

**Providing Respite and Support
Services for Carers in
Ellesmere Port, Neston and Wirral**

Annual Review 2005 – 2006



A carer is someone, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability



Crossroads in Wirral Caring for Carers Ltd
Registered Charity Number 1046953
Company Limited by Guarantee Number 3050284

GF2 Candy Park, Old Hall Road,
Bromborough Wirral CH62 3PE

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Crossroads in Wirral

Caring for Carers Ltd

Crossroads in Wirral Caring for Carers Ltd is a charitable company limited by guarantee, incorporated on 26th April 1995 and registered as a charity in 1981 when it was previously known as Wirral Crossroads.

In 1998, the neighbouring scheme of Ellesmere Port & Neston Crossroads merged with Crossroads in Wirral, using the same charity and company numbers.

The company was established under a Memorandum of Association, which establishes the objects and powers of the charitable company and is governed by its Articles of Association.

It is also known as Crossroads in Ellesmere Port, Neston & Wirral.

Board of Trustees

Mrs R D Morley

Chairman

Mrs C J Kennefick

Treasurer / Vice Chairman

Mr P Hopkins

Miss P Kitchener

Mrs J Murch

Company Secretary: Karen Urmston

Registered Office: GF2 Candy Park, Old Hall Road,
Bromborough CH62 3PE

Auditors: Grant Thornton **Bankers:** Barclays plc
Hon. Legal Advisors: Berkson & Berkson

Registered Charity Number:

1046953

Company Limited by Guarantee Number:

3050284 [England and Wales]

Affiliated to: Association of Crossroads Caring for Carers

Registered: as a Domiciliary Care Agency with
The Commission for Social Care Inspection

Recognised: as a Specialist Provider of Services for
Wirral Borough Council

Mission statement:

**Crossroads Caring for Carers promotes, offers, supports
and delivers a high quality service
for carers and people with care needs.**

Staff employed during 2005-2006

Scheme Manager:

Karen Urmston

Care Manager:

Sheila Logan

Care/Training Co-ordinator:

Lynn Griffiths

Office Administrator:

Julie Connor

Senior Carer Support Worker:

*Sandie Summers**

Assistant Senior Carer Support Worker:

Carol Daltrey

Cameo Club & LIFELINK Supervisor:

Marlene Cartwright

Children's Club Co-ordinator:

Sonja Lewis

Deputy Children's Club Co-ordinator:

Christine Davies*

Carer Support Workers

Angela Connally

Debbie Miller-Sewell *

Denise Higginson

Gemma Macro-Smith

Gillian James *

Joyce Donovan

Julie Hazler

Julie Hughes

Kate Hughes

Kerrie Hawker

Laura Docherty

Lesley Shepherd

Linda Irvine

Linda Roberts

Louise Aldred

Louise Caldwell

Lynn Wilkinson

Reon Carr

Rosemary Lowthian*

Sandra Fullwood

Sandra Lee

Sue Williscroft

Wendy McBurney

*Staff who left during the year

Trustees' Report

We are pleased to report that we have had a busy and productive year. Our report focuses on the headings of our Development Plan but first we outline some of objectives we set and the outcomes:

- The need to create a significant surplus to ensure continuing viability
Achieved: See Finance
- To source additional funding streams, other than those from statutory sources
Achieved: see Scheme Manager's Report
- To seek new office accommodation with a meeting/training room and compliant with the Disability Discrimination Act

Achieved: an office identified and plans to move in early summer.

