



Crossroads Care Orkney Managing Orkney Carers
Centre & Crossroads Respite Care Scheme

Annual Report
2023-2024

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Crossroads Care Orkney Managing Orkney Carers Centre & Crossroads Respite Care Scheme

Chairperson's Report

As Crossroads Care Orkney approaches its 30th Anniversary later this year there is no doubt that it is a continuing success story providing a much needed and lauded service for Unpaid Carers. The Annual Survey carried out in November 2023 bears this out with recipients fulsome in their praise.

The Care Inspectorate feedback was very satisfactory and well received.

The Independent Living Support Service (ILSS) was transferred back to OHAC (Orkney Health and Care) to seek a new service to take over.

Fundraising efforts and donations provide a welcome boost to funds. A big thank you to all those who volunteer their time and contribute in any way. Crossroads was delighted and honoured to be one of the chosen charities to receive half of the proceeds of the Tractor run. A substantial amount was received.

A huge thanks to our Funding bodies who continue to enable us to provide a much needed and worthy service throughout Orkney. Well done to all Staff, Office and Care Attendants for their loyal hard work throughout the year.

Margaret Foulis
Chairperson

Donations & Fundraising 2023-2024

Crossroads Donations

G A Barnie Group Ltd - Kirkwall Branch - £500.00 Blue Door Week - £2633.58
Eilidh Christie who ran the Edinburgh Marathon - £700.00

Young Carers Donations

Orkney Rotary Club - £500.00 Kirkwall Kilwinning & Recreation Club - £1000.00
Cooke Aquaculture - £1115.00 Co-op Community Fund - £9067.15

£8304.72 of private donations were also made directly to the service.
Many thanks to everyone who contributed; this help is invaluable.

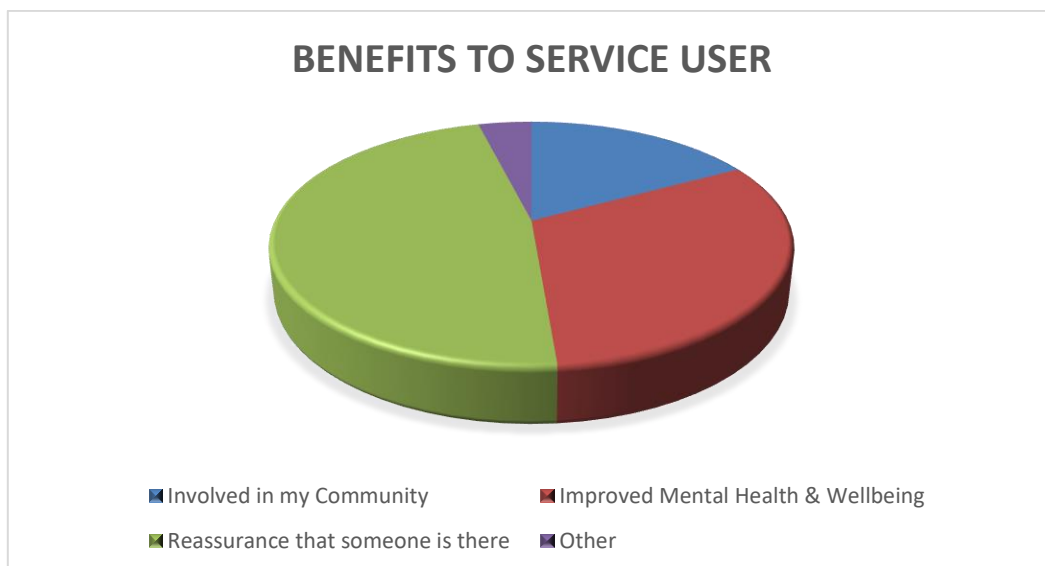
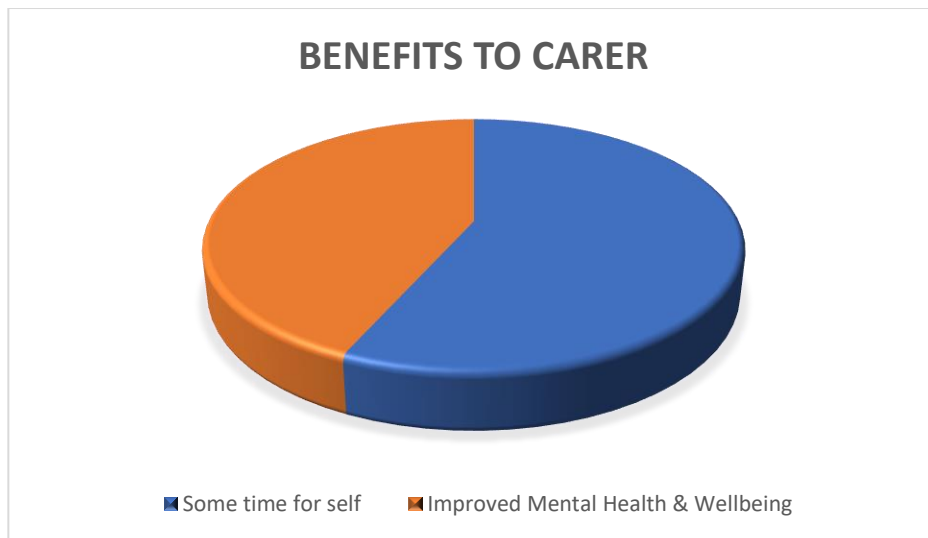
All funding received and donations given stays in Orkney to provide support to Carers.

Thank you to all Funding Bodies also.

Survey Report November 2023

We had a 22% return from Carers and a 56% return from Service Users for our Annual Quality Assurance Survey. The returns from Carers were slightly down in comparison from last year but there was a 28% increase in returns from Service Users. We thank everyone who participated in giving their feedback which is hugely important to us. The results indicated both Carers and Service Users are very happy with our service. A full report of the analysis can be obtained by contacting the office.

The charts below indicate how Carers and Service Users have felt supported to do something for themselves and in turn improving their mental health and wellbeing.



Feedback from the Surveys



We realise filling in surveys can be a chore, but the results really do help shape the services we provide. Keep your eyes peeled for new and improved surveys to really hone in on what works for you and what we could improve on. All feedback - positive and negative - gives us the opportunity to address any concerns, build upon best practice and enhances the services we provide. We are happy to be contacted at the office at any time to discuss your support needs, you do not have to wait until a review is arranged.

