



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

Annual Report  
2022-2023

## Contents

|  |            |
|--|------------|
| Chairperson's Report, Donations & Fundraising            | Page 2     |
| Survey, Care Inspectorate Report, Duty of Candour Report | Page 3-4   |
| Crossroads Service Report                                | Page 5     |
| Care Hours & Referral Statistics                         | Page 6-7   |
| Referral Statistic, Children's Services & Other Funding  | Page 8     |
| Carers & Service User Statistics                         | Page 9-10  |
| Carers Centre Report & Statistics                        | Page 11-13 |
| Young Carers Support Service Report                      | Page 14-15 |
| Independent Living Support Service Report                | Page 16-17 |
| Office Staff, Care Attendants & Training                 | Page 18-19 |
| Board of Trustees, Advisors & independent Examiner       | Page 20    |
| Year Plan 2023/24  | Page 21-23 |
| Accounts Summary 2022/2023                               | Page 24-26 |

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

### **Chairpersons Report**

Into October and another year will soon be over. Another busy year for Crossroads Care Orkney with no let-up in the need for the service. The staff have worked tirelessly to provide the best possible help and respite for Carers and their dependants. Staffing has provided its own challenges that has been admirably coped with.

The Annual Surveys provided a useful overview of how the service was doing. It is always helpful to have a response from Service Users and we appreciate the time taken to fill them in and return. Both compliments and constructive comments are welcomed and acted on.

Fundraising efforts have been well supported and we thank all who took part in any way.

Donations, public and private are gratefully received and it is important to stress that all monies given is spent in Orkney for the benefit of unpaid Carers.

Lastly, I wish to record my thanks to our loyal and hard-working office staff and the Care Attendants, our funding bodies and all who donated in any way.

Margaret Foulis  
Chairperson

### **Donations & Fundraising 2022-2023**

#### Crossroads Donations

|   |                          |
|---|--------------------------|
| Kirkwall Kilwinning & Recreation Club- £3070.00   | Hitachi Europe- £856.53  |
| Harray School Reunion-£255.50                     | Orkney Mission- £5000.00 |
| Orkney Builders Christmas Raffle- £612.50         |                          |
| Elspeth Linklaters Jubilee Tea Afternoon- £500.00 |                          |

#### Young Carers Donations

|                             |                            |
|-----------------------------|----------------------------|
| Rotary Club- £500.00        | Cooke Aquaculture- £915.00 |
| Stoneworks Orkney- £1400.00 | Orkney Mission- £541.75    |

£7375.55 of private donations were also made directly to the service.

Many thanks to everyone who contributed; this help is invaluable.

