

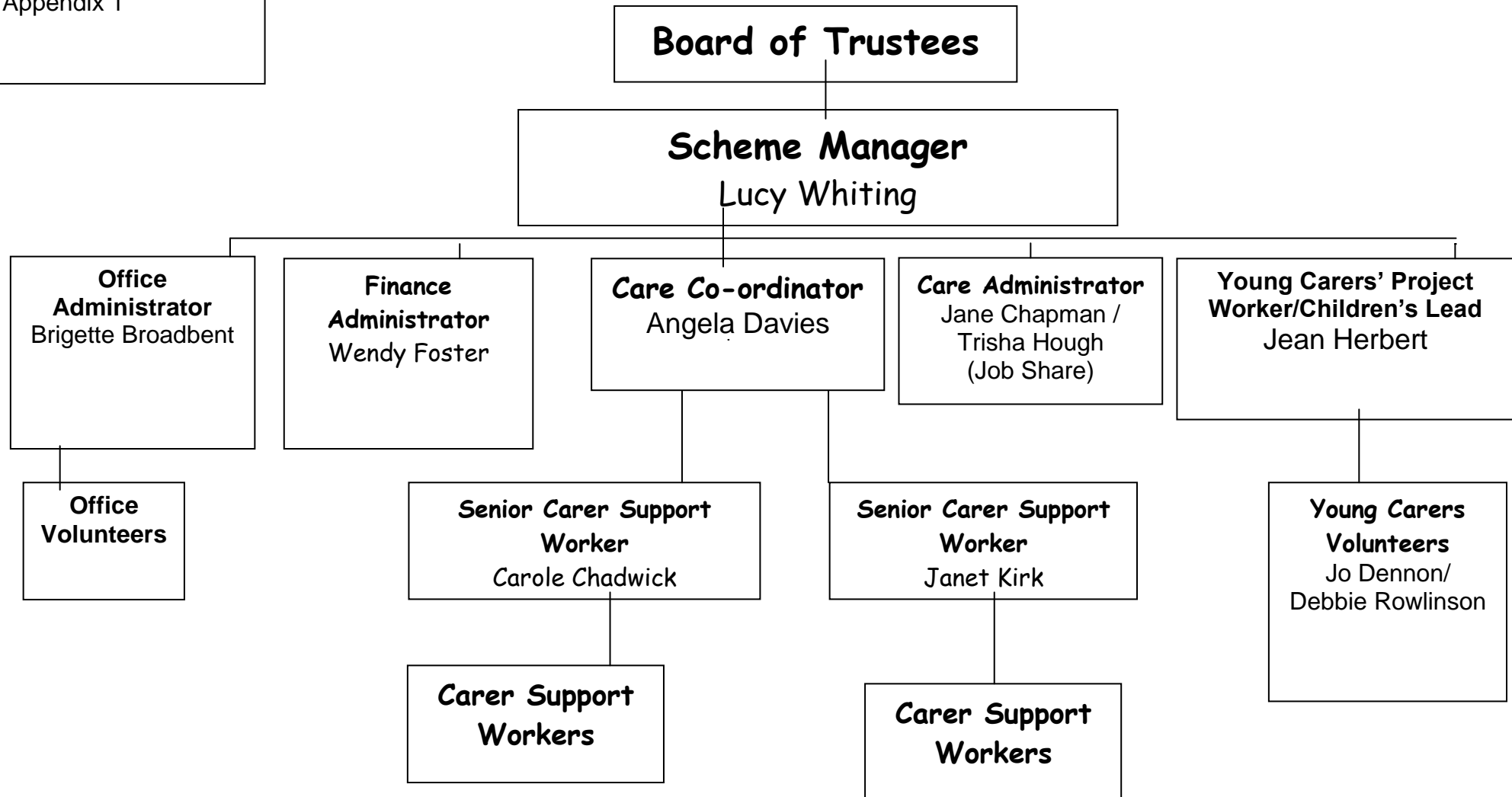
**SOUTH CHESHIRE
CROSSROADS
Caring for Carers**

**ANNUAL REPORT
2005/2006**

South Cheshire Crossroads - Caring for Carers Registered under the Care Standards Act 2000
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Registered in England & Wales as a Company Limited by Guarantee No 4374172 Registered Charity No 1091763
Scheme Member of The Association of Crossroads Care Attendant Schemes Limited

**South Cheshire CROSSROADS 'Caring for Carers'
ORGANISATION CHART - May 06**

Service User Guide
Appendix 1



SOUTH CHESHIRE CROSSROADS - CARING FOR CARERS

Aims: To relieve stresses on Carers by offering a respite service

Objects: To relieve the stresses experienced by Carers and people with **physical, mental or sensory impairment within the family or home** by offering a respite service through the provision of community based Carer Support Workers.