Care Inspectorate Report

An unannounced Inspection by the Care Inspectorate took place at the end of September and was concluded in early October 2023. This was a very positive report despite the challenges we faced throughout the year. We are working to improve Quality Assurance and increase Staff Support and Supervision sessions. All Staff were highly commended for all their hard work in achieving very good grades in supporting people's wellbeing and leadership was good.

The key messages from this report highlighted the following: -

- People supported were very happy with the care and support received and spoke highly of the staff who supported them.
- Staff knew each person supported well and were good at building positive relationships with them and their families.
- People felt respected and support was provided in a very person-centred way.
- The service needed to improve their quality assurance processes.
- The Management team were knowledgeable about the aspects of the service which required improvement.

The report can be viewed at www.careinspectorate.com, click on Our Inspections, click on Care at Home and then search under our registration number which is CS2004060561.

Duty of Candour Report

As a regulated service we have a legal duty to contact Service Users or their Family when an unintended incident has occurred resulting in harm or death, to apologise and invite them to a review of the incident. We are also obliged to give a report to our members of incidents that have triggered a Duty of Candour.

There were no Duty of Candour Reports for the period 2023-2024

Service Report – Crossroads Care Attendant Scheme

This year Crossroads Care Orkney has continued to see a huge demand for care and has paid Care Attendants for 14,540.75 hours of care across mainland Orkney and four of the non-linked Isles. This was a decrease in service provision of 5610.25 hours in comparison to last year. This decrease is owing to challenges faced surrounding staff recruitment and striving to ensure the service and staff are not over stretched.

The hours of care provided do not take into account the visits that were scheduled and had to be cancelled for various different reasons. For example, hospital admissions, residential respite admissions and general day to day changes in circumstances. We continue to support Carers in emergency or crisis situations, providing the right support at the right time. The Team at Crossroads are dedicated and committed - staff wellbeing, support and retention is vital to ensure the service continues to be both efficient and effective.

Respite Care for Carers of all ages and disabilities continues to be free of charge and constitutes most of the care provided; these hours are partly funded by OHAC and the rest through our own fundraising efforts, and very generous public donations for which we are extremely grateful. Hours provided to Parent Carers of Children with additional support needs was 322.5. This enabled the children to access activities of their choice to help enhance their social skills, in turn giving Parent Carers a break from their caring role.

The Orkney Carers Centre, which is part funded by Repsol Resources UK Ltd had 400 contacts from Unpaid Carers as well as numerous contacts from other agencies. This is an increase of 27 from last year, with 76 of these contacts being for the first time. The Carers Centre helps Carers and those they care for to access the services, equipment and aids to help with their caring role as well as providing information, advice and emotional support. Support happens in many different forms and to suit the needs of each individual from face-to-face contact, on the phone, by email or at the monthly support group.

The Time to Live Microgrant Scheme distributed by Shared Care Scotland to all Carers Centre's in Scotland is a fund in which all Carers can apply to, to help them have a short break from their caring role. A bumper 53 microgrants were awarded to Carers in Orkney this year, 13 more than last year, with many of the cared for benefitting from this also.

The ILSS supported 62 Employers, the majority of which were in receipt of option one of Self Directed Support.

The Young Carers Support Service supported 21 Young Carers, providing vital monthly group activities and one to one support.

In addition, there continues to be a need for the services we provide though option two and three of Self-Directed support, but Respite for Carers remains our priority.

Arlene Montgomery, Registered Manager

Number of Care Hours Provided

Total - 14,540.75 (including 6698 purchased hours)

Month	Children	Adults	Total
April	50	1435	1485
May	45.75	1316.25	1362
June	49.5	1363.75	1413.25
July	20	1277	1297
August	30.25	1217	1247.25
September	17	1300	1317
October	15.5	994.5	1010
November	22	1157	1179
December	24	1123	1147
January	11.5	990.25	1001.75
February	14	1029.5	1043.5
March	23	1015	1038
Total	322.5	14218.25	14,540.75

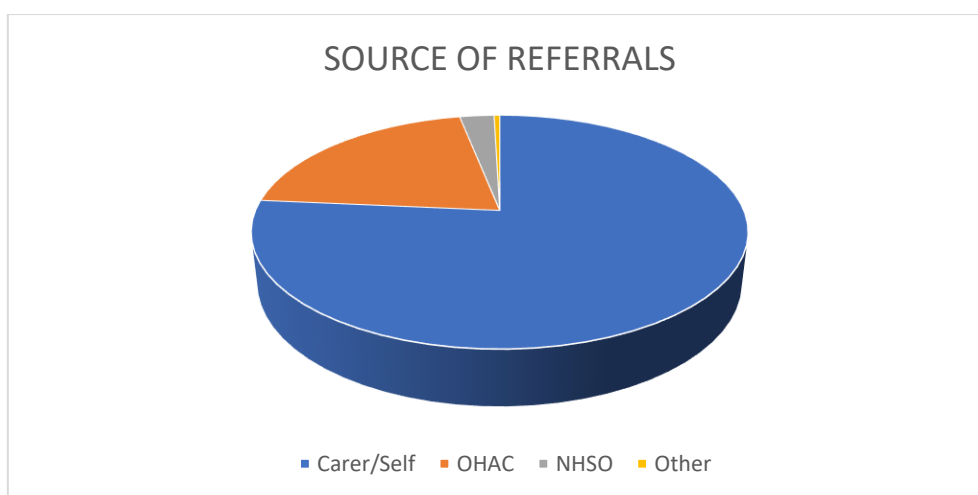
Referrals to the Service

The total number of referrals throughout 2023-2024 was 225. This is inclusive of new and existing Service Users and Carers. 144 referrals were from existing Service Users/Carers who we provide occasional or extra Respite for.

There were 81 new referrals to the service, and this was for a mix of respite, privately purchased, purchased or following an assessment of need if it was identified that alternative support was required. Alternative support included Intermediate Community Therapy or Occupational Therapy.

Out of the 225 referrals 192 of these referrals were for respite whether it was ongoing or on an as and when required basis.

The below chart demonstrates the breakdown of the referrals received. It is very encouraging to see that 76% of the referrals came from the Carers themselves.