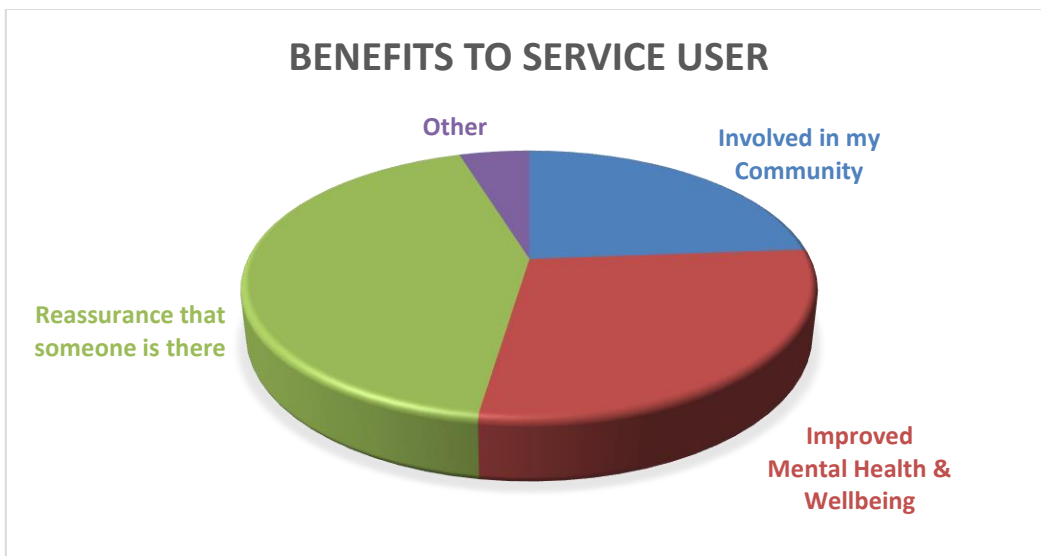
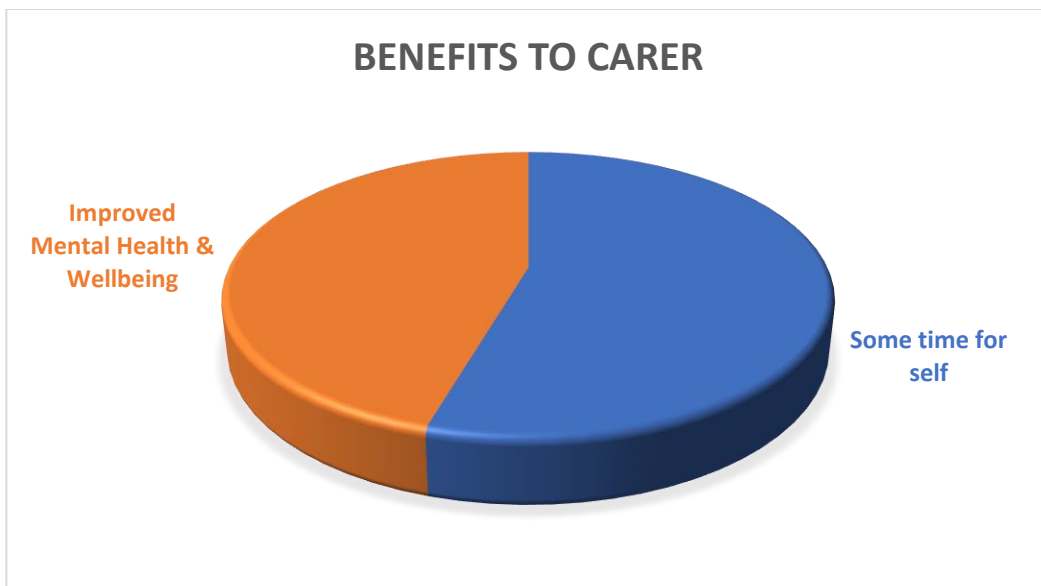
All funding received and donations given stays in Orkney to provide support to unpaid Carers.

Thank you to all funding bodies also.

## Survey Report November 2022

We had a 27% return from Carers and a 28% return from Service Users for our Annual Quality Assurance Survey. These figures were slightly down in comparison from last year. 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 following 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 to shape the services we provide. It gives us the opportunity to address any concerns and to build upon best practice and the services we provide. We are happy for you to contact the office at any time to discuss your care, you don't have to wait until a review is arranged.

### Care Inspectorate Report

We have not yet had an inspection this year, but we have kept in contact with the Care Inspectorate as their role is hugely important. Previous reports can be obtained from our office or on the Care Inspectorate website: - [www.careinspectorate.com](http://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 2022-2023.

## **Service Report – Crossroads Care Attendant Scheme**

This year Crossroads Care Orkney has continued to see a huge demand for care and has provided 20,151 hours of care across mainland Orkney and four of the non-linked isles. This was a decrease in service provision of 2314 hours in comparison to last year. This decrease is owing to the services capacity, availability of staffing resources and striving to ensure the service is not over stretched. This in turn enhanced the service to be better placed to support unpaid Carers in emergency or crisis situations, providing the right support at the right time and in the right way. The Team at Crossroads are dedicated and committed- staff wellbeing, support and retention is vital, more so now than ever before, to ensure the service continues to be both efficient and effective and staff reach their full potential. The Covid years were very tough, but it is possibly only now we are bearing the brunt of the effects these times had on everyone throughout the community of Orkney.