At the discretion of the Board of Directors and in exceptional circumstances to provide such Carer Support Workers for such disabled people living alone.

Philosophy: That the Carer is **CROSSROAD'S** client, not the 'cared for' person although obviously they are important.

That care is provided when the Carer wants, the way they want.

That an assessment is made by the Manager of the Carer's needs and a Carer Support Worker with suitable skills and personal qualities is matched to the family.

That the service is flexible, available at any time of the day or night any day of the year and no matter what the age or condition of the 'cared for' person.

That schemes are Carer led, the views of the Carers sought.

That it compliments not replaces existing statutory services.

Directors Report

It has been a year of both progress and challenge for South Cheshire Crossroads - Caring for Carers in our mission to provide respite care and related services to the dedicated Carers in the boroughs of Congleton, Vale Royal and Crewe and Nantwich.

We operate in an environment of constant change in the world of social care. The re-organisation of Cheshire's Primary Care Trusts, the proposed change to individualised budgets for clients, the financial controls imposed on (and therefore by) our major funding organisations have all made an impact on our operations.

However South Cheshire Crossroads is proud to say that we continue to meet these challenges. As our CSCI Inspection Report confirms, our care standards are very high and our reputation is highly respected. Contracts with Cheshire County Council Community Services and the Primary Care Trust continue, although the reorganisation of these services mean that the exact nature of the services provided are still a matter for some negotiation.

The demands of staff training and recruitment have made it a challenge to meet all our goals. However, I am pleased to report that, due to the hard work of the whole team we have seen recent progress towards meeting these targets, which reflects positively on the staff's commitment to the organisation.

Highlights of this year have been the full resumption of our Young Carers activity, the setting up of an Asperger's Social Skills Group in partnership with the Autistic Society and the other Cheshire Crossroads schemes. Our Scheme Manager, Lucy Whiting, has been active in securing funding to support our training activities and has several bids for future projects in progress.

Although we will continue to face many challenges I am confident that the staff of South Cheshire Crossroads - Caring for Carers will continue to give the hard work and willingness to adapt to changing conditions that will enable us to meet those challenges. Together with our fellow Crossroads schemes and our partners in future projects we will continue to provide support to Carers in Central and South Cheshire.

Thomas W. Johnson
Chairman
Board of Directors.

Financial Report

There was a modest deficit for the year of £12,686 but this should be viewed in light of the surplus of £15,392 which occurred in the previous year. The financial position of the scheme continues to be satisfactory with reserves of £198,278 and a strong cash position.

The main change in income was a reduction in the level of care provided on an individual contract basis. This reduction represented most of the 11% drop in total income. This was a planned process to enable resources to be focussed on providing the Scheme's core services.

Additional costs have been incurred this year in recruiting and training carer support workers but there have been savings made in administrative costs which has enabled a greater proportion of the Scheme's income to be spent on providing carer support.

The current financial climate means that providers of funds are paying ever closer attention to the services and value for money provided by the Scheme. The Board is aware of these pressures and will continue to monitor the financial performance on a regular basis.

Richard Merson

Treasurer

South Cheshire Crossroads Caring for Carers is a specialist voluntary organisation providing practical and emotional support to Carers and people with care needs in their own homes and in the community. The organisation currently delivers short breaks to over 170 families across Cheshire including Young Carers. South Cheshire Crossroads is a Registered Charity operating as a social enterprise and a company limited by guarantee.

Community care legislation, The Carer Act, and Carers (Equal Opportunity) Act and the more recent White Paper – Your Health, Your Care, Your Say highlight the importance of providing respite breaks to Carers as well as high quality support to people with disabilities/illnesses. Over the last fourteen years, South Cheshire Crossroads has worked in an ever changing and complex environment. It has constantly had to adapt to meet the needs of a wide range of stakeholders such as Carers, communities of people with care needs and other service providers and purchasers within the statutory, voluntary and community sectors. The culture within which the organisation works has also changed significantly and as it continues to grow, develop and adapt towards its environment, working practices are reviewed to ensure that it continues to be effective.

