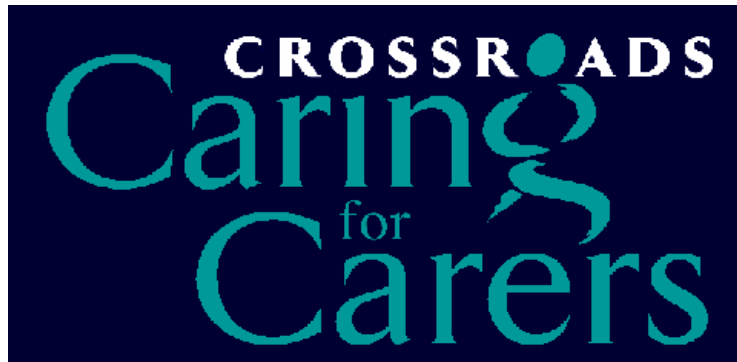


CHESTER CROSSROADS

CARING FOR CARERS



ANNUAL REPORT

2005/2006

**Chester Crossroads Limited
Richmond Place
125 Boughton
Chester
CH3 5BH**

MISSION STATEMENT

CROSSROADS '*Caring for Carers*' promotes, offers, supports and delivers high quality services for Carers and people with care needs.

INFORMATION ABOUT CHESTER CROSSROADS

- Chester Crossroads provides practical help where it is most needed – in the home by way of our respite service
- Chester Crossroads runs three social and leisure groups per week:
 - Friday Club provides a break for carers of adults with learning difficulties
 - Connections group support for adults with physical disabilities
 - All Stars provides a break for carers of adults with learning difficulties
- Chester Crossroads supports a number of activity groups for young people, plus social skills groups for children, young people and adults with Aspergers Syndrome
- Chester Crossroads provides a Bathing Service to enable the person needing help to use their own existing bathroom facilities
- Chester Crossroads provides a Carer Support Service for carers who are caring for a terminally ill person at home.
- Chester Crossroads provides a respite service for carers. This service was made possible by a legacy kindly bequeathed by a local lady. Also a respite service for carers of suffers of Alzheimer's or Dementia, this service was made possible by Mrs Barbara Catchpole who undertook a sponsored pilgrimage, El Camino de Santiago.
- Chester Crossroads provides extra breaks for carers of children with special needs. This service is funded by a grant from the Sobell Foundation
- Chester Crossroads provides support to carers of adults with learning difficulties who are in respite care. This service is funded and referred through Mencap.
- All families receiving our service receive an assessment visit to determine their needs – the care plan is agreed with all those involved.
- All Chester Crossroads Carer Support Workers are highly trained and senior staff provide a 24 hour 'on call' service to support care staff.
- Chester Crossroads works closely with the statutory authorities and a wide range of local organisations to develop and evolve services to carers.
- Chester Crossroads liaises with other Crossroads schemes to develop services for carers and is affiliated to the National Association of Crossroads Care Attendant Schemes.

CHESTER CROSSROADS LIMITED

ADMINISTRATIVE INFORMATION

Name of Charity: Chester Crossroads Limited

Charity Number: 1057379

Company Number: 3200810

Office Address: Richmond Place, 125 Boughton,
Chester CH3 5BH

Telephone: 01244 346699

e-mail Address: chester@crossroads.org.uk

Website: www.chestercrossroads.org

Area of Operation: Chester City and Rural Areas

Organisation: Chester Crossroads is an independent charity.
A company limited by guarantee.
Affiliated to the National Association of
Crossroads Care Attendant Schemes.

