Gives me time to catch my breath without worry

“Gives me **time to myself** knowing my husband is in good hands”

“The chance to have 8 hours of freedom is **invaluable**”

FREE UNPAID CARERS CLASSES

95% of unpaid carers say feeling better supported to sustain their caring role

95% say the sessions gave them something to look forward to

90% reported having more opportunities to enjoy life outside their caring role, as a result of attending the sessions

I have a new lease of life thanks to this class

“It is the only outing I have in the week, and I really look forward to it, being out and about and amongst other **people that understand**”

“I feel **less stressed** and I am able to think things out before acting. Like looking out for myself first so I can make more choices helping and caring for my elderly friend”



OUTREACH SERVICE

PROVIDING CARE AND COMPANIONSHIP



100% of clients are happy or delighted with the service

100% would recommend the service to others

I could not wish for a better carer

Our clients improvement:

100% feel they can continue to live **INDEPENDENTLY**

100% feel **SAFE** and **SUPPORTED** at home

100% feel more **SOCIALLY CONNECTED**

100% feel more **CONFIDENT**

100% feel more **MOTIVATED**

100% reported improved **HEALTH AND WELLBEING**

94% feel more **ACTIVE**

“Vibrant company and personality make all the difference. **I can't imagine life without her**”

“Staff are **very attentive and helpful** at all times”

“Pleasant, cheerful staff who help us gently to live an **independent life**”

“**Delighted with the service**”

“She **brightens up my day** and I look forward to her coming. She is a real gem and an asset to the service. We laugh all the time and have fun, I look forward to my 3 hours with her. She is really **professional**, on time and never late”



HELP AT HOME

PROVIDING PRACTICAL HOUSEHOLD SUPPORT



91% of clients would recommend the service to others

83% feel they can continue to live independently

81% are happy or delighted with the service

Feels more like a friend than a home helper

“She’s a delight. Friendly, helpful, non-judgemental and understanding. We get on very well and I feel safe and supported by her”

“You provide the best service in Scotland”

“The most helpful person I’ve come across”

“LifeCare are friendly and informed and have made such a difference”



MEALS ON WHEELS

DELIVERING FRESH, NUTRITIOUS, HOT MEALS



94% of clients would recommend the service to others

85% are happy or delighted with the service

71% say it’s helped them eat more healthily overall

They are a godsend for me every Monday and Tuesday

“The friendliness of the staff helps to brighten my day, as I am suffering from the after-effects of cancer treatments and rarely leave my house at the moment”

“We are so grateful for the support you provide to our Mum. She has lost significant amounts of weight recently and knowing that she is receiving two good lunches a week is a huge help. Thank you”

“Dad has lost confidence with regard to food preparation, so these meals enable him to eat well”



CAFÉ & HUB ACTIVITIES



CONNECTING THE COMMUNITY

96% of visitors said LifeCare made them feel more connected

80% rated their experience with the centre as excellent

Everyone here is so friendly and kind

“A wonderful place to visit and take classes. Everybody here is so kind and caring and the atmosphere is very welcoming”

“Excellent food, friendly staff and people. Nice and warm. Helping the community. Excellent chef. Staff are outstanding”

“Good quality food very tasty, fresh and nutritious”

“I don't live in the area but travel as it's well worth a visit”



SPOTLIGHT ON SATURDAY SOCIAL

Launched as a welcoming warm space at the start of the cost of living crisis, our free Saturday Social continues to provide essential support through free hot lunches, drinks, activities and friendship.

“It gives me a place to go and not feel so socially isolated”

“It is such a good time to meet other people”

“It has improved my way of life”

Saturday Social Impact:

87% of participants said they would recommend it to others

86% of participants said they felt more **SOCIALLY CONNECTED**



WHAT'S NEXT

EXCITING THINGS WE'RE WORKING ON



Launching our new organisational strategy, developed through feedback and setting our priorities for the years ahead.



Increasing our free and subsidised support for people living on low incomes.



Establishing our LifeCare voices panel and developing how we support those living with dementia to make decisions and have more control.



Develop and extend our services to support more people in need and their unpaid carers.



Continuing income generation including fundraising to increase our financial stability.



Grow the activities delivered from our fully accessible Community Hub and supporting people to connect with others.



Developing our sustainability through new initiatives such as solar panels and electric vehicles.



Working with partners to make sure those we support have access to the information and support they need.