- To maximise opportunities for new specialist contract and partnership working
Achieved: see Scheme Manager's Report
- To work towards the convergence of income streams from statutory sources
Ongoing: continuing discussions with funders in both Wirral and in Ellesmere Port and Neston

Governance

During the year, the Board of Trustees and its committees met as follows:

April	Care Practice & Training
May	Human Resources
June	Board Meeting Away Day, focusing on Quality Assurance, Risk Management and review of Development Plan. Care Practice & Training
July	Board Meeting Finance
August	Finance, plus re-tendering exercise for auditors Human Resources
September	Human Resources Annual General Meeting
October	Care Practice & Training
November	Board Meeting Fund & Awareness Raising
December	Human Resources
January	Care Practice & Training Fund & Awareness Raising Finance
February	Board Meeting

There have been no changes to Board membership during the year but it is hoped to recruit more trustees next year. During the year, there has been continued discussion with neighbouring Crossroads schemes with a view to increasing closer working together as well as such meetings across the wider area of the North West Region.

Finance

Although the number of care hours provide was very slightly down on the previous year, the continued careful financial management resulted in a more positive outcome as demonstrated by the chart →

Income	05 - 06 £506,890	04 - 05 £511,500
Expenditure	£472,284	£452,781
Balance at 31 March	£145,982	£111,376

The Board of Trustees are pleased with the overall improvement in viability. Full copies of the year-end accounts are available from the Scheme Manager on request.

Services

A total of 34,715 hours of respite and other support for carers, though our day centres, was delivered to carers. This equates to around 670 hours of care every week. The year began with 198 service users but during the year this changed to a final year-end figure of 169 service users. However, within these figures were several families who receive large packages of care especially for palliative care, as well as 19 private service users, which an increase on last year. Further details of services provided follow in the Scheme Manager's Report and the charts.

Quality

Once again the Commission for Social Care Inspection took place in early January and, with a few very minor changes, everything was satisfactory.

The Annual Evaluation of Service was completed and reviewed by the Care Practice & Training Committee, which included a service user and an experienced ex-care manager. A brief overview follows:

Good rate of response [55%]

Compliments [11]: some of these are to be found within the review.

Comments requiring a response [11]: all these have been addressed and an action plan developed to resolve any outstanding requirements.

Conclusion: all comments and information received were most valuable and will assist the charity to continue to improve quality and staff training. The response of everyone who was able to take time to complete the form was very much appreciated and the full results are available from the Care Manager.

People

During the year there were 32 care staff employed, some of whom were play workers for the new Children's Weekend Club at Pensby Wood, as well as the small management team of 6 people. A small re-structuring process resulted in some career development for a number of

staff during the year. An innovation was the placement of two Social Work students and this was most helpful in monitoring some of the newer services. Apart from the continuing staff training and development programme, some Trustees attended informal training on quality, finance, marketing and fund raising.

As usual, all the staff work extremely hard to deliver the best possible services and the Trustees recognise that the office team is fully stretched to cope with current demands in a very challenging market place.

Finally: the Board of Trustee would like to thank all the staff, led by Karen Urmston, for their continued hard work in supporting local carers. They would particularly wish to thank Wirral Autistic Society for their support with office accommodation over the past 2 years, the Association of Crossroads Caring for Carers for their ongoing help as well as our stakeholders, donors, supporters and our members for their continuing support. We look forward to another positive year of developments, increasing partnerships and improvements in our services for carers and those for whom they care.

Diane Morley - Chairman on behalf of the Board of Trustees

Manager's Report

Once again its Annual Review time and as the name suggests I can't believe that a whole year has gone by since I last wrote to you – the time has flown....

With the introduction of various legislation including the Carers (Equal Opportunity) Act and more recently the Department of Health's White Paper, Your Health, Your Care, Your Say the importance of providing breaks to Carers, as well as high quality support for people with disabilities/illness, has been consistently highlighted. We have always tried to adapt to meet the needs of a wide range of stakeholders such as Carers, service providers, commissioners of services whether they are from voluntary, community or statutory sector. The cultural environment in which Crossroads works is ever-changing and complex and we have to be extremely flexible in our thinking to develop and adapt our working practices to ensure that we remain effective.