Respite Care for Carers continues to be free of charge and constitutes a substantial proportion of the care provided; these hours are partly funded by Orkney Health & Care and the rest through our own fundraising efforts, and very generous public donations for which we are extremely grateful.

The Children & Young Peoples Service, funded by the Short Breaks Fund, provided 624 hours of care to Children and Young People with additional support needs. This allowed them to access activities of their choice to help enhance their social skills, in turn giving parent carers a break from their caring role. There was a slight decrease of 61 hours in comparison to the previous year.

The Orkney Carers Centre, which is part funded by Repsol Sinopec UK Ltd had 373 contacts from Unpaid Carers as well as numerous contacts from other agencies. This is an increase of 79 from last year, with 78 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 40 microgrants were awarded to Carers in Orkney this year.

The Independent Living Support Service continues to support 60 elderly and disabled people in receipt of Self-Directed Support Option one to become Employers.

The Young Carers Support Service supported 26 Young Carers, a rise of 7 from last year, providing vital monthly group activities and one to one support.

In addition, there continues to be a need for the services we provide through option two and three of Self-Directed support.

Arlene Montgomery, Registered Manager.

## Number of Care Hours Provided-

**Total 20,150.75 (including 10,682 purchased hours)**

| <b>Month</b> | <b>Children<br/>(up to 18 yrs.)</b> | <b>All other<br/>ages/disabilities</b> | <b>Total</b>    |
|--------------|-------------------------------------|--|-----------------|
| April        | 52.5                                | 1736.75                                | 1789.25         |
| May          | 63                                  | 1737.5                                 | 1800.5          |
| June         | 68                                  | 1846                                   | 1914            |
| July         | 43                                  | 1653.25                                | 1696.25         |
| August       | 51.5                                | 1653.75                                | 1705.25         |
| September    | 33.5                                | 1690                                   | 1723.5          |
| October      | 59.25                               | 1585.75                                | 1645            |
| November     | 52                                  | 1709.5                                 | 1761.5          |
| December     | 62.5                                | 1702.5                                 | 1765            |
| January      | 41.5                                | 1342.25                                | 1383.75         |
| February     | 48.5                                | 1521.75                                | 1570.25         |
| March        | 48                                  | 1348.5                                 | 1396.5          |
| <b>Total</b> | <b>623.25</b>                       | <b>19527.5</b>                         | <b>20150.75</b> |

There was a decrease in the care hours given this year by 2314 hours. We provide free of charge respite care to Unpaid Carers and Personal and Social Care to the elderly and people with disabilities, through option 2 and 3 of Self-Directed Support. Our average Free of Charge Respite hours provided was 182 hours per week. This was a great benefit to Unpaid Carers enabling them to have a break to allow some time to themselves, and as the survey results showed, improved mental health and wellbeing.

## Source of Referrals



The total number referrals throughout 2022-2023 was 377. This is inclusive of new and existing Service Users and Carers. 135 referrals were for existing Service Users/Carers who we provided occasional or extra respite for.

242 Referrals were new to the service and was a mix of respite, privately purchased, OIC purchased or following an assessment of need if it was identified that alternative support was required. For example, Intermediate Community Therapy or Occupational Therapy.

Out of the 242 referrals 178 of these referrals were for respite whether it was ongoing or on an as and when required basis.





## Number of Referrals

This year, for the first time, we captured those who use the service on an ad hoc basis in our referrals. The reason for this is simple in that ad hoc users still require the same up to date assessment and agreed Personal Plan for the visits to take place, therefore it's important to note the time spent enabling Carers to have a short break, as well as the Carers who require the service on a regular basis.

The number of referrals has increased on previous years for many different reasons. The pandemic meant no one was going away for a break, Carers were terrified and did anything they could to ensure their loved ones were safe. We have moved on from this and Carers and Service Users mostly feel more used to living with the pandemic, safe in the knowledge all staff have adhered to all the guidelines minimising risk to the lowest level possible. It goes without saying that the pandemic put increased and immense strain on Carers and those they care for and 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 don't realise how much they are doing. Crossroads prides itself in reorganising, prioritising, and using our staffing resources for maximum benefit to ensure those Carers who need it most are supported in the most difficult of times that they face.

