



ANNUAL REPORT 2026

SHETLAND CARE ATTENDANT SCHEME LTD.





Introduction from our Chair

It has been another busy and important year for Shetland Care Attendant Scheme (SCAS).

At the heart of everything we do are unpaid carers, the people they care for and their families. Our purpose is simple: to support unpaid carers, enable people to remain at home, provide person-centred and flexible care, and promote dignity, independence and quality of life.

During 2025/26, our Care Attendants delivered 14,111 hours of care and support, helping 84 carers and families across Shetland. We received 52 new referrals and employed 33 Care Attendants to deliver support.

These figures represent much more than hours and numbers. Every hour of support can give a carer time to rest, work, attend an appointment or simply have some time for themselves. It can help someone remain living at home and continue to make choices about their own life.

We are proud of what SCAS has achieved this year, but we also recognise the challenges facing our organisation and the wider care sector. Recruitment and retention, increasingly complex care needs and the need to make the best use of limited resources remain important considerations.

As we look ahead, our focus is on strengthening the services we provide, improving access to information and support for unpaid carers, investing in our staff and building a sustainable future for SCAS.

Karen Hannay
SCAS Chairperson

Our Year at a Glance

14,111

Hours of Care
Delivered

84

Carers and Families
Supported

52

New Referrals

33

Care Attendants

497

Overnight Stays

465

Palliative Care
Hours

We supported 84 carers and families, received 52 new referrals, and delivered 465.5 hours of palliative care.

During 2025/26, SCAS delivered 14,111 hours of care and support across Shetland, supporting 84 carers and families.

Every hour helped us to:

- Support people to remain living at home
- Give unpaid carers time to rest and recharge
- Promote independence
- Improve quality of life

Compassionate Support at the End of Life

During the year, SCAS provided 465.5 hours of palliative care.

Supporting someone towards the end of their life requires compassion, flexibility and sensitivity. For families, having trusted support available can make an enormous difference during what can be an incredibly difficult time.

Our care can help people remain at home, where they want to be, while providing families with practical support and valuable time to rest.



Supporting People to Remain at Home

For many people and families, being able to remain at home is incredibly important.

SCAS provides flexible, person-centred care designed around the individual. Our support can help people maintain their independence, make choices about their daily lives and remain connected to their families and communities.

Our Care Attendants provide more than personal care. They support people to do the things that matter to them, whether that means getting out into the community, enjoying an activity, maintaining relationships or simply having someone there to provide companionship and support.

This approach recognises that good care is about more than meeting someone's physical needs. It is also about dignity, choice, connection and wellbeing.

Overnight Care – An Essential Shetland Service

SCAS remains the only provider of overnight care in Shetland, highlighting the essential role our organisation plays within the local care infrastructure.

During 2025/26, we provided 497 overnight stays – an increase of 48 overnight stays compared with the previous year.

Overnight support can make a significant difference to families. It can provide a carer with the opportunity to sleep and recharge, while giving reassurance that their loved one is being safely supported.

For some families, this support can make the difference between continuing to manage at home and reaching a point where caring becomes unsustainable.

Making Support Accessible

One of the ways SCAS works to make support more accessible is through independently funded care.

During 2025/26, we provided 1,918 hours of free care to self-referring carers, with a value of £41,237.

This was funded through grants, donations and fundraising and represents more than double the number of hours provided in 2024/25.

This additional support allows us to reach carers who may not yet be receiving funded services and provides flexibility where support is needed most.

It is an important part of our commitment to ensuring that carers can access help at the right time, rather than waiting until their situation reaches crisis point.

1,918 hrs
of free care provided to
self-referring carers

amounting to a value of
£41,237



Over double
the number
of hours in
2024/25

Funded through
grants, donations
& fundraising

Supporting Independence, Connection and Wellbeing

Our work goes beyond personal care.

Good support should help people maintain control over their own lives and continue doing the things that are important to them.



Independence

We support people to make choices and maintain control over their lives wherever possible.



Connection

We help people remain active and connected within their communities, reducing isolation and creating opportunities to maintain relationships and interests.



Wellbeing

We create opportunities for enjoyment, confidence and meaningful experiences.

During the year, we also hosted 3 Social Afternoons at Market House, with up to 15 people attending each event.

These opportunities provide a chance for people to come together, socialise and enjoy time outside their usual routines.

Investing in Our Workforce

Our Care Attendants are at the heart of the service we provide. During 2025/26, SCAS employed 33 Care Attendants across Shetland. Our organisation provides care through all four Self-Directed Support options, helping us to provide flexible support to meet individual circumstances.

We also continued to invest in staff development.

During the year, two Care Attendants achieved their SVQ Level 2 qualification, while another Care Attendant gained recognition of their English qualification as an equivalent Scottish qualification.