During **2005 – 2006** Crossroads Caring for Carers in Ellesmere Port, Neston & Wirral provided nearly **200** families with over **34,500** hours which equates to around **670** hours of respite per week. Our packages of respite have been diverse and innovative to enable us to meet the needs of the Carer and the person they are caring for. We continue to offer our “core business” providing breaks for Carers in their homes and are able to carry out a range of dedicated tasks as a specialist provider in dementia care, palliative and where there are communication difficulties.

The focus over the year has been to expand the variety of services on offer to Carers, especially in partnership with other organisations and in doing so, to expand the funding streams. We have had a number of positive outcomes:-

The establishment of the **CAMEO** club in Neston resulted in support being offered to 9 Carers of people in the early stages of memory loss, this enabled Crossroads to provide those Carers with over 1,066 hours of respite during the year. This club has provided a very “real” break for the Carer. A further club will be started in Ellesmere Port and currently there are plans in place to research the need for such a facility in the Wirral area. We are very grateful to the staff that ensures that the **CAMEO** club runs smoothly and effectively, a special thank you must go to the volunteers whose efforts are appreciated by Crossroads and I know by the Carers themselves.



In addition to valuable networking with colleagues in local statutory, voluntary and community organisations we work closely with our colleagues in other Crossroads Schemes, especially in Cheshire, resulting in a number of joint ventures. One such event promoted the needs of Carers in Employment and this has resulted in the development of a practical partnership with M & S Money to support Carers in the workplace, within their company. This project will be reported on more fully next year.

The diversity of our staff team has been evident this year with our Care Co-ordinator, Lynn Griffiths qualifying as a trainer. The scheme here is now able to deliver high quality training in-house in the following areas:-

- Personal Care
- Assisted Mobility
- Food Hygiene
- Dementia Care

Lynn was also instrumental in running Carers training for the first time this year. This was run in partnership with the Wirral Branch of the MS Society and was to support Carers of people with Multiple Sclerosis. The training proved to be extremely successful and from comments made from the Carers who attended it really enabled them to share with each other their experiences of caring as well as learning safer moving and handling techniques. In the next year Lynn will qualify as a trainer in physical intervention. All of these courses are offered to other Crossroads Schemes and other care providers.



Another project which has commenced this year following a request from Wirral Social Services Children's Department is the **Pensby Wood Weekend Club**. The club is run in partnership with the Children's Department and offers four separate weekend sessions for children with special needs. It is hoped that this will be fully functioning by 1st April 2006. The scheme's specialist children's services have been recognised by the Children's Department and this appears to be leading to an increase in work with parent Carers.

The **LIFELINK** club has achieved its aims this year in that the clients who attend set the priorities and work in partnership with the Supervisor to ensure that we promote independence when ever possible. We are very grateful to the volunteers who help week by week at this club, your efforts are appreciated.



Whilst our Scheme annually carries out an evaluation of services questionnaire, this provides us with only very limited information. It also only focuses on one group of stakeholders, i.e. the service users, and does not take into account consideration to other client groups. To ensure that services continue to be appropriate to the community which we are serving, and to also improve our effectiveness, the scheme plans to commence a project on social accounting and audit to measure impact. This will enable the Scheme to provide evidence to funders on the wider impact of the services which we provide to Carers.

In terms of identified priorities for the coming year Crossroads Caring for Carers in Ellesmere Port, Neston & Wirral will focus on:-

- Developing our training opportunities to generate income and maintain quality of service
- See the commencement of a Carers helpline for M & S Money with funding received from the ACE project (**A**ction for **C**arers in **E**mployment)
- Re-design the Evaluation Survey in line with our diversity of services
- Aiming to achieve CROQUET Level 2 or 3 (Crossroads national quality assurance award)
- Employ a Carer Engagement & Involvement Officer to enable the Scheme to empower Carers and in accordance with the Kings Fund Standards enable them to “Have a voice”
- Develop our partnerships both statutory, voluntary and community