During 2022/23 we supported 199 Carers and those they care for and 50 Service Users with no carer. Over the year 116 clients ceased to need care, 44 Service Users passed away, 15 went into residential care and 57 ceased care for other reasons.

## Childrens Service

We have provided 623.25 hours of Free of charge respite to children and young people with additional needs. The aim is to enhance their social skills, independence, and their confidence and to give the family a break from their caring role. We supported 8 children over this period to attend the library, the soft play area, parks, Picky squash courts, Lifestyles sensory room to name but a few. These respite hours are funded through Shared Care Scotland's Short Break Fund.

## Mock Wedding Fund

We have a wide range of resources for loan, all of which can be seen in the office. 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 for anyone to borrow.

## Disabilities/Illnesses of those receiving care 1st April 2022- 31st March 2023

| <b>Adults</b>                 |            | <b>Children</b>     |          |
|-------------------------------|------------|---------------------|----------|
| Dementia/Alzheimer's          | 46         | Autism/Asperger's   | 4        |
| Frail Elderly                 | 64         | Mental Health       | 1        |
| CVA (Stroke)                  | 18         | Down's Syndrome     | 1        |
| Multiple Sclerosis            | 16         | Learning Disability | 1        |
| Cancer                        | 14         | Multiple Disability | 0        |
| Parkinson's Disease           | 5          | Other               | 2        |
| Multiple Disability           | 2          |                     |          |
| Physical Disability           | 11         |                     |          |
| Osteoporosis                  | 4          |                     |          |
| Down's Syndrome               | 5          |                     |          |
| Other                         | 11         |                     |          |
| Heart Disease/Disorders       | 5          |                     |          |
| Motor Neurone Disease         | 0          |                     |          |
| Respiratory/Asthma/Bronchitis | 2          |                     |          |
| Sensory Impairments           | 7          |                     |          |
| Mental Health                 | 3          |                     |          |
| Epilepsy                      | 6          |                     |          |
| Learning Disability           | 7          |                     |          |
| Autism/Asperger's             | 1          |                     |          |
| Cerebral Palsy                | 1          |                     |          |
| Spinal Injury                 | 3          |                     |          |
| Arthritis                     | 4          |                     |          |
| Diabetes                      | 5          |                     |          |
| <b>Total</b>                  | <b>240</b> | <b>Total</b>        | <b>9</b> |

**Age of Carers receiving the service from  
1st April 2022- 31st March 2023**

| <b>Years</b> | <b>-18</b> | <b>19-40</b> | <b>41-64</b> | <b>65-79</b> | <b>80+</b> | <b>No Carer</b> |            |
|--------------|------------|--------------|--------------|--------------|------------|-----------------|------------|
| Male         | 0          | 1            | 19           | 17           | 15         |                 |            |
| Female       | 0          | 8            | 61           | 53           | 25         |                 |            |
| <b>Total</b> | <b>0</b>   | <b>9</b>     | <b>80</b>    | <b>70</b>    | <b>40</b>  | <b>50</b>       | <b>249</b> |

**Age of Service Users receiving the service from  
1st April 2022- 31st March 2023**

| <b>Years</b> | <b>-18</b> | <b>19-40</b> | <b>41-64</b> | <b>65-79</b> | <b>80+</b> |            |
|--------------|------------|--------------|--------------|--------------|------------|------------|
| Male         | 5          | 4            | 12           | 18           | 66         |            |
| Female       | 3          | 11           | 17           | 28           | 85         |            |
| <b>Total</b> | <b>8</b>   | <b>15</b>    | <b>29</b>    | <b>46</b>    | <b>151</b> | <b>249</b> |

## Orkney Carers Centre- Information & Support

The Carers Centre remains open with lots of information, advice and support available. 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 help them through it.

Again, extra money was received from the Scottish Government through Shared Care Scotland's Short Breaks Fund and many Carers benefited from various items to help them have a respite break. The monthly Support Group continues also.

The contacts to the Carers centre were frequent and steady, in person on the phone or via email or an arranged home visit. Contacts for the year are up by 79. 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 and tell us their story to enable us to understand how best they can be supported.

### Main Reason and Method of Contact - 1st April 2022-31st March 2023

**Total Contacts: 373**

| Drop In            | Total      | Home Visit         | Total     | Phone             | Total      | Email        | Total     |
|--------------------|------------|--------------------|-----------|-------------------|------------|--------------|-----------|
| Aid/Equipment      | 4          | Assessment         | 22        | Aid/Equipment     | 5          | Information  | 7         |
| Benefits           | 0          | Carers Assessment  | 2         | Advice            | 3          | Support      | 5         |
| Carers Assessment  | 1          | Information/Advice | 0         | Assessment        | 5          | Respite      | 5         |
| Groups             | 16         | Advocacy           | 0         | Information       | 63         | Other        | 2         |
| Information/Advice | 38         | Information        | 3         | Listening Support | 101        | Aids         | 0         |
| List/Support       | 42         | List/Support       | 2         | Information       | 95         |              |           |
| Respite            | 4          | Respite            | 7         | List/Support      | 101        |              |           |
| Training           | 0          | Training           | 0         | Respite           | 10         |              |           |
| Other              | 4          | Other              | 6         | Other             | 14         |              |           |
| <b>Total</b>       | <b>111</b> | <b>Total</b>       | <b>42</b> | <b>Total</b>      | <b>201</b> | <b>Total</b> | <b>19</b> |

### Time Spent and Method of Contact First Time Contacts– 78

| Drop in      | Total      | Home Visit | Total     | E Mail    | Total     | Phone     | Total      |
|--------------|------------|------------|-----------|-----------|-----------|-----------|------------|
| < 15 mins    | 50         | < 45 mins  | 2         | < 15 mins | 15        | < 15 mins | 124        |
| < 30 mins    | 18         | < 60 mins  | 4         | < 30 mins | 2         | < 30 mins | 58         |
| < 45 mins    | 11         | > 1hr      | 36        | < 15 mins | 1         | < 45 mins | 9          |
| < 60 mins    | 8          |            |           | >1hr      | 1         | < 60 mins | 4          |
| >1hr         | 24         |            |           |           |           | >1hr      | 6          |
| <b>Total</b> | <b>111</b> |            | <b>42</b> |           | <b>19</b> |           | <b>201</b> |

### Main disabilities of those being cared for by Unpaid Carers

| Main Disability       | Total | Main Disability       | Total |
|-----------------------|-------|-----------------------|-------|
| Autism                | 7     | Other/Unknown         | 182   |
| Dementia              | 68    | Cerebral Palsy        | 1     |
| Frail Elderly         | 54    | Physical Disabilities | 8     |
| Mental Health         | 1     | Partially Blind       | 4     |
| MS                    | 17    | Cancer                | 10    |
| Multiple Disabilities | 1     | CVA                   | 3     |
| Rhett's               | 1     | Epilepsy              | 1     |
| Parkinsons            | 7     | Learning disabilities | 8     |

## **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. This year optional activities were introduced and ranged from origami, card making, crochet and diamond art. The group wouldn't be in its usual form if 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. However, it's equally important to remember that sometimes Carers need someone to simply just be there. Not to fix anything or to do anything, but just to let them know that they too are cared for, supported and listened too.

## **Carers Newsletter**

Our quarterly newsletter went out to 240 Carers giving them information on topics relevant to them. This ranged from Time to Live Short break fund information, resources available, Friends of Crossroads information, Carers Strategy information and requests for input, flu/Covid vaccine information, distance aware, Co-creating covid community memorials, Tech peer mentor project, Emergency Relief fund for Carers age 65+, NHS Orkney Ageing WELL service and much more.

We also promoted many groups and signposted to a wide range of information via our social media page.

## **Time to Live**

Extra funding was again received from the Scottish Government through Shared Care Scotland's Short Breaks Fund and 40 Carers benefited. The fund supported 11 male Carers and 29 female Carers, with 12 of the people