Number of Referrals

Support from Crossroads is highly sought and well received from past, existing and new Carers. Peoples' situations can change overnight - families and friends can find themselves caring for a loved one in the blink of an eye, others have been caring for weeks, months, years and simply do not realise how much they are doing. Crossroads prides itself in reorganising, prioritising and utilising our staffing resources. The ability to be creative and flexible enables the best support for those Carers who need it most in the difficult times they face.

During 2023/24 we supported 148 Carers and those they care for and 29 Service Users with no Carer. Over the year 57 clients ceased to need care, 29 Service Users passed away, 18 went into Residential Care and 10 ceased care for other reasons.

Reasons for those receiving care

Adults		Children	
Dementia/Alzheimer's	47	Autism/Asperger's	2
Frail Elderly	59	Mental Health	0
CVA (Stroke)	11	Down's Syndrome	0
Multiple Sclerosis	11	Learning Disability	0
Cancer	4	Multiple Disability	0
Parkinson's Disease	6	Other	1
Multiple Disability	1		
Physical Disability	3		
Osteoporosis	3		
Down's Syndrome	6		
Other	8		
Heart Disease/Disorders	8		
Motor Neurone Disease	0		
Respiratory/Asthma/Bronchitis	3		
Sensory Impairments	4		
Mental Health	3		
Epilepsy	5		
Learning Disability	1		
Autism/Asperger's	3		
Cerebral Palsy	1		
Spinal Injury	2		
Arthritis	4		
Diabetes	1		
Head/Brain injury	2		
Total	196	Total	3

Age of Carers receiving the Service

Years	-18	19-40	41-64	65-79	80+	No Carer	
Male	0	0	23	12	15		
Female	0	6	58	40	16		
Total	0	6	81	52	31	29	199

Age of Service Users receiving the Service

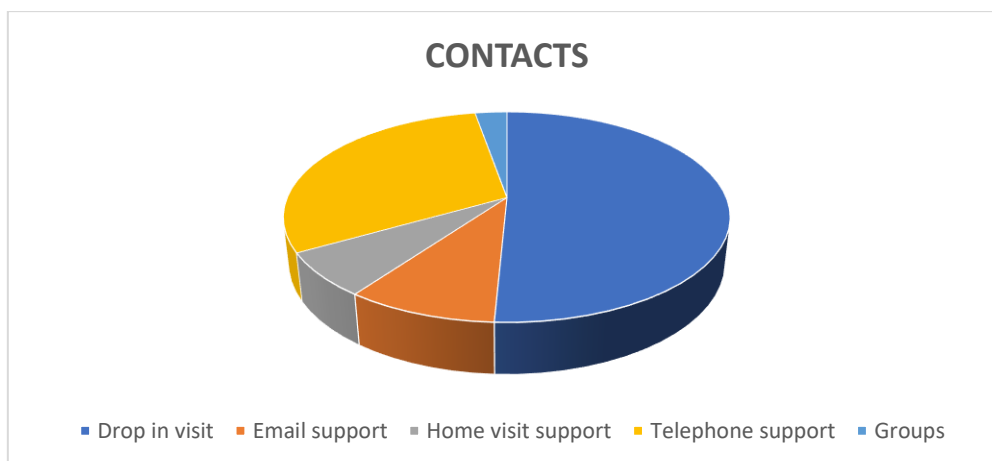
Years	-18	19-40	41-64	65-79	80+	
Male	2	3	8	18	49	
Female	1	9	12	21	76	
Total	3	12	20	39	125	199

Orkney Carers Centre- Information & Support

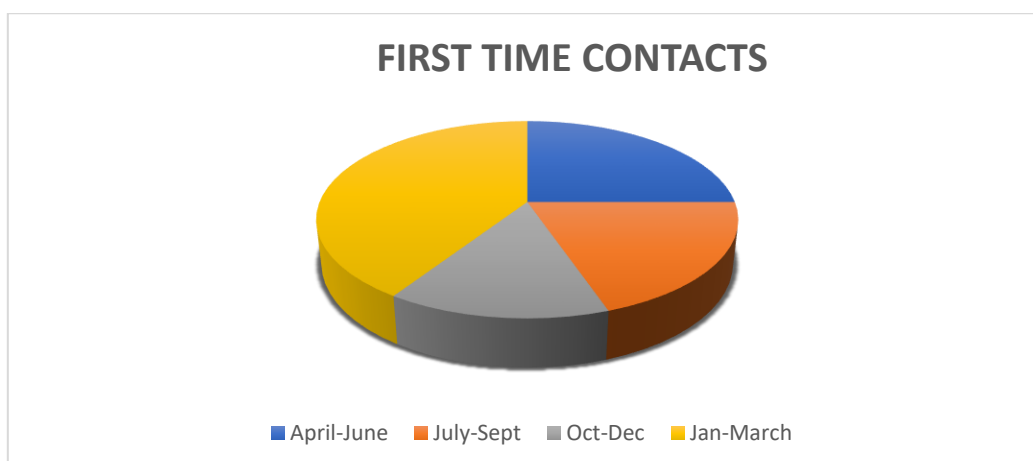
The Carers Centre is open from 9:00am – 5:00pm, Monday to Friday, for information, advice and support. Carers are encouraged to drop in any time or to arrange a day/time which works best for them alongside their caring role. It has again been a very hard and challenging year for Carers, and it has been our privilege to provide support.

The contacts to the Carers Centre were frequent and steady - in person, on the phone, via email or an arranged home visit. The total contacts for the year were 400, an increase of 27 in comparison with last year. The total contacts from new Carers were 76, a decrease of 2 from the previous year. When people get in touch for help, support, information and advice we fully appreciate and understand how difficult taking this first step can be. We strive to put people at ease to enable them to tell us about their circumstances and support needs. This in turn enables us to understand how best we can support them.

The below chart shows the breakdown of how contacts were made to the Carers Centre. Again, it is encouraging to see that 51% of Carers came into the office for support- be it for the first time or for ongoing support and advice.



The below chart shows the breakdown of first-time contacts to the Carers Centre. Interestingly, but not surprisingly, more Carers sought support over the winter months. Winter can pose additional challenges for Carers. From it becoming harder to leave the house with the person they are care for, to the additional financial strain of extra heating. Plus, managing their own wellbeing through those darker months can be a real challenge and exceptionally hard.