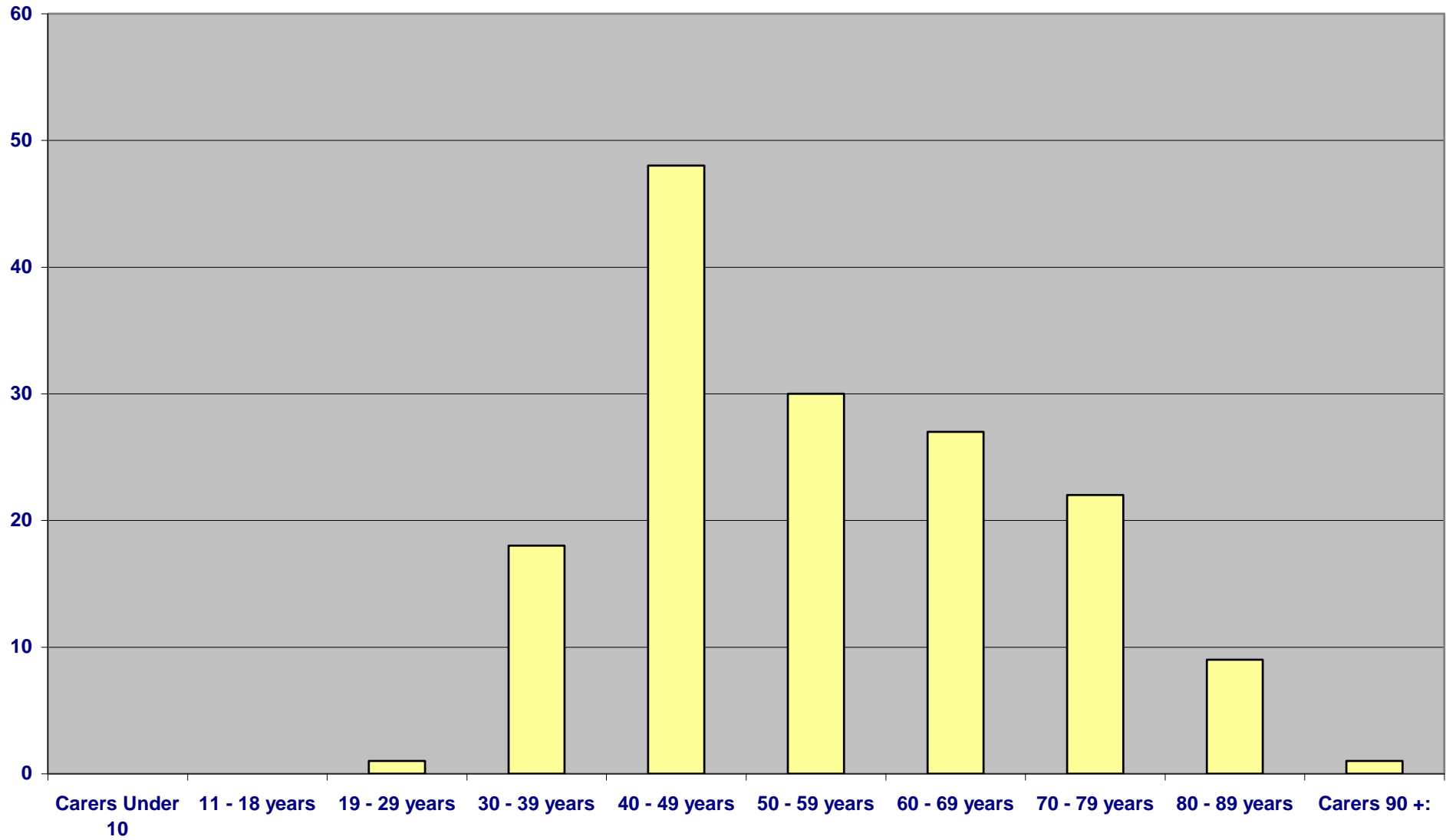


Whilst it is good to report on a positive year we remain committed to constantly reviewing our services and updating where necessary in order to support more Carers, and those they care for by developing services to meet individual needs.