FRIENDS FOR LIFE(CARE)



Our Friends for Life(Care) scheme allows you to directly support the charity through a monthly or yearly membership and help futureproof our vital services for the people who need them most for today, tomorrow and years to come.

**BECOME A
FRIEND
TODAY**



Perks of becoming a Friend:

You'll receive a bespoke pin badge!

A warm welcome for choosing to support us

Exclusive access to selected events across the year

The opportunity to have your name* on our Tree of Life(Care)

*or someone you love

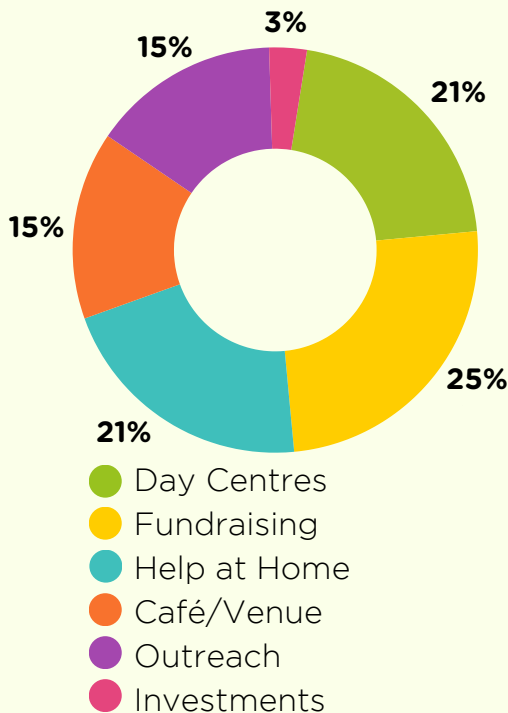
The knowledge that you are part of making a big difference



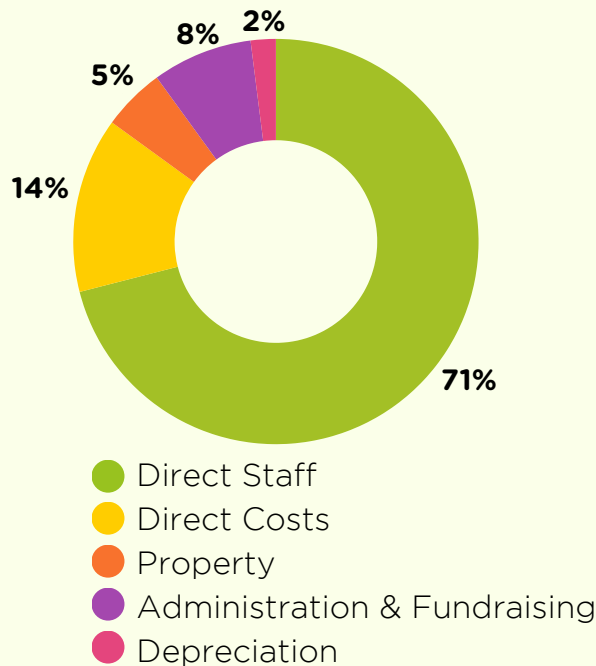
and more...

OUR FINANCIAL YEAR

Total Income Breakdown



Total Expenditure Breakdown



*Stats pulled from March 2026 management accounts

THANK YOU TO OUR SUPPORTERS



Barfil Charitable Trust
 Batchworth Trust
 Broughton Charitable Trust
 CrossCountry CCIF
 Dentons UK
 Edinburgh Communities Mental Health and Wellbeing Fund
 Evelyn Drysdale Trust
 George and Margaret Trotter Charitable Trust
 Hilda and Johnny Gibb Trust
 Inspiring Scotland Changing Places Fund
 Inverleith Community Council
 JK Young Endowment Trust

Lady Marian Gibson Charitable Trust
 Langmuir Family Foundation
 McDonald's in the Community Foundation
 Penpont Charitable Trust
 RKT Charitable Trust
 RS Brownless Charitable Trust
 Russell Trust
 Souter Charitable Trust
 The Cordis Trust
 The Heather Hoy Charitable Trust
 Voluntary Sector Development Fund

A huge thank you to all our volunteers, everyone who's a Friend for Life(Care), to everyone who donates, to all those who visit CafeLife, all the wonderful people who join us in the community hub and take part in fundraising for LifeCare. We'd also like to thank everyone who leaves us a gift in their will or donates to LifeCare in memory of a loved one.

**YOUR
SUPPORT
FUNDS
OURS**