Carers Support Group

The Carers Support group meets in the Carers Centre on the second Wednesday of each month. This is a space for chatting and is very much guided by what the attendees want to do. Activities are on offer but are optional. The group wouldn't be in its usual form if it didn't include, tea, coffee, cake and biscuits, of which there is always plenty! This mixed with chat, laughter and support makes for a great group. We are looking to increase the frequency of this group and have it on different days and times but will be guided by what the carers tell us on consultation.

Carers Newsletter

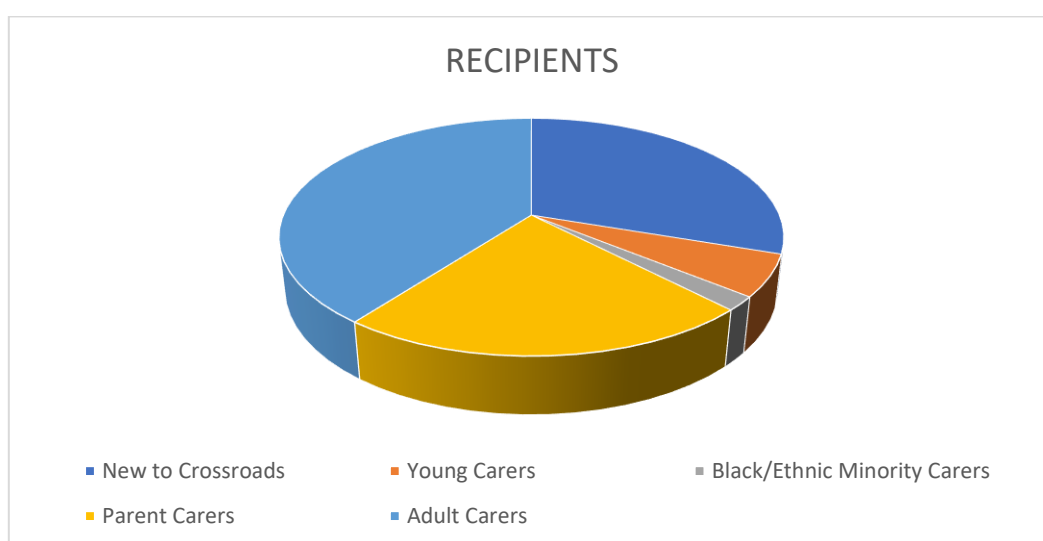
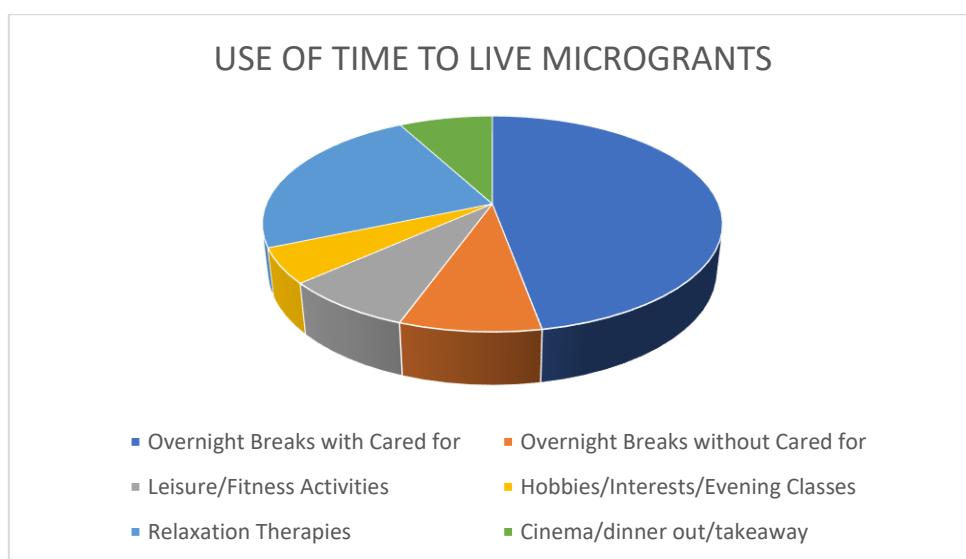
Our quarterly newsletter goes out to over 200 Carers, giving them information on topics relevant to them. This ranged from the Time to Live Short break microgrant information, Carers Centre resources available, NHS Ageing Well Service, Carers Week Programme, Social Security Scotland and Carers Parliament information, Selbro Resource Centre, Health Improvement Scotland Survey, NHS Orkney Annual review of Patient Experiences, Friends of Crossroads information, Carers Strategy information and information on the Carer Conference held in May 2023.

Time to Live

Extra funding was again received from the Scottish Government through Shared Care Scotland’s Short Breaks Fund. From a total of 53 applications, 61 Carers benefited and 38 cared for benefitted.

This fund is open to all Adult and Young Carers and involves completing a short application form which we can support with if required. Once complete it then is discussed by a small panel who then decide on how much funding can be provided to meet the Carers desired outcome to enable them to have a break.

The below charts show the variety of ways in which Carers utilised the funding and the distribution to different groups of Carers.



Orkney Carers Conference - May 2023

Crossroads took part in this conference to help gather input from Carers about what is important to them to shape the new Carers Strategy. This day also raised awareness of the services we provide and the support available.

Extract from Crossroads presentation – “As we go about our daily jobs be it paid or unpaid, it’s sometimes all too easy to underestimate the positive impact we can have on people’s lives. Having the right support, at the right time, in the right way can make such a difference.”

A short note from a Carer simply said-

“Thank you for being the light in the darkness” - This struck a chord and was the inspiration for the following poem.

The Light in the Darkness

The days are long, and I feel my batteries are getting low,

I’ve lost my spark, I’m tired, but where can I go?

Around others I pretend I’m fine, exhausting as it can be,

I must be seen as coping, so many folk rely on me.

I’m a husband, a father, a son, a brother,

A wife, a sister, a daughter, a mother.

I’m a neighbour, a friend, an uncle, an aunt,

I need to charge my batteries but just feel that I can’t.

Somebody mentioned Crossroads, why no gae them a ring?

I laughed and said who me? That’s no me thing!

But the more I thought about it, I decided that maybe I should,

And by the end o’ that phone call, I actually felt good!