My thanks as always must be extended to a very supportive Board of Trustees and a dedicated and hardworking team of staff and volunteers. The feedback from Carers who receive a service has been very positive and evidently our services make a difference and allow Carers to have **“time to be themselves”**

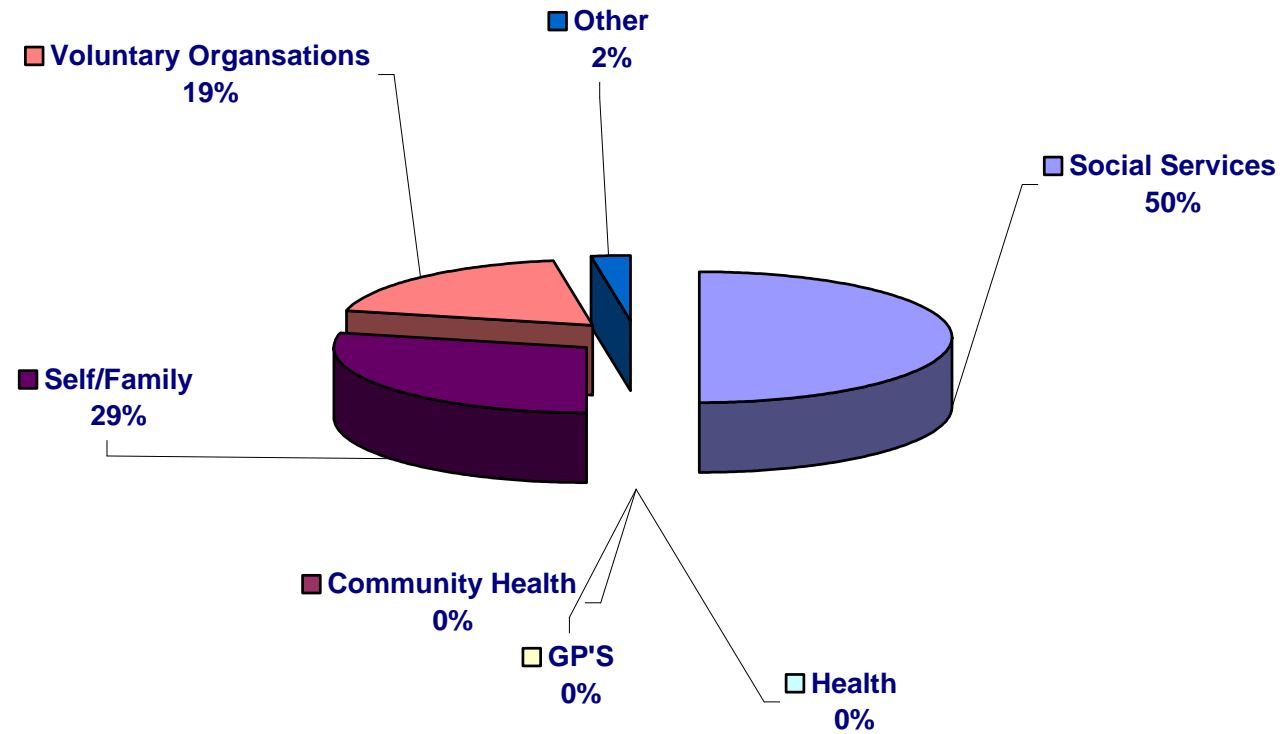
Karen Urmston
Scheme Manager

PROFILE OF CARERS AGES 2005 - 2006

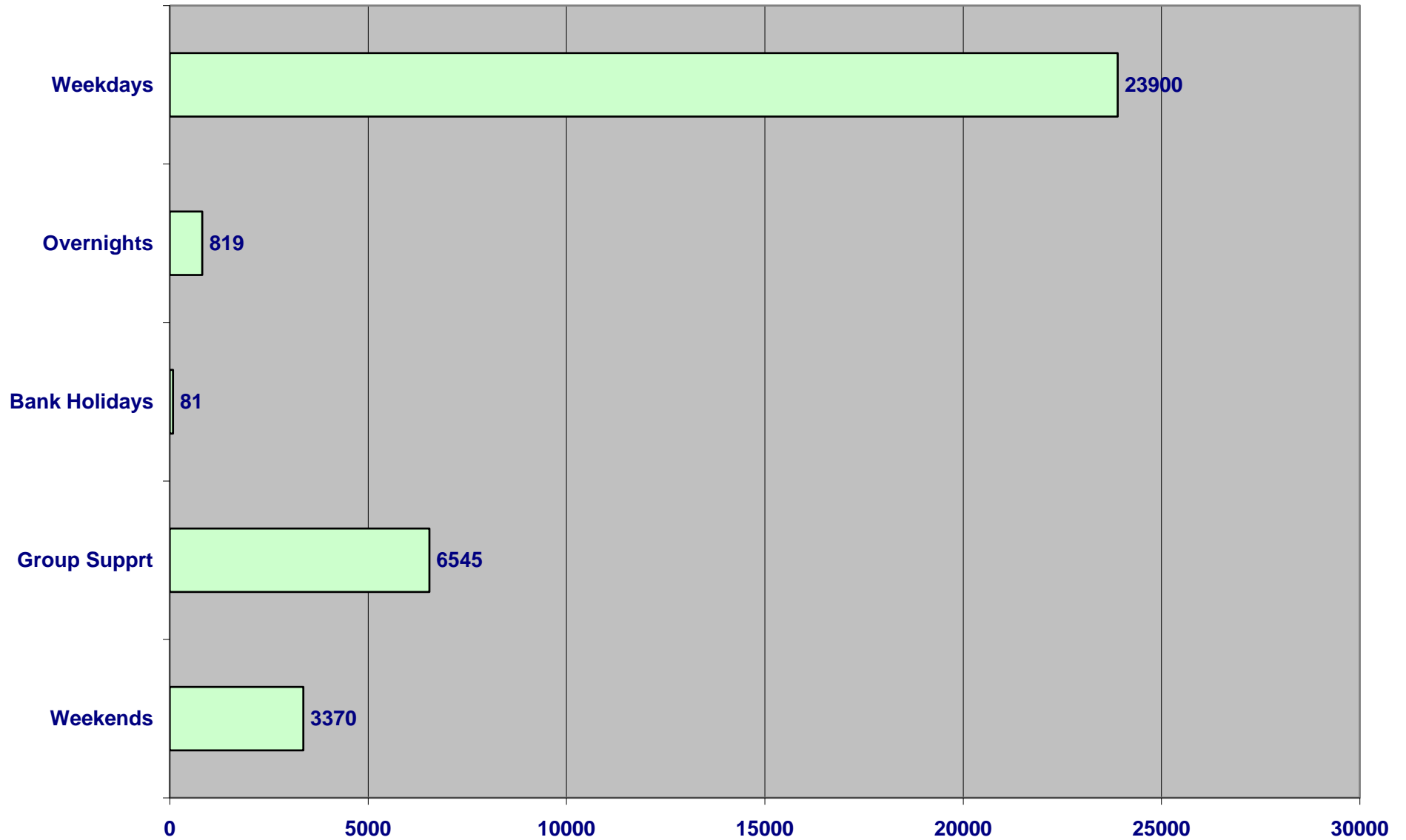


REFERRAL SOURCES 2005 - 2006

- Social Services
- Community Health
- GP'S
- Health
- Self/Family
- Voluntary Organisations
- Other