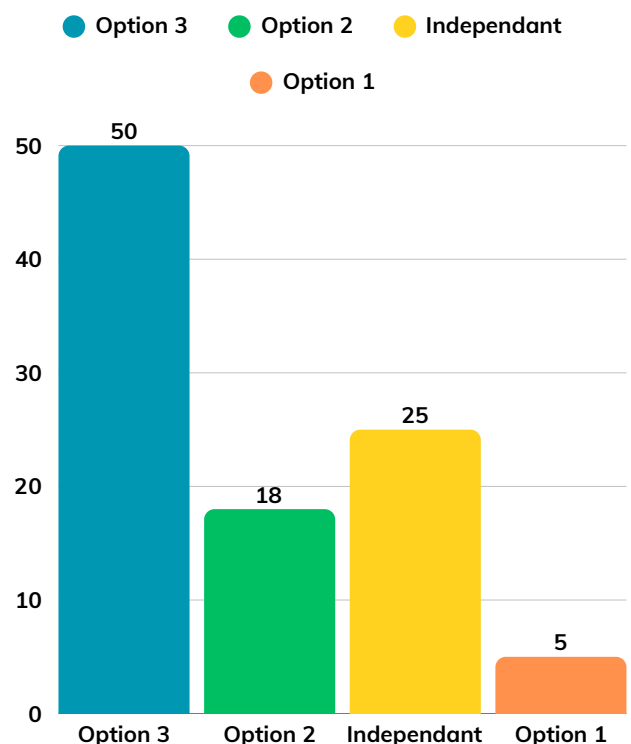
Developing our workforce is essential to ensuring that we can continue to provide high-quality, person-centred support and build a strong and skilled team for the future.

SCAS employed

33

Care Attendants in
2025/26

The organisation
provides care through
all four Self-Directed
Support (SDS) options



Quality and Continuous Improvement

Quality is embedded in everything we do.

We continually review our policies, procedures and quality assurance processes to identify what is working well and where improvements can be made.

This includes:

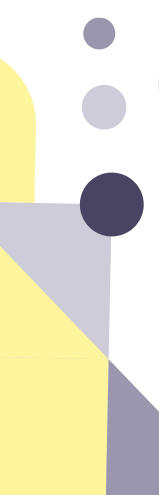
- Internal monthly audits
- Feedback from staff, people we support, carers and partners
- Review of complaints, accidents and incidents
- Identifying patterns and trends
- Turning learning into action

Improvements are recorded within our rolling Improvement Plan, with progress monitored to ensure actions are completed and improvements are sustained.

Care Inspectorate Inspection

We were pleased to receive Very Good (Grade 5) ratings in our Care Inspectorate inspection in September 2025 across the areas assessed.

This recognition reflects the commitment of our staff and the importance we place on delivering safe, effective and person-centred care.



How well we
support people's
wellbeing
Very Good (5)

How good our
staff team is
Very good (5)

How well our
care and support
is planned
Very good (5)



Listening to the People We Support

Listening to carers and the people we support is an important part of understanding the difference our service makes.

Our survey results showed that:

94% of service users feel respected

94% of service users confident in their care

100% of carers say loved ones are treated with dignity

94% of service users feel care attendants have enough time

These results are encouraging and reinforce the importance of providing care that is respectful, dignified and centred around the individual.

The Difference We Make

The impact of our work is perhaps best understood through the experiences of the people and families we support.

“The care received has enabled my brother and I to carry on working... We have been far more relaxed and less stressed.”

Unpaid Carer receiving SCAS support

“An absolute godsend... Allowed Mam to safely come home to where she wants to be.”

Unpaid Carer receiving SCAS support

“It has given me space and freedom... It has helped me mentally.”

Unpaid Carer receiving SCAS support

For unpaid carers, support can provide time, freedom and reassurance. For the people receiving care, it can help them remain at home, maintain independence and continue living the life they choose.

Working in Partnership

SCAS could not deliver its services without the support of our funders, partners and the wider Shetland community.



Main source of funding
from our **commissioned service** with Shetland Islands Council



Provided **extra hours of support** for **unpaid carers**



Funding for a part-time **Care Coordinator and part-time Finance Officer** post (until 2030)

and **provides some independent hours** of support for carers who self-refer



Funding for **Service Development Officer** post (until 2027)

Partnership working allows us to extend what we can offer and develop services that respond to the needs of carers and families across Shetland.

Community Support and Fundraising

The support of our local community continues to make a real difference.
Through fundraising events, donations and community support:

over £20,000

was raised in 2025/26

We are incredibly grateful to everyone who has donated, fundraised for us, supported an event or helped to raise awareness of SCAS. This funding helps us provide additional and flexible support for carers and families, including support for carers who are not yet receiving funded services.

Strengthening SCAS for the Future

During 2025/26, we continued to make changes to strengthen the organisation and ensure our resources are focused where they can have the greatest impact.