They listened to me story, put me completely at ease,

It was only then I realised I wis almost on me knees.

I felt kindo silly for no reaching oot and seeking help sooner,

I hadn’t fully realised; I was on such a terrible dooner.

If you care for others and feel this could be about you,

Phone Crossroads Care Orkney and they can help care for you.



Orkney Carers Conference 2023

The Pickaquooy Centre Thursday 18 May 2023
9:45am - 2:30pm (Registration from 9:15am)

Do you provide care for your husband, wife, partner, parent, or friend? If you do, you are an unpaid carer!

Find out about the support available, and contribute to Orkney's plans for supporting unpaid carers, at Orkney's first carer conference!

To register (for free – including lunch!) call Crossroads Orkney on 870500 or visit www.orkney.gov.uk/carersconference

Scan me on your phone camera

Carers Week 2023 - 5th – 11th June

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid Carers face, and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much needed support. This week saw us celebrate with Carers over tea, coffee and yes, you guessed it, cake! Events held included a quiz, flower arranging, needle felting and a VR headset session at the Orkney Library.

This week saw more people coming forward and registering as Carers.



Mock Wedding Fund

We have a wide range of resources for loan, all of which can be seen in the Carers Centre. To name a few we have LED display Calendar clocks, one button radios, big button telephones and a Komp - a one-button computer, made specifically for those who have little to no experience using smartphones, computers, and tablets. With Komp the entire family can easily connect to the device through an app and send photos, messages and make two-way video calls to those they care for.

We can also help people to source aids online such as Kylie Bed sheets and continence products as not all Carers or Service Users have access to a computer. There is also a wide and varied library of jigsaws and books for anyone to borrow.



Young Carers Support Service

Orkney Young Carers Service continues to support Young Carers aged 6-17, who are helping to look after someone at home. Young Carers meet with other Young Carers in similar situations as themselves. Monthly sessions are arranged for both Juniors and Seniors to take part in fun activities together. These regular sessions gives them the chance to have a break from their everyday responsibilities caring for a parent, sibling, or grandparent, as well as opportunities to be supported emotionally and practically when they need it.

Over the last year the following activities were organised for the Young Carers:

Needle felting, Lawn bowls, Lucano's, Soft Play, Fern Valley, Pier Arts Centre, Pier Bistro, Lyness Museum, Diamond Art, Climbing Wall, Swimming, Waffles & Crafts, Aalfired up, Origami & Racket Ball.

The Young Carers wanted to make another calendar this year. They worked hard on their own - drawing pictures, making models & taking photos. The calendars were sold in Crossroads office, the Blue Door charity shop & at local events. The Young Carers also helped sell them at the November Cream tea organised by the Friends of Crossroads.

Two blocks of Pottery lessons were run to enable 12 young people the chance to take part. They attended for 2 hours a week over 4 weeks. The tutor is very experienced, and everyone loved the workshops. The highlight for many was having a go, with instruction, on the potter's wheel.

A trip to Westray was offered to the Senior Young Carers. The trip involved a 2-night stay in Chalmersquoy hostel. The activities the group took part in were a visit to Noltland Castle, groatie buckie hunting, shopping, meals out and exploring the Island. Everyone enjoyed the relaxed pace of the trip; friendships were built and much fun was had. It is important to value the Young Carers for what they do for their families and it's great to be able to offer the opportunity of a short break, in turn giving them something to look forward to.

Orkney Young Carers took part in the KGS & Stromness Primary School Craft Fair in November. They made things to sell at the fair and sold their calendar. Some of the Senior Young Carers came and helped on the day which helped to boost their confidence and skills in communication.

Christmas for some Young Carers can be especially difficult. Orkney Young Carers have been financially supported for many years by Cooke Aquaculture Grant Funding. The grant covers

the cost of £20 per person and this is used for individual presents and a meal at the Christmas party.

This year we applied for additional funding to run a Cinema screening for the Young Carers and their Families. It was lovely to see the families all together to unite and share experiences.

National Young Carers Day was in March 2024. This is a day to celebrate and promote Young Carers across Scotland. This year we held a family cinema trip which was well received and attended.

Young Carers ID Badges are offered to all the Senior Young Carers. The Young Carers like these cards as a backup should there be any issues at school or elsewhere.

Numbers at the end of March 2023 total: 6 Juniors, 15 Seniors.

Annual reviews were completed and Young Carers new to the support service were introduced.

Lynn Bartlett, Young Carers Support Worker.



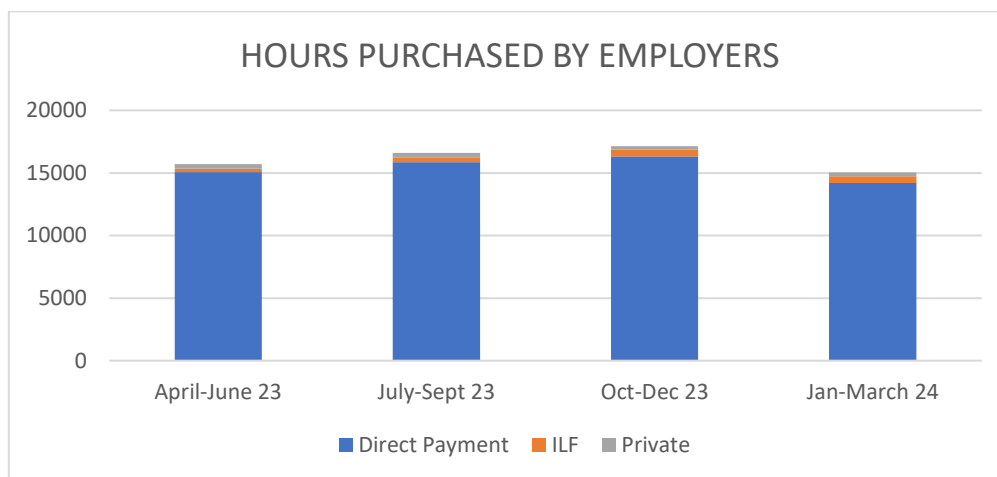
Independent Living Support Service (ILSS)

It has again been a very busy year in the ILSS. The number of enquiries were steady, both from Social Work and individuals, as well as enquiries about supporting people privately, and those wanting to know more about Direct payment options. 62 Employers were active on the books.