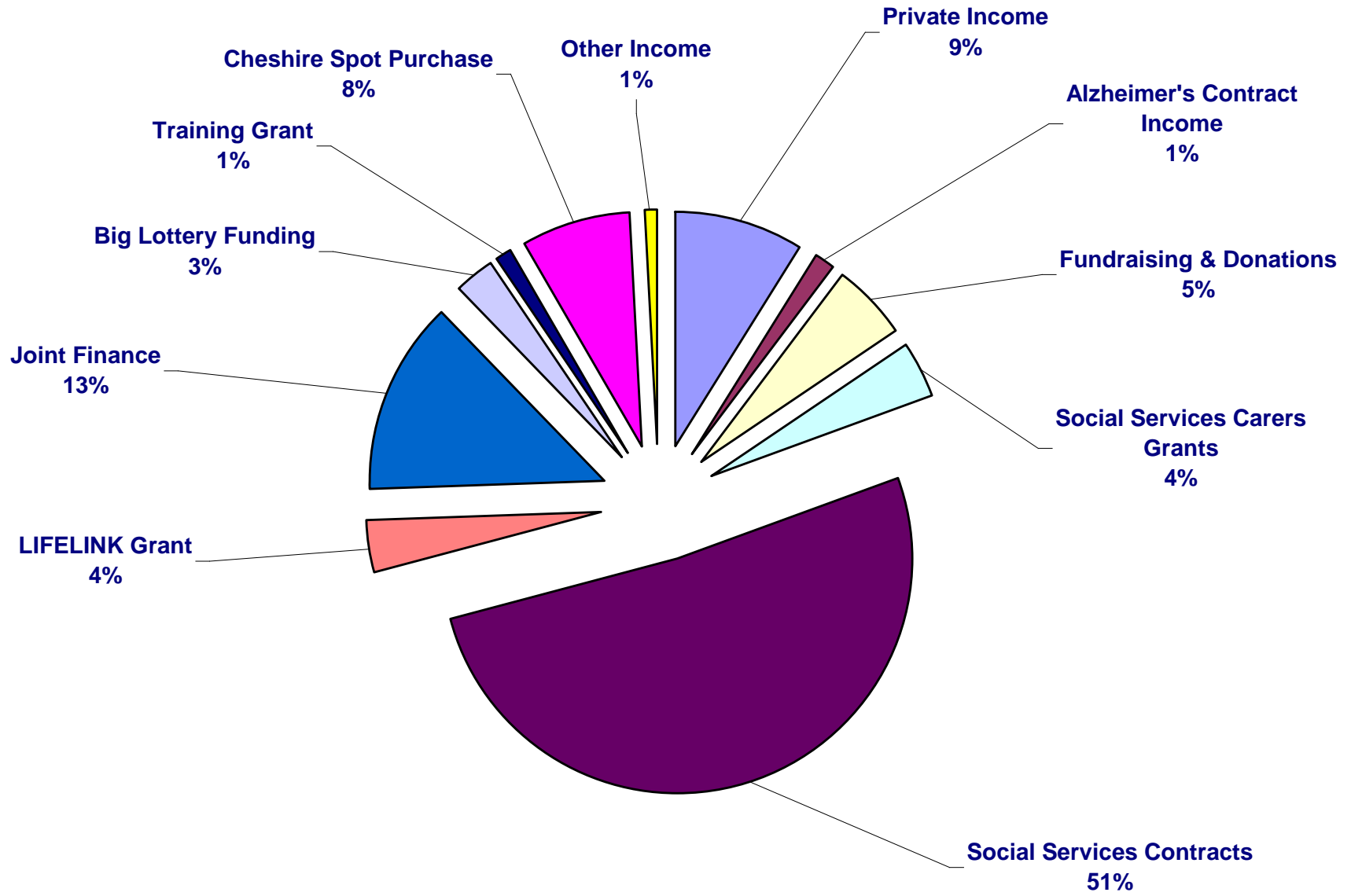
SUPPORT HOURS DELIVERED 2005 - 2006



PRIMARY CONDITIONS 2005 - 2006

Primary Condition/Disability	10<	11-	19-	30-	40-	50-	60-	70-	80-	90+	Total
		18	29	39	49	59	69	79	89		
Alzheimer's/Dementia						4	3	7	4		18
Arthritis							1	5	8		14
Autism		14					1				15
Bronchitis	2										2
Cancer							3	7	4		14
Challenging Behaviour						2	1	1			4
Undiagnosed CHILDREN	3	8									11
Coronary Disease						3					3
Diabetes				1		2		1	1		5
Downs Syndrome		4									4
Elderly/Frail									5		5
Epilepsy						5					5
Learning Disabilities	6	10		4	10			9	5		44
Mental Illness							3	1			4
Muscular Dystrophy			1		3	1					5
Stroke							5	1			6
Other				2	2	1	5				10
Totals	11	36	1	7	15	18	22	32	27	0	169

SOURCES OF INCOME 2005 - 2006





Carers Comments

"the CAMEO Club gives excellent understanding care those involved are always happy to listen"



"we have waited four years for a service like this"

"the best care she has ever had"

"my regular Carer Support Worker is superb"



"very confident that I am leaving my daughter in competent hands"

As a charity we are always grateful to receive donations from various sources whether they are from a trust, a school or in memory of a loved one. Donations such as these enable **CROSSROADS** to continue to promote, offer support and deliver high quality services for **CARERS** and people with care needs in Ellesmere Port, Neston & Wirral.

DONORS:

Mason Porter Charitable Trust:
The Johnson Foundation
Lord Leverhulme Charitable Trust
Anonymous Donor
Catholic Women's League
Associated Octel
Shell UK
West Wirral Bowls Association
Birkenhead High School for Girls
Duchy of Lancashire Benevolent Fund
Neston Flower Club
St Bridget's Church – West Kirby

In memory of past clients: £458.85
(To name just a few)

Thanks to all our donors who give through the payroll system