Auditor: Tollit and Stockton
24 Nicholas Street
Chester

Solicitor: Walker Smith & Way
26 Nicholas Street
Chester

Bank: Barclays Bank plc
St Werbergh Street
Chester

Insurance: Watson Laurie Sinclair Ltd
63 Bradshawgate
Bolton

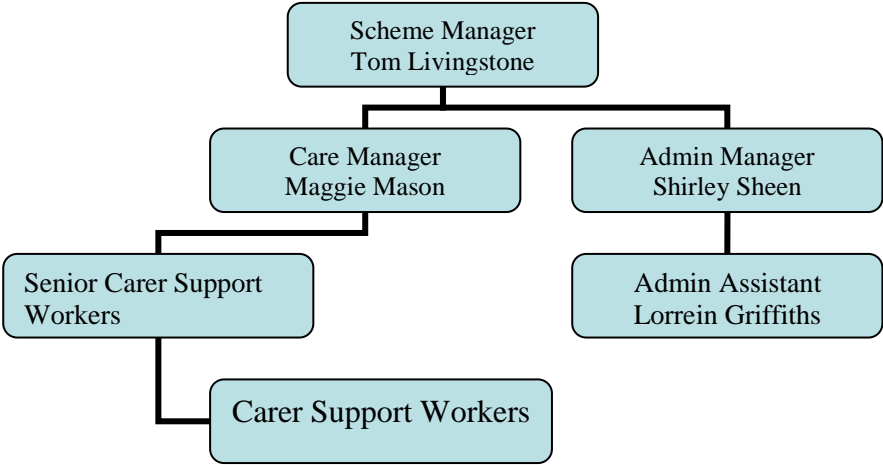
Chester Crossroads Management Structure

Board of Trustees

Chairman
Craig Cawthorn

Vice Chairman
Irene Williamson

Treasurer
David Atkinson
Company Secretary
Louise Eccleston



Whistle Blowing Contact
David Atkinson

Governance Areas
Finance - David Atkinson
Governance – Louise Eccleston
Services – Marion Redfern
People – Irene Williamson
Quality – Maire Gibson

CHAIRMAN'S MESSAGE

I have pleasure in introducing the annual report of Chester Crossroads. For the past nineteen years Crossroads (Caring for Carers) has sought to identify and meet the needs of Carers in Chester and the surrounding areas. The impact of caring, however willingly undertaken, places particular demands and restriction on the lives of relatives and friends. Crossroads exists to support both the people who are carers and those they care for and this report describes the various ways this has been achieved.

During the year more Carers have been supported than in the past and but it is evident that there are still many Carers living locally who would benefit from the support and assistance Crossroads can offer. To give Carers a meaningful break it has also been possible to develop group activities to supplement the traditional model of practical and emotional support in the home.

There have been no recent changes to the Board and I am very grateful to my fellow Trustees and our Advisers for the time and effort they have devoted to Crossroads over the last year. In addition to the general oversight of the charity Trustees have taken on individual tasks, including involvement in organisational review, evaluation of consumer satisfaction, fund raising and staffing matters. A major strength of the Board is that it has a membership drawn from different backgrounds and brings direct experience from the fields of care, finance, marketing, health and social services. The Board is made up of busy people and this has meant that on two occasions the meetings have not been quorate. It is clear that it is necessary to recruit more Trustees to ensure that the committee remains viable.

I would like to pay special tribute to Tom Livingstone, Scheme Manager and the dedicated staff group. The staff team have once again delivered care to a high standard and enhanced the services offered to Carers against a background of change and increasing regulation.

Last year the Membership of Chester Crossroads was re-established to comply with the constitutional requirement for a reference group to whom the activities of the charity can be reported. Thanks are due to all the Members for their interest and subscription to the work of Chester Crossroads.

For some time now it has been evident that providers of social and personal care will face unprecedented change to the context in which they operate and this is true in field of support to Carers. The Government has laid stress on the 'Third Sector' and the extent that social enterprise, independent not for profit organisations, can complement and even replace some parts of the statutory and private sectors. This coupled with the consequential effects of the severe financial pressures on Local Government and the Health Services will require Crossroads, in common with all voluntary organisations, to adapt and re-align their work if they are to survive.

I believe that Chester Crossroads has the capacity and commitment to respond to these future challenges and to continue to deliver a service compatible with the aims of caring for Carers.

Craig Cawthorn, Chairman

Annual Report

Scheme Manager's Report

The main priorities for 2005/6 were maintaining a sustained quality service to carers which offered both practical and emotional support, securing funding for certain services and staff training including funding for NVQ's, preparing for our first full inspection by the Commission for Social Care Inspection, achieving success with our CROQUET Level 2 audit, developing partnerships and developing closer working relationships with the other Cheshire schemes including discussions about our foundations for the future and the way ahead.

Funding was secured from the Carer's Grant to establish a social skills group for adults with Aspergers Syndrome. Through the magnificent efforts of one of our carers who undertook the Camino De Santiago walk in Spain we have been able to continue our support to carers of people with dementia and Alzheimers Disease.