Elsbeth Casely left the ILSS post for pastures new in May 2023. The post was advertised numerous times, but recruitment was a huge challenge and no one appointed to the post. The service continued as normal with the role being undertaken by Crossroads staff, alongside their existing roles within the office. All deadlines were met, and professional relationships were built up with Employers.

In early August 2023, after much thought and consideration, the Board of Directors took the decision that Crossroads were no longer in a position to continue providing the ILSS from the beginning of April 2024. The additional pressures being put on an already stretched service were no longer sustainable. Discussions and meetings were held with OHAC regarding the decision and Employers and their Personal Assistants were kept abreast of the upcoming changes to service provision. All necessary work was undertaken for the smooth transition back to OHAC.

The below table demonstrates how Employers in receipt of payments used their allocation. The total number of hours used by Employers from April 2023-March 2024 was 64,477.



Arlene Montgomery/Sheila Shearer
(Acting ILSS Coordinators)

Orkney Tractor Run 2023

We were hugely privileged to be chosen as one of the charities to benefit from the festive fundraiser put on by the county's Farmers. Huge thanks to Graham Nicolson and Steven Sinclair - the Organisers of this amazing event, Highland Park for the huge boost through the Robertson Trusts giving more match funding scheme and all the public who donated so generously.



NHS Orkney - People's Choice Awards



Crossroads was very privileged to have 3 members of Care staff nominated for the People's Choice Awards. Their dedication, hard work, and outstanding contributions in the community had not gone unnoticed. Their nominations were testament to the significant impact they have made. Their efforts not only inspired those around them but also contributed to the success of Team Orkney. They were commended for their dedication, passion and their commitment to excellence.

Compliments

My GREATEST THANKS to you and all your team during the last 8 months.

We're very grateful for Crossroads continued support and for your efforts in arranging the increased care - it's much appreciated.

That's pretty perfect! It's good to meet different people too and for them to get to know us. Thank you so much Sheila for your work in sorting something out. I really do appreciate all you do. Thank you.

Please thank the Carer for coming out to mum and dad. Dad remarked on what a lovely lady she is, I know it's a bit of a trek out here but it made the world of difference to me this weekend.

Thanks for your help with dad over the last few months, it helped my mum out lots.

Training undertaken by Carers Centre Staff

Arlene Montgomery

Registered Manager - 35 hours per week (From Sept 2021)
Training completed- 4 days Charity Log Rostering System. ILSS Training, Medication Administration and Policy workstream, First Aid. Social Security Scotland stakeholder session. Jaynie Mitchell- Coalition of Carers in Scotland (COCIS). Amanda Moffat- Shared Care Scotland. Edward Vasile- Scottish Government. Liam MacArthur- MSP. Jim Love- Carer Representative on the Integration Joint Board. Orkney Carers Conference, Carers Strategy Group. Carers Centres Management Network. OHAC Social Work Department.

Sheila Shearer

Care Co-ordinator-35 hours per week (From May 2022-Dec 2023)
Acting Assistant Manager/Care Coordinator (From Jan 2024)
Training Completed- 4 days Charity Log Rostering System. ILSS Training, First Aid, Supporting information for Disability benefits, Medication Training & Procedure workstream. Adult Support & Protection- Financial harm. Orkney Carers Conference/Carers Strategy Group. Outcomes focused training- Defining, Evidencing and Celebrating their Value in Social Care. Very Brief Advice (VBA) on Smoking (1 hour training session that provides information on smoking, the benefits of quitting, the skills to offer conversation on stopping smoking, an understanding of the stop smoking services available in Orkney & how to signpost to them). OHAC Social Work Department.

Steve Woods

Care Coordinator- 30 hours per week (From June 2023)
Training completed- Induction, In house Charity log training. Outcomes focused training- Defining, Evidencing and Celebrating their Value in Social Care. VBA on Smoking. OHAC Social Work Department.

Lynn Bartlett

Young Carers Support Worker - 12 hours per week (From October 2016)
Training completed- First Aid, Mental Health Toolkit training for Young Carers. Community Justice Partnership- Families going through the justice system. In house Charity Log Training.

Claire Laughton

Finance Administrator-35 hours per week (From May 2021)
Training completed- 4 days Charity Log rostering system training.

Elsbeth Casely

Manager, Independent Living Support Service - 30 hours per week (From November 2018), increased to 35 hours per week (From Sept 2022 to May 2023)
Training completed- None

Training undertaken by Care Attendants

- First Aid.
- People Handling.
- Safe use of Motability vehicles.

Induction for new staff along with the online Care Certificate which covers the following-

- Understand Your Role
- Your Personal Development
- Duty of Care
- Equality & Diversity
- Work in a Person-Centred way
- Communication
- Privacy & Dignity
- Fluids & Nutrition
- Awareness of Mental Health, Dementia & Learning disabilities.
- Safeguarding Adults
- Safeguarding Children
- Basic Life Support (Theory only, practical covered in First Aid Training)
- Health & Safety
- Handling Information
- Infection Prevention & Control

One contracted Care Attendant completed the SVQ (Scottish Vocational Qualification) level 2 in Health & Social Care. One staff member from the Isles commenced this award in February 2024. This training is in line with the requirements of the Scottish Social Services Council (SSSC).

Care Attendants

Kirkwall

Jean Bain
Elizabeth Bews
Caroline Delday
Kim Donnelly
Fiona Campbell
Kate Laughton
Moir Ross
Neil Tait
Laverne Taylor
Beverly Whitman

West Mainland/Hoy

Tracey Drever
Winifred Dunnet
Morag Muir
Anne Slight
Lesley Sole
Kathryn Wilson

East Mainland

Hillary Booth
Ruth Craigie
Kerry Mills
Alison Petrie
Pearl Thomson

North Isles

Ruth Brough	Alison Drever	Jessie Drever
Marie Jenkins	Samantha Muir	Sophie Paterson
Emma Rendall	Sheila Sabin	Ailsa Seatter
Chloe Whitman		

Employed during 2023-2024

Marie Jenkins	Sophie Paterson	Emma Rendall
Ailsa Seatter	Chloe Whitman	Kathryn Wilson
Steve Woods		

Left Employment during 2023-2024

Pamela Antonio	Lorraine Buchan	Elspeth Casely
Emma Rendall	Teresa Thomson	Joanna Sosnowska

Board of Trustees

Chairperson	Mrs Margaret Foulis
Vice Chairperson	Mr William Neish
Treasurer	Ms Inga Scholes (until January 2024)
	Ms Mary Doyle
	Mrs Barbara Hutchison
	Miss Margaret Sutherland
	Ms Suzanne Lawrence
	Mrs Linda Russell
	Ms Kerry Warman

Advisors & Representatives of Funding Bodies

Ms Lynda Bradford	Head of Service - Orkney Health and Care
Mr Ian Tulloch	Operations Manager, Repsol Resources UK Ltd
Ms Amanda Moffat	Shared Care Scotland

Carers Representation

The Manager/Acting Assistant Manager represented Carers on the following working groups/committees etc.