We introduced a new electronic rota system and improved our finance systems. These changes have helped reduce administration, improve planning and strengthen governance, allowing more staff time to be focused on supporting carers.

We also reviewed the Deputy Manager role following the post becoming vacant.

Rather than replacing the role directly, we created two dedicated posts:

- Finance Officer
- Care Coordinator

This change has increased capacity for carer support and coordination while also improving financial and administrative efficiency.

These developments are part of our longer-term aim of building a stronger and more sustainable SCAS.

 New electronic rota system

 Improved finance systems

 Reduced administration

 Better planning and governance

 More time focused on supporting carers

Building a stronger, more sustainable SCAS.

Looking Ahead

Our ambition is to strengthen support for unpaid carers across Shetland and make it easier for carers to access information, advice and practical support from the beginning of their caring journey.

During the coming year, we will continue to develop our Carer Information and Advice Service.

We want to help carers identify the support available to them and access the right help at the right time.

A Shetland Carers Register

We will establish a Shetland Carers Register to help us identify and connect with unpaid carers across the islands.

The Register will provide opportunities to share information about services, support and activities with carers and help ensure people know where they can turn for assistance.

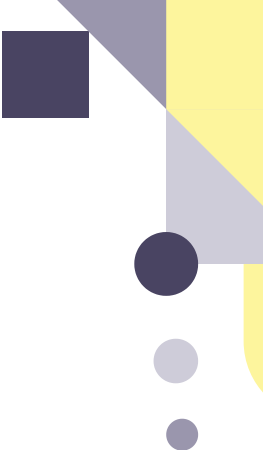
Time to Live Grants

We will continue to deliver Time to Live Grants, helping unpaid carers access meaningful breaks from their caring role. These grants can support carers to take time for themselves, promoting their health and wellbeing and helping them continue in their caring role.

Respitality

We will also continue to develop the Respitality Scheme, working with local businesses to provide carers with opportunities such as meals, accommodation and experiences.

Alongside these developments, we will continue providing information, advice and signposting to services across Shetland.



A Stable Financial Foundation

As a charity, SCAS follows a reserves policy to ensure that we remain financially secure and able to continue delivering our services.

Our policy aims to hold unrestricted funds equivalent to between three and six months' expenditure.

For 2025/26, this represented approximately £102,000 to £205,000.

At the end of the financial year, our reserves stood at £154,444, which is within our target range.

This provides SCAS with a stable financial foundation as we continue to develop our services.

Income and Expenditure

Our total income for 2025/26 was £435,246, compared with £357,018 in the previous year.

Our expenditure was £409,209, compared with £367,343 in the previous year.

The increase in expenditure reflects the higher costs associated with delivering and developing our services.

Our year-end balance was £154,444, an increase of £26,037 from the previous year's £128,407.

Overall, our income grew significantly, expenditure increased in line with the services we are delivering, and our reserves remained healthy and within policy.

Funding and Donations

Our major sources of funding included:

- **Shetland Islands Council** – core and spot funding totalling over £135,000
- **Shetland Charitable Trust** – just over £54,000
- **National Lottery Improving Lives Fund** – nearly £42,000

We also received valuable support from Community Health & Wellbeing, SSSC and individual donors.

Other income included:

- SIC Option 2 – nearly £170,000
- SIC Direct Pay – just over £9,000
- Donations – £10,556

The continued support of our funders, partners, donors and community is vital to the sustainability of SCAS and enables us to continue providing care and support to people across Shetland.

SHETLAND CARE ATTENDANT SCHEME LTD

BALANCE SHEET

AS AT 31 MARCH 2026

	Notes	2026 £	£	2025 £	£
Fixed assets					
Tangible assets	12		1,264		2,025
Current assets					
Debtors	13	1,560		1,323	
Cash at bank and in hand		198,138		160,646	
		<u>199,698</u>		<u>161,969</u>	
Creditors: amounts falling due within one year	14	(6,800)		(9,550)	
Net current assets			<u>192,898</u>		<u>152,419</u>
Total assets less current liabilities			<u>194,162</u>		<u>154,444</u>
The funds of the					
Restricted income funds	16		5,066		4,084
Unrestricted funds	17		189,096		150,360
			<u>194,162</u>		<u>154,444</u>



Thank You

SCAS is fortunate to have the support of a dedicated Board of Directors, committed staff team, funders, partners and the wider Shetland community.

Most importantly, we want to thank the unpaid carers and families who allow us to be part of their lives.

Thank you for your trust, your feedback and the opportunity to support you.

Together, we will continue working towards a Shetland where unpaid carers are recognised and supported, people can live with dignity and independence, and families have the opportunity to live well together.



Funded by

**Shetland
Charitable Trust**



Shetland Care Attendant Scheme Limited

Registered Office: Market House, 14 Market Street, Lerwick, ZE1 0JP

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