Following our CSCI inspection an organisational review, which had commenced prior to the inspection, was fast tracked to ensure that our structure was robust enough to cope with the ever evolving and expanding range of services we provide. We had recognised that the span of control of the Care Manager had become too wide and we needed to be confident that we could continue to meet all the stringent requirements of the Care Standards Act in relation to the supervision and appraisal of staff.

Throughout the year substantial funding continued for our palliative care service now jointly funded by The Big Lottery Fund and Cheshire West PCT. Work is ongoing through a partnership approach with the PCT to identify sources of long term funding for this service. The scheme manager is a member of both the Palliative Care Strategy Group and the Palliative Care Re-design Group. However it is recognised that restructuring within the health service is influencing the extent to which joint work and planning can be undertaken at present.

A particularly exciting and innovative development in 2004/5 was the introduction of a social skills group for children under 13 with Aspergers Syndrome. Parent/carers benefit from a break during the hours their children spend at the group and the children themselves increase their social and communication skills and practice them in a safe and therapeutic environment. Throughout 2005/6 we were able to fund a further group for children over 13 years of age. Originally this was a parent/carer led initiative due to the dearth of services available for their children and now hopefully demonstrates our willingness to seek out gaps in services and work with partners to develop appropriate ways of meeting those needs. As mentioned above a further development throughout 2005/6 was the introduction of a group for adults funded through the Carers Grant. This has now provided a progression route to assist young people with Aspergers Syndrome into adulthood.

Following discussions with the organisers of the Fourgate Club which had been based at Canal Street House for many years attempts were made to support the organisers who were mainly parents of this large group of people with learning disability. However it was decided by the organisers to close the club and we undertook to

establish a new style club based on the research undertaken by Social Services and on evidence based on the needs and wishes as expressed by the client group themselves.

Following a planning meeting using the PATH approach, which is a person centred planning approach and supported by Social Services personnel from Macclesfield who had developed a similar group called Time Out, representatives from the client group, carers, MENCAP and managers from Social Services we established a group based at the Northgate Arena. Subsequently the members decided to call the group All Stars. The club was officially launched in February 2006 by Christine Russell MP for Chester.

The group has proved to be very popular and has exceeded our expectations, it takes a very inclusive approach towards the social and leisure needs of people with learning disability and members agree a six week programme of events including visiting local restaurants, bowling, cinema, snooker, pubs and of course using facilities in the Northgate Arena where CADSART have kindly given us the use of the Courtyard room free of charge. There is a separate item on this club in this report.

In October 2005 in partnership with the other Cheshire schemes we held an event with influential employers to raise awareness of the needs of carers in employment. The event was hosted by Mark Mitchell, Group Managing Director of Mitchell Mazda and supported by the Rt. Hon Frank Field MP and Sheila McClennon from Radio 4's 'You and Yours' programme. The evening demonstrated to employers the benefits of having carer friendly policies and practices in place. Two carers both spoke about their different experiences with their employers and one had been left with no option but to leave work to enable him to continue caring. Some follow up work is taking place and we hope to hold a similar event throughout 2006/7.

Other achievements were mainly around the further development of our information systems and upgrades to IT equipment. With the support of Marks and Spencer Money we were able to complete a full risk assessment and network the system including wireless connection to the internet for all users ensuring improved communications. The website continues to be improved and can be found at www.chestercrossroads.org

Members of the Board of Trustees have agreed to carry out a detailed risk analysis of each of the 5 areas identified in the internal quality audit, (CROQUET) that is, governance, finance, people, quality and services to ensure that all areas of weakness are identified and measures put in place to reduce those risks.

I would like to express my gratitude for the support I receive from my Chairman Craig Cawthorn and individual Trustees for all the work they do behind the scenes.

In the tables below are summaries and outcomes of the key objectives for 2005/6 and the key objectives for 2006/7.