- Carers Strategy Group
- Third Sector Working Group
- Coalition of Carers in Scotland, Jaynie Mitchell Rural & Island Engagement Worker
- Dr Eduard Vasile, User Researcher, Scottish Government. Dr Vasile worked closely with the Carers Centre who were able to identify Carers who he could support and discuss the process of transferring their Carer's allowance from DWP to Social Security Scotland. The Carers Centre supported Dr Vasile and his colleague to visit 3 outer Isles.
- Tim Durbin, Macmillan Pan Island ICJ (Improving Cancer Journey) Programme Manager (Orkney, Shetland, Western Isles) Tim visited the Carers Centre to inform staff of a new NHS project for people and their families who have been diagnosed with Cancer, and how we can work in partnership.

Independent Examiner

Mr Charlie Flett

Foubister & Bain, Chartered Accountants, 4 Broad Street, Kirkwall, KW15 1NX.

Year Plan April 2024 - March 2025

Objective or Action Point	Quantity, Level, Date or Deadline	Lead Person (if appropriate)
1. Governance		
1.1 Recruit Treasure & future Board members.	ASAP	Board of Directors
1.2 Review constitution to support an achievable timeframe and to ensure all relevant documentation required for AGM is available. Consideration to be given to potential Auditing procedures.	Ongoing	Board/Registered Manager
1.3 Hold Annual General Meeting followed by business meeting.	Ongoing	Board of Directors
2. Care Services and Carers Centre		
2.1 Endeavour to provide at least 160 free of charge hours of respite care to Carers through the Service Level Agreement with the Local Authority.	160 hours plus per week	Registered Manager/Acting Assistant Manager/Care Coordinator.
2.2 Enable Carers the opportunity to purchase additional care hours. Enable clients to purchase care with their Direct Payments or through Option 2 or 3 of Self-Directed Support.	Ongoing	Registered Manager/Acting Assistant Manager/Care Coordinator.
2.3 Continue to raise awareness of Adult & Young Carers.	Ongoing	Registered Manager/Acting Assistant Manager/Care Coordinator/Young Carers Support Worker
2.4 Highlight Carers Week through activities, newsletter & social media.	10-16 June 2024	Registered Manager/Acting Assistant Manager/Care Coordinator/Young Carers Support Worker
2.5 Distribute posters and leaflets out to all GP Surgeries/rural shops/libraries to raise awareness of the support available to Carers.	Ongoing	As Above
2.6 Review/Revise Adult Carer Support Plans and Young Carer Statements	Ongoing	As Above
2.7 Promote Crossroads 30 th Anniversary	June-July 2024	Board of Directors/ Registered Manager

2.8 To continue fundraising efforts	Ongoing	Board of Directors/Friends of Crossroads
3. Contracts and Funding		
3.1 Ensure Local Authority funding is in place by the 1 st of April 2024.	1 st April 2024	Registered Manager
3.2 Apply to Shared Care Scotland for Short Breaks funding.	September 2024	Registered Manager
3.3 Apply for financial assistance towards upgrading IT equipment	June 2024	Registered Manager
4. Financial Management and Administration		
4.1 Review staff wages and mileage allowance.	May 2024	Board of Directors
4.2 Finalise and approve budget.	June 2024	Board of Directors/Registered Manager
5. Administration and Systems		
5.1 Continually review all systems to ensure they are up to date and are fit for purpose.	Ongoing	Registered Manager/ Acting Assistant Manager/Finance Administrator
6. Office and Equipment		
6.1 To future proof the services ability to continue seamlessly regardless of weather or any other emergency or disruption.	Ongoing	Registered Manager/Acting Assistant Manager
7. Human Resources		
7.1 Recruitment 7.2 Increase support & supervision sessions for Care Attendants along with observations of practice. 7.3 Increase support & supervision sessions for staff. 7.4 one to one meeting with Centre Staff 7.5 Monthly staff memo 7.6 Review/update Employee Handbook	Ongoing	Registered Manager/Acting Assistant Manager

8. Training and Development		
8.1 Care Attendants to undertake SVQ level 2 training, in Health and Social Care.	Ongoing	Registered Manager/Acting Assistant Manager
8.2 Ensure all Care Attendants are up to date with mandatory training.	Ongoing	Care Coordinator
8.3 Access specialist training where required.	Ongoing	Care Coordinator
8.4 Organise annual training day for all staff.	28 June 2024	All office staff
8.5 Annual appraisal of each staff member	Ongoing	Registered Manager/Acting Assistant Manager
9. Regulation of Services and Quality		
9.1 Comply with inspection from Care Inspectorate and implement recommendations.	Unknown	Board/Registered Manager
9.2 Complete annual returns for Carers Trust, Companies House, Office of the Scottish Charity Regulator (OSCR) and the Care Inspectorate.	December 2024	Registered Manager
9.3 Continue to review and update Policies, Procedures and the Business Continuity Plan	ASAP	Board of Directors/Registered Manager/Acting Assistant Manager
9.4 Ensure all staff are SSSC registered & PVG checked.	ongoing	
10. Health and Safety		
10. Review Health and Safety policy and lone working Policy.	October 2024	Board/Registered Manager
11. Monitoring, Reporting and Evaluation		
11.1 Employee, Carer and Service User Survey to be reviewed and updated.	May 2024 onwards	Acting Assistant Manager/ Board of Directors
11.2 Employee, Carer and Service User Survey to be sent out and findings reported to the Board.	TBC	
11.3 Send out survey on behalf of the Care Inspectorate	When required	Care Coordinator/Administrator
11.4 Carry out Regular Service User/Carer reviews.	Ongoing	Care Coordinator
11.5 Survey to be compiled for Ad Hoc Service Users/Carers	Ongoing	Acting Assistant Manager