WIRRAL DONATE: CROSSROADS is a member of this pay roll giving consortium whose other members are:

Age Concern (Wirral)
Wirral Autistic Society
Wirral Multiple Sclerosis Society
Wirral Resource Centre and Toy Library
Wirral Talking Newspapers

AFFILIATED TO:

Association of Crossroads Caring for Carers
Liverpool Charities and Voluntary Services
Wirral Council for Voluntary Service
Ellesmere Port & Neston Voluntary Services

REPRESENTED ON:

Wirral Voluntary & Community Sector Network – Lead on Care/Carers
Integrated Clinical Network Meeting re Palliative Care Wirral
Neston Multi Disciplinary Meeting
Carers Agency Link (Wirral)
Local Care Forum (Ellesmere Port)
Carers Steering Group (Ellesmere Port & Neston)

DEVELOPING RELATIONSHIPS AND / OR WORKING WITH:

Alzheimer's Society (Ellesmere Port & Neston Branch)
Barnardo's (Ellesmere Port)
Bebington & West Wirral PCT
Birkenhead & Wallasey PCT
Cheshire Carers Centre (PRT)
Claire House Hospice for Children
Hospice of the Good Shepherd
Macmillan Cancer Information Service
Multiple Sclerosis Society (Wirral Branch)
Red Cross Wirral
St John's Hospice
Wirral Autistic Society
West Cheshire PCT

Training Update

We were successful in an **Awards for All** bid which enabled us to secure specialist training in palliative care for Carer Support Workers. All training will be completed by November 2006

Ensign Training Consultancy worked closely with us to develop a combined Induction Training Course. This has been very successful because there has been a flexible approach in providing training at times to meet staff availability.

Congratulations to one of our Carer Support Workers who completed her NVQ Level 2 in Care. However due to circumstances beyond our control there have been problems in other staff completing their courses.

During the 12 month period from April 2005 – April 2006 we were able to access a number of free places on various courses through a number of different training providers.