Tom Livingstone

Key Objectives for 2005/6	Outcome
Maintain current funding sources and seek new funding opportunities	Achieved
Investigate need and establish at least one new service	Achieved, two new services established
Extend services to ethnic minorities	Links made with Chester Asian Council but no referrals for services
Increase staffing levels to spend projected funding	Recruitment has been problematic but levels have remained static
Increase number of hours of care delivered	Not achieved due to effect of direct payments and lack of referrals
Diversify funding streams	Achieved
Carry out organizational risk assessment of activities using Crossroads Risk Register and expertise of Trustees	Partially achieved
Annual consultation exercise with Carers	Achieved
Redesign publicity material	Achieved in conjunction with other Cheshire schemes
Raise the profile of Chester Crossroads	Achieved through local media i.e. radio newspapers, fundraising, establishing new services and partnerships
Review staff support structure	Achieved new structure in place
Provide NVQ Level 3 training for 4 staff	Achieved

Care Manager's Report

The last year has seen positive changes in delivery and organisation at Chester Crossroads. These we have achieved by establishing new positions and services, each of which has enabled us to offer development opportunities to existing staff members. We now have three senior CSW's who lead and support their own teams. The new clubs and services have equally committed staff. (See separate reports)

The senior staff received comprehensive training in all relevant areas. Training undertaken by all CSW's has included Epilepsy Awareness/Dementia Awareness and Palliative Care understanding-in the form of Hospice visits-as well as all of the statutory training required. Additionally, we provided training in Infection Control, as a direct result of concerns raised regarding media coverage of MRSA spread in hospitals. As Tom has indicated, NVQ training is also well underway.

As ever, our team continue to provide flexible support to our carers and those with care needs. In addition to our regular scheduled work, we have provided overnight sits for an existing client, sessional support to the Rural Group-- children with high physical needs who have problems accessing other services-and continue to respond imaginatively to all requests for care. Whilst our financial partnership with the Alzheimers Society has ended we still work closely them and maintain a service to all of the existing clients and continue to accept new referrals from this group. There has been one area of concern -that of the move to Direct Payments by some families, leading to a reduction in care hours provided to children. However, early indicators are this situation will improve.

We at Chester Crossroads always aim to deliver the highest level of care and our team of Carer Support Workers are excellent. They are all highly committed and enthusiastic about their varied responsibilities and tasks. The quality of the service they give is reflected in the number of compliments received-22.

(I am very happy to report that we did not receive any negative comments within the period.) I would like to add my own comment to these. I wholeheartedly thank all who supported me and continued to support all of our clients by maintaining the service during my absence due to illness in the latter part of the year. I wish to extend particular thanks to all of the office staff, including Libby and Trish for all their sterling work.

Maggie Mason
Care Manager

CHESTER CROSSROADS

Treasurer's Report 2005/06

I am pleased to report herewith on the accounts for the year ended 31st March 2006. In accordance with the requirements of SORP 2005 these accounts have been subject to full audit.

Our total incoming resources for the year amounted to £259,173 compared with £299,371 in the year 2004/5. Of this £243,286 represented Grants and Donations, £8596 bank interest, and £7291 Other Income mainly sub-let rents. In this connection our thanks go to the local charities for their continued support and in particular to Barbara Catchpole who generously allowed us to share in the proceeds of her sponsored walk.

The reduction in incoming resources compared with the previous year arose mainly as a result of decreased income from the provision of Children's services and the absence of PCT Palliative funding for the year as we were required to take up the underspend from 2004/5.

Direct costs and operating expenses were largely contained at £271,246 compared with £265,653 in the year 2004/05. This increase was largely due to the inflation rate increase in salaries in the sector. Strict budgetary control over general administrative costs has enabled us to maintain overall expenditure within inflation targets.

The net result from the foregoing meant that our excess of expenditure over income amounted to £12,073 compared with an excess of income over expenditure last year of £33,718. This however was within our overall targets for developing the service.

As a consequence of these results, our net cash resources decreased by £14,248 in the year, but our overall financial position means we have adequate funds for the immediate future. In this connection, the trustees have conducted a further Financial Risk Review during the year and have agreed a contingency reserve of at least £75,000 is necessary for the continued viability of the company.

If any registered member requires a full audited copy of the accounts, a copy may be obtained from the office.

Looking to the future, we continue to be subject to constraints on the generation of income largely as a result of financial pressure from statutory sources who themselves are having to review their operational funding. In addition the increase in direct funding to end users has meant the demand for some of our services is likely to diminish, but we are confident that we can continue to provide an effective service in future.

Finally I would like to thank Shirley Sheen who keeps the financial records on a day to day basis and makes my job so much easier and also our auditors Messrs Tollit & Stockton for their help in preparing the accounts.