12. Networking

12.1 Attend as many relevant meetings as possible to strengthen collaborative working and increase support and information networks. <ul style="list-style-type: none">• Carers Strategy Group• Third sector Working Group• Carer Centre Manager Network meetings• COCIS Jaynie Mitchell- Highland & Islands Rural Engagement worker.• Amanda Moffat, Shared Care Scotland	Ongoing	Registered Manager/Acting Assistant Manager
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Crossroads Care Orkney Limited

BALANCE SHEET AS AT 31 MARCH 2024

<u>2023</u>			
		<u>Fixed Assets</u>	
£ 2,335		Office Equipment	£ 1,868
<u>467</u>	£ 1,868	Deduct Depreciation	<u>374</u> £ 1,494
		<u>Current Assets</u>	
36,005		Debtors	14,165
<u>280,095</u>		Cash at Bank and in Hand	<u>347,377</u>
<u>316,100</u>			<u>361,542</u>
		<u>Deduct Sundry Creditors</u>	
<u>76,069</u>		Creditors	<u>59,473</u>
<u>76,069</u>			<u>59,473</u>
	<u>240,031</u>		<u>302,069</u>
	<u>£ 241,899</u>		<u>£ 303,563</u>
		<u>Reserves</u>	
£ 197,107		Unrestricted Reserves brought forward	£ 220,619
<u>23,512</u>		Surplus for year	<u>61,604</u>
<u>220,619</u>			<u>282,223</u>
<u>21,280</u>		Restricted Reserves	<u>21,340</u>
<u>£ 241,899</u>			<u>£ 303,563</u>

Kirkwall, 11 June 2024

We have examined the books and records of Crossroads Care Orkney for the year ended 31 March 2024 and confirm that the above Balance Sheet and accompanying Income and Expenditure Account are in accordance with the accounting records. The full statutory company accounts are available from the office of Crossroads Care Orkney.

Foubister & Bain

Foubister and Bain
Chartered Accountants

Crossroads Care Orkney Limited

INCOME AND EXPENDITURE ACCOUNT
for year ended 31 March 2024

<u>2023</u>	Income:-		
152,408	OHAC/NHS Orkney		199,453
28,788	Independent Living Project - Administration		28,788
13,867	Young Carers Project		22,380
220,088	Contract Income		139,861
10,000	Repsol Sinopec Grant / CIS Carers Centre		10,000
8,253	Children's Service		3,174
11,286	Winter Fund		-
15,605	Time to Live Fund - Micro Grants		15,370
-	Time to Live Fund - Development & Delivery		5,023
337	Mock Wedding		87
12,671	Donations		17,680
141	Gloves, Wipes & Aprons		270
165	Membership Fees		187
40	Miscellaneous Income		334
4116	Friends of Crossroads		4090
257	Bank Interest		1,443
<u>£ 478,022</u>			<u>£ 448,140</u>
	Expenditure:-		
75,792	Salaries - Co-ordinators		78,767
20,915	Salaries - Administration		21,903
249,838	Salaries and Training - Care Attendants		192,096
388	Travel Costs - Co-ordinators		470
25,059	ILP Costs - Administration		7,072
	- Client Costs	105,729	-
3,967	- less recharges	<u>105,646</u>	83
13,963	YCP Costs		15,727
8,253	Children's Service		8,266
840	Carers Information		407
1,476	Care Commission		1,476
337	Mock Wedding		87
13,497	Rent, Electricity and Insurance		16,338
6,951	Telephone		7,952
456	Stationery and Postage		1,432
-	Repairs & Renewals		5,040
223	Affiliation Fees		175
3,136	Payroll & Accountancy		3,118
804	Adverts, Publications and Sundry Expenses		940
-	SVQ Training		1,080
9,675	Winter Fund		-
15,605	Time to Live Fund - Micro Grants		14,910
-	Time to Live Fund - Development & Delivery		5,023
5,023	Scotspirit		-
848	Friends of Crossroads		1,461
442	Bank Charges		648
200	Bad Debt Write Off		197
391	Gloves, Wipes & Aprons		1,262
467	Depreciation		374
<u>458,546</u>			<u>386,304</u>
<u>£ 19,476</u>	Surplus for year		<u>£ 61,836</u>
23,512	Whereof: Unrestricted		61,604
(4,036)	Restricted		232
<u>£ 19,476</u>			<u>£ 61,836</u>

Crossroads Care Orkney Limited

Composition of Reserves at 31 March 2024

	<u>At 31/3/23</u>	<u>Incoming Resources</u>	<u>Resources Expended</u>	<u>Transfer between Funds</u>	<u>At 31/3/24</u>
<u>Unrestricted Funds</u>					
General Fund	220,619	411,573	350,141	172.00	282,223
<u>Restricted Funds</u>					
Children's Service	4,909	3,174	8,266	183.00	-
YCP Project	5,906	12,554	6,390	-	12,070
Carers Information	2,153	187	407	-	1,933
SVQ Training	3,280	-	1,080	-	2,200
Time to Live Fund - Micro Grants	4,677	15,370	14,910	-	5,137
Time to Live Fund - Development & Delivery	-	5,023	5,023	-	-
Mock Wedding	-	87	87	-	-
Winter Fund	355	-	-	(355)	-
	<u>21,280</u>	<u>36,395</u>	<u>36,163</u>	<u>(172)</u>	<u>21,340</u>
	<u>241,899</u>	<u>447,968</u>	<u>386,304</u>	<u>-</u>	<u>303,563</u>

Crossroads Care Orkney

Managing

Orkney Carers Centre

Kirkwall Travel Centre

West Castle Street

Kirkwall

Orkney

KW15 1GU

Tel: 01856 870500

Email: carers@crossroadsorkney.co.uk

Website: www.crossroadsorkney.co.uk

Facebook: Crossroads Orkney

Office Opening Hours

Monday-Friday 9am-5pm

Registered Charity Number SCO22786

Company Number 164342



Earn cash for us when you shop online, free and simple to use.

Go to www.easyfundraising.org.uk/crossroadsorkney

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