The whole purpose of a Crossroads scheme is to provide practical and emotional support to Carers responsible for the care of children, adults or older people at home, who have a physical/sensory disability, learning disability, mental health problem or who are chronically ill. A Carer may be a friend, neighbour or relative who is providing support to someone else, either within the same household or living elsewhere, who would otherwise not be able to manage without that help.

During 2005-2006, South Cheshire Crossroads Caring for Carers provided over 20,000 hours of respite care to over 170 Carers and their families. Packages of respite support have been diverse and innovative and have been designed with Carers to meet their needs. For example, we are providing one client who has dementia with reminiscence therapy in order to develop and maintain his communication skills. We continue to offer our 'core business' of providing breaks to Carers and are able to carry out a range of specialist tasks in clients home for

example peg feeding, medication, stoma care, palliative support as well as work with clients with a range of different needs.

In addition to the core services described above, within Crossroads there is a Young Carers Project. This offers a specialist service for children up to the age of 18 years who have caring responsibilities due to illness, drugs or alcohol, mental health illness or disability. The service is individually tailored to meet the needs of each care situation. All support is appropriate to needs and is based on a detailed assessment. This service can be offered on an occasional one off basis or more regular basis either one to one support or group support through the weekly social club.

As the organisation moves beyond a grant based income towards competitive tendering, both within NHS and Local Authorities, sustainable funding and enterprise development, South Cheshire Crossroads needs to continue to broadening the range of services delivered and focus on providing services which meet both commissioners and service user needs.

Whilst Crossroads currently carries out an annual consumer satisfaction survey, this provides only limited information pertaining to the social aims of the organisation and whether they have been met, it also only focuses on one group of stakeholders, the service users, and does not take into consideration the needs or requirements of other groups for example commissioners. To ensure that services continue to be accessible and appropriate to the communities served, and to improve the effectiveness of services for all stakeholders, the organisation therefore plans to embark on a programme of social accounting and audit and impact measurement. This will enable the group to provide evidence to funders of the wider impact of their investment.

In terms of identified priorities for the forthcoming twelve months South Cheshire Crossroads will focusing on the following areas;

- We will be developing a Social Skills group for Adults with Aspergers Syndrome within the South Cheshire area.
- We will be working in partnership with Central Cheshire Primary Care Trust to deliver a practice based commissioning pilot scheme offering palliative case support to families living in Alsager, Middlewich and Sandbach.

- We will be rolling out a programme of support to Young Carers affected by someone's alcohol or drug related issues.
- We will be aiming to work towards achieving CROQUET Level 2 or 3.
- We aim to recruit a number of new Carer Support Workers in order to meet increased demand

In terms of research carried out during the year, it is clear that South Cheshire Crossroads needs to develop a comprehensive system of communication and consultation with Carers and their families, in order to provide bespoke services that truly reflect identified need. South Cheshire Crossroads will be working closely with Crossroads Association and the other Crossroads schemes to set up a Carers panel in Cheshire which will consist of Carers who will come together to discuss what they need from services such as Crossroads.

In summary I would like extend a huge thank you to all of our staff who have worked hard this year to maintain and develop the high standard of support offered to Carers. Once again, feedback from Carers who have received the service has been very positive. Clearly the service makes a significant difference to the families we are working with, and we are committed to developing services to enable us to work with a greater number of people within the community.

LUCY WHITING
Scheme Manager

What is Croquet?

Croquet is a quality assurance system that has been specially adapted from PQASSO by Crossroads Caring For Carers.

Croquet covers 15 quality areas and promotes continuous improvement through self-assessment and audit. It helps the organisation to identify what it is doing well and what needs to be done in order to improve. The areas are;-

- ❖ Commitment to quality
- ❖ Carer-centered Service Provision
- ❖ The Board of Trustees
- ❖ Management
- ❖ Equal Opportunities
- ❖ Administration
- ❖ Financial and Asset Management
- ❖ Comments, Suggestions and Complaints
- ❖ Volunteers
- ❖ Health and Safety
- ❖ Training and Development
- ❖ Networking and Partnership
- ❖ Staffing
- ❖ Monitoring and Evaluation
- ❖ Caring for Carers

Croquet sets the standards for the whole Crossroads organisation to use as a development tool to aid monitoring and evaluation. It sets a high standard, which will benefit carers and people with care needs in a positive way and forms the basis for membership of the Association.