David Atkinson
Treasurer
Chester Crossroads

FRIDAY CLUB

The Friday Club has had yet another successful year. Despite various setbacks due to Canal Street House being refurbished and us having to use temporary accommodation for four months, we have still managed to organise a good variety of activities for the clients to enjoy. Activities have included arranging a joint Christmas carol and raffle evening with the All Stars group which was a great success. We also managed to overcome the discontinuation of discounted bowling on a Friday evening by joining up with the All Stars Club on a Tuesday evening. This works well as the clients enjoy our occasional get togethers.

We still plan activities with the clients and try to accommodate their demands as far as health and safety permits. We have done all sorts of activities including cinema, crafts, games, meals out, evenings by the river, quiz nights and many more. Staff and clients have all enjoyed our Friday evenings.

We also have two new clients, Kieron and Gary, which brings our total to eighteen members. This is our full capacity at the present staffing levels. Talking of staff, I must thank them all for all their work, they are a great team and without them the club would not run as well as it does.



TRISH OWEN
Club Supervisor

All Stars Club

The All Stars Club has now been running since July 2005, and we have been thrilled with the feedback we have had from club members and carers. It has grown in popularity since then and we now have a waiting list for new clients to attend! We now have a strong group who interact well and support each other with the help of staff members.

The club activities are presently being run on a 6 week schedule, at the end of each 6 weeks the group have a dinner out and discuss new activities for the next schedule to be drawn up. This means the club is almost entirely based of what the clients wish to do. Any new activities are considered and, where possible, put into place for the next schedule.

We have been doing a wide variety of activities, such as bowling, bingo, meals out, rounders, badminton, swimming, craft and games evenings, picnics out, and drinks down by the river amongst many others! Although not all clients join in on all activities, they all seem to be happy to either watch and chat or go with a member of staff for a walk and meet up with the rest of the group later in the evening.



Altogether, the group seems to be going from strength to strength. The members' confidence and sense of independence is growing, and we often hear them planning to meet up independently on other occasions.

Many thanks to staff members Barry and Ruth and our volunteer Chris Huntley, for all their support and effort in preparing activities, and in club time. We look forward to seeing what the next year brings for the All Stars Club!!

LOUISA BOYD
Club Co-ordinator

We regularly receive thanks from carers who have used our service. The following comments are taken from the 2005 carer/client satisfaction survey. Clients and carers were asked what was valued from their Crossroads service:

The relationship between the support worker and my daughter

The friendship and care given to my mother

I can ring the office with any anxiety and get reassurance

Companionship, professionalism and reliability

Taking my daughter out so I can recharge my batteries

Continuity – same person each week which is needed for dementia

Reliability – being phoned by the care worker if she has concerns

Confident that when I go out all will be well with my husband

Peace of mind

The only organisation that gives practical help

Carers keep my husband safe so I can leave him

Takes pressure off the main carers and allows the person being cared for to have access to the outside world

The opportunity to relinquish responsibility

Knowing my wife is in professional and kindly care allowing me time for myself without worry

Knowing my son has a friend who takes him for a drink and snooker.

Keeps him in touch with the social world

Dependability, friendliness and very caring attitude which comes through

The care workers are treasures

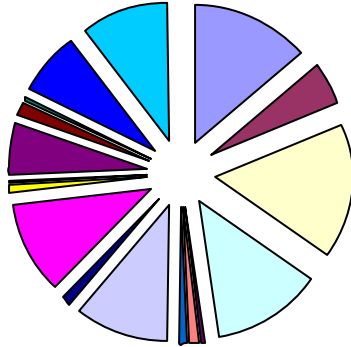
Seeing my husband enjoying time with his care worker and regaining some of his independence

Without the service we would be lost. We have become very fond of the carers and can not praise them enough

Excellent service – very happy

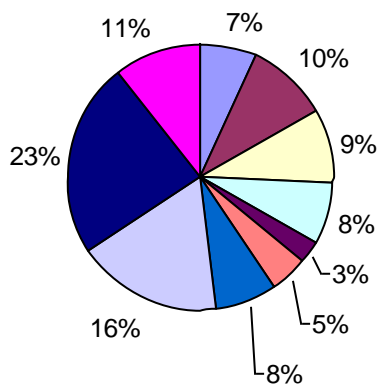
CLIENT STATISTICS

Client Disabilities



- | | |
|-----------------------|------------------------------|
| Alzheimer's/Dementia | Arthritis |
| Autistic Spectrum | Cancer |
| Challenging Behaviour | Diabetes |
| Down's Syndrome | Elderly Frail |
| Epilepsy | Learning Disability |
| Mental Illness | Motor Neurone |
| Multiple Sclerosis | Parkinson's Disease/Syndrome |
| Spinal Injury | Stroke |
| Other | |

