

CROSSROADS CARE DUDLEY

ANNUAL REPORT

2015 – 2016



Carers and Cared-For enjoying the sunshine at Evesham Country Park



SERVICE PROVISION

This year we provided 24874 hours of care to 227 different clients. This was provided under our Service Level Agreement with the Local Authority, Dudley CCG, funding from The Big Lottery, and Wolves Aid.

Assessment of the service we have provided shows positive outcomes for the well-being of both carers and those they care for.

With our funding from The Big Lottery we have been able to provide a regular weekly support service to 24 elderly, isolated people along with many more taking advantage of our social outings and meetings.

Our funding from Wolves Community Trust has allowed us to enable elderly people to receive further support, tackle health issues and take part in social activities.

We have been actively seeking further funding to continue our elderly support services and

are grateful to have received a grant of £5,000 towards this from The Eveson Trust.

Our 'Time to Talk' telephone befriending service which is run by volunteers has proven very popular.

We were fortunate to be successful in a bid to the Lloyds Bank Foundation and received funding from their 'Enable' grant. This has allowed us to commission external consultants to undertake performance monitoring and business planning for us.

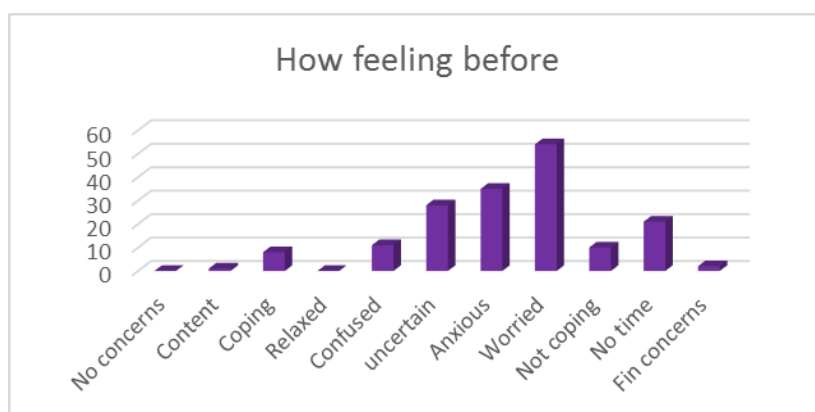
The social activities we have organised for service users have been well-attended, enjoyed and much anticipated. Our Christmas Party is always highly popular, as are our coach trips, coffee mornings and lunchtime meetings.

We are pleased to report that our latest Care Quality Commission report has rated our service as 'Good' in all five standards inspected.

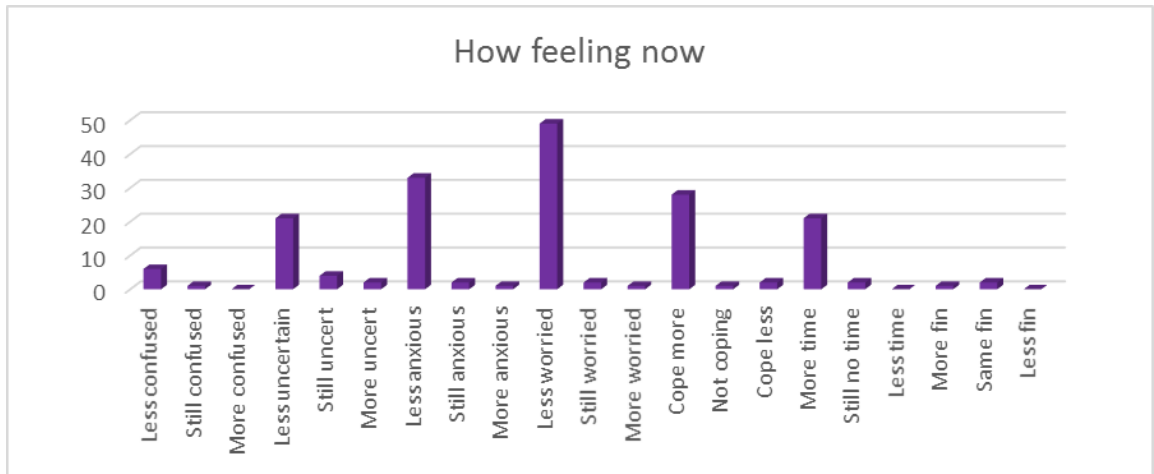
HOW DID WE DO?

A survey was designed to elicit the views of carers supported by Crossroads. The following results were gathered and reflect the views of those people being funded by statutory agencies.

We asked respondents how they felt about being a carer before Crossroads started supporting them and the following results emerged:

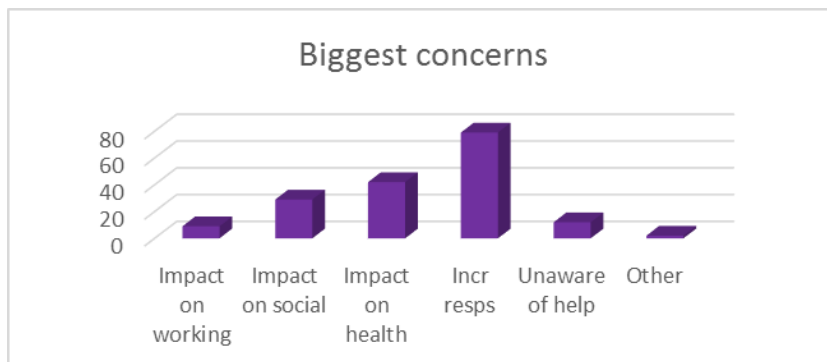


As can be seen, the majority of people felt uncertain, anxious and worried. Compare this with how they feel at the current time, having received support from Crossroads, and a very different picture emerges:

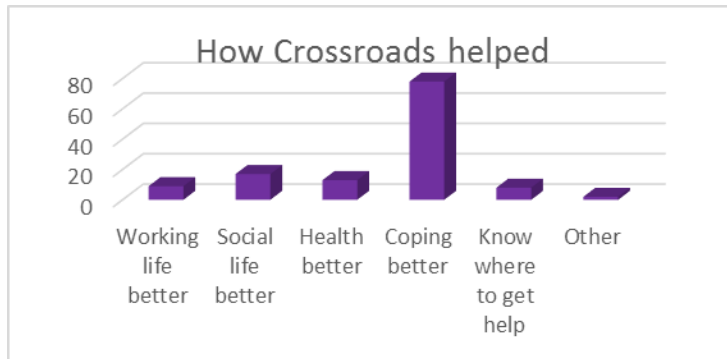


The positive responses to this question show that Crossroads has contributed to a high proportion of carers feeling less uncertain, less anxious, less worried and able to cope more with more time to do things.

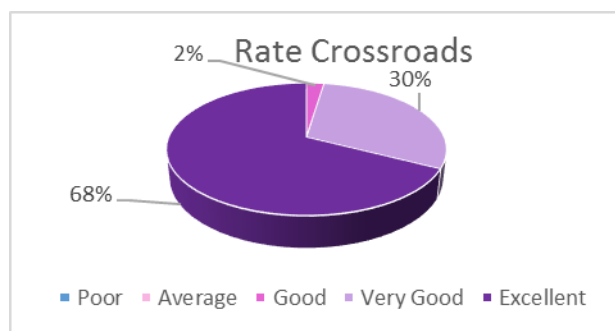
We asked people what their biggest concerns were about being a carer and the following were highlighted, clearly showing that the increased responsibility was the greatest worry but health was also a significant factor:



In response to the question how has Crossroads helped with their biggest concerns, a resounding majority said that they were coping better:



As can be seen from the above graphs, from the perspective of the 84 carers surveyed, there has undoubtedly been positive impact from the work of Crossroads. This is further substantiated below, where respondents were asked to rate Crossroads and some 81 respondents said either excellent or very good:



WHAT PEOPLE SAY

A SELECTION OF COMMENTS FROM OUR ANNUAL SURVEY

“Excellent service - don’t know how I would cope without it.

“Would recommend this service to anyone”.

“I look forward to my support worker’s visits”.

“Simply the best”.

“It is a pleasure for both me and my wife when our worker arrives”.

“The service is invaluable to me “.

“Without your help I would not be able to carry on”

“ My caring role is now easier to bear”.

“Always there with help and good advice”.

“I never imagined how much I would value the service when it first began.”

“Everyone I have met or spoken to at Crossroads has been most helpful”.

“Crossroads always seems to be there for me.”

“Really helpful. Especially taking me to hospital appointments”

CHAIR’S REPORT

This has been a year of complete funding uncertainty. Faced with the severe cuts imposed by central government, the local authority is making plans to reduce their funding support for services to match their diminished resources. Our long-standing Service Level Agreement, along with many other such arrangements was terminated. The authority gave us interim funding in 6 month contracts while reviews of commissioned services were undertaken.

At the end of the financial year we have further interim funding, but with continuing uncertainty about the future. Nevertheless we are managing to maintain the respite service in full.

The charitable funding from the Big Lottery came to an end during the year but we are managing to maintain our work with the elderly people on a reduced scale, with some service users partly meeting the cost.

In these uncertain times we have tried to maintain stability for our staff, who continue to be wonderfully loyal. Our managerial and administrative staff have struggled with the uncertainty and change amazingly well. Once we know the intentions of the Local Authority and the Clinical Commissioning Group (CCG) the Board of Trustees, together with the Managerial staff, will plan the future arrangements. The aim will be to maintain the service so far as that is possible.

Hugh Norris

Chairman

TREASURER'S REPORT

While the year 2015-16 has concluded soundly in financial terms, looking forward to the future we see serious difficulties in even maintaining the current level of support to carers. The Service Level Agreement with Dudley Metropolitan Borough Council and Dudley CCG has been met with the usual efficiency. Emergency planning, day- to- day management, financial control and reports to Trustees have, as always, been carefully handled and I am most grateful.

The funding from Big Lottery and Wolves Aid has enabled us to widen the forms of care we provide. Tendering has not yet reached us but is now much closer. Funding is promised no more than 6 months ahead which makes expenditure planning more than usually difficult.

The regular increases in the National Living Wage are to be welcomed but will create many difficulties across the care field and will no doubt be part of the inflationary surges to come.

Mike Carpenter
Hon Treasurer

SOCIAL EVENTS



Day trip to Weston Super Mare



Masquerade Christmas Party 2015

MANAGEMENT TEAM

Manager	Mrs Carol Law
Care Manager	Mrs Susan Skipton
Finance Officer	Mrs Julie Weeks
Service Support Officer	Mrs Lorraine White
Admin Officer	Mrs Susan Hobbs

BOARD OF TRUSTEES

Chair	Dr Hugh Norris
Vice Chair	Mr Harry Friesner
Hon. Treasurer	Mr Mike Carpenter
	Mr A Miller
	Mrs B Maddock

Our 2015 -2016 AGM will be held at 6 Watt House on

19th October at 10.00a.m.

**Copies of Audited Accounts will be available at the AGM or after that time
on application to the office.**

**CROSSROADS CARE DUDLEY
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