SOME FACTS ABOUT CARERS

- There are approximately 7 million Carers in the UK
- One in six of all adults are Carers
- There are 58,000 children and young people with caring responsibilities
- 1.9 million Carers care for more than 20 hours a week
- 750,000 Carers care for more than 50 hours a week
- If every Carer stopped caring it would cost the State £57 billion a year
- 65% of Carers say that their health has suffered as a result of their caring responsibilities
- 33% of Carers say that they have not had a break in the last two years
- 20% of Carers are in full time employment
- Three out of five people will become a Carer at some time in their lives

Comments on the Crossroads Service this year have included the following:

- **That we trust the carers.**
- All those we have contact with have been very kind and helpful.
- **Delightful staff, reliable service, flexible to help with my requirements.**
- For us it is vital we have good rapport and the staff respect our son's as people and this is very apparent in their role in our son's lives. They also have polite conversation and are very aware of our younger son's existence. All staff do a very professional and competent job and are like friends to us all.
- **They never let you down. The ladies are so very cheery. My husband talks a lot to them, which is very good.**
- It is helpful for me when I need someone to be there for me when I need to get out and not to feel up tight when leaving my partner.
- **Prompt attention to requests and extremely pleasant staff.**
- I have peace of mind knowing my daughter has the services of Crossroads now she is living independently.
- **I can have time for myself and also someone to talk to if I have problems.**
- Look forward to the carer coming.
- **Reliability, promptness, politeness.**
- The standard of the carers.
- **Very reliable. I can walk out when the carer comes in knowing my wife is in safe hands.**
- The pleasantness and cleanliness of the staff.
- **How the care worker is skilled enough to realise and appreciate the fine line between being friendly, assessing the situation but not so intrusive, which is a very difficult role. Well Done.**
- Provides the only opportunity for carer to leave house to do shopping etc. Basic coverage is free of charges. Service most welcome and the only one available for carer relief.
- **Quality of care.**
- Caring staff helpful and cheerful and reliable.
- **It gives me time for me.**
- The freedom of knowing I can leave my friend safely for a few hours.
- **Some peace of mind when I have to go out.**
- You take great care with my son.
- **Reliability.**
- Friendliness of Care Support Workers who get on well with person being cared for and also rest of family.
- **Getting a break/respice and time to deal with things that cannot be easily dealt with.**
- It allows me the freedom for 3 hours to bank, pay bills and shop.
- **Try to accommodate specific requests when possible.**
- The ability for me to go out with no fears that my husband won't be cared for.

South Cheshire Crossroads Young Carers Project

As well as their Core Service many Crossroads schemes provide a variety of specialist projects. South Cheshire Crossroads runs a Young Carers Project. The Project provides opportunities for Young Carers to take a break from their caring responsibilities to take part in a range of leisure activities and trips out and to develop peer support networks.

There are different definitions of a Young Carer, some see themselves as Young Carers, others don't. The Project recognises the need between the needs of the child as a Carer, and the impact of the family/illness/disability on the child and aims to have a positive impact on some of the more adverse effects on the child. We define Young Carers as,

“Young Carers are children and young person's under 18 who provide, or intent to provide, care, assistance or support to another family member. They carry out, often on a regular basis, significant or substantial caring tasks and assume a level of responsibility, which would usually be associated with an adult”.

The Project aims to enable Young Carers to meet the “*Five Outcomes*” as outlined in the Green Paper “*Every Child Matters*”. The young people are often consulted about their views and wishes and to some extent are involved in the running of the Project although we are aware that a lot of the Young Carers have responsibilities above and beyond their age so the main focus is encouraging the young people to have fun!

Recognising the need for extra breaks for Young Carers during the Summer Holidays a Summer Scheme was held where the young people had the chance to take part in a number of activities from quad biking, swimming, trampolining, bowling to visiting a local farm and sessions were held both during the day and the evening, and we have had positive feedback from the Young Carers who attended.

The Project also aims to raise awareness of the issues facing Young Carers amongst other agencies. Recently we have been working to develop new and existing links with other groups aiming to develop partnerships whereby when they no longer require the same level of support from ourselves, Young Carers can be referred on to more suitable support. In an attempt to bring together the Young Carers Groups in Cheshire the Young Carers Advisory Group has been established. Through this group we have devised and distributed some very effective training packs for Health Professionals and Schools.

Jean Herbert
Children's Lead/Young Carer Project Worker

DONATIONS 2005/2006

Support has been gratefully received from the following during the year;-

JW & MW Davidson	£150.00
Mr R Holland	£450.00
In memory of M E Mann	£452.00
In memory of R Myhill	£130.00
Xmas Raffle Donation From Medistox	£104.00

Thanks are also extended to all the people who donated money to us on a private basis.

2005/2006 donations totalled £1907.52