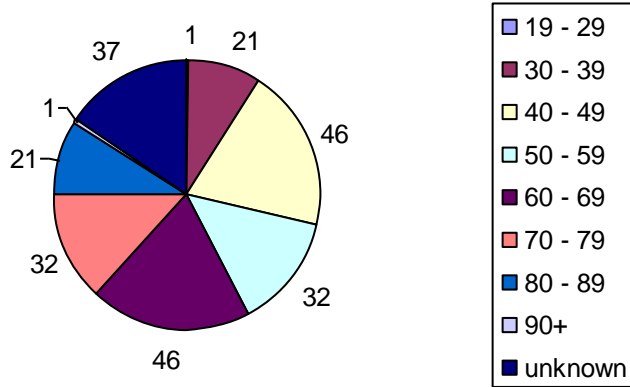
Client Ages



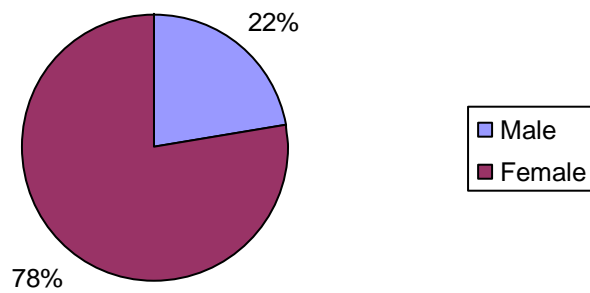
- | |
|----------|
| Under 10 |
| 11 - 18 |
| 19 - 29 |
| 30 - 39 |
| 40 - 49 |
| 50 - 59 |
| 60 - 69 |
| 70 - 79 |
| 80 - 89 |
| 90+ |

CARERS STATISTICS

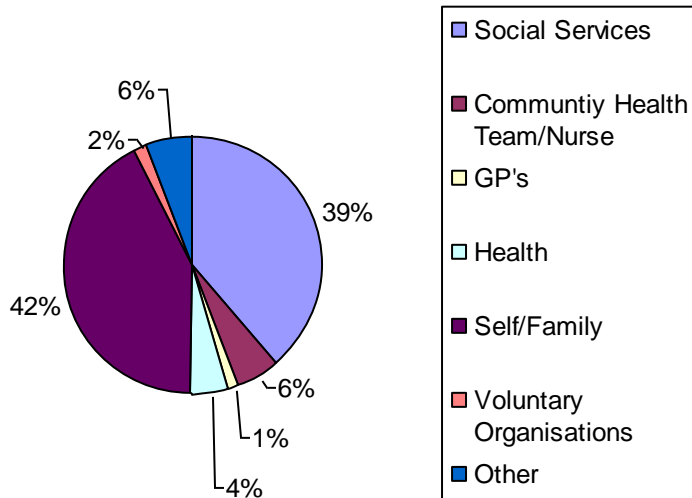
Carers Ages



Carers Gender



Referral Sources



DONATIONS 1 April 2005 - 31 March 2006

Grants and Funding

Chester Crossroads is grateful for the support it has received from statutory authorities and other organisations:

Cheshire County Council

Cheshire West PCT

Connexions

Donations from organisations

Chester Tangent Club

The Pennycress Trust

Chester Lions Club

Hoole United Reformed Church

Marjorie Boddy Trust

Philip Barker Trust

Donations in memory of

Mrs M McKenzie

Mrs M Davies

Mr D Shore

Donations and fundraising events

Mrs B Catchpole

Mr R Ellis

Mrs White

Dr J Barker

Mr M Lloyd

Mrs M Kettle

Mrs Crane

Mrs K Williams

Mrs L Churchman

Mr L Ball

Mrs J Garner

Mr T Pedley

Mrs E Salmon

Mr L Jones

Rev R Watts

Mr D Musto

Mr P Byrne

Mr J Weatherstone

Thanks are extended to everyone who raised money through fundraising events and also those who donated money to us on a private basis.

Donations to Chester Crossroads reached a total of

£13,002.80

Fundraising reached a total of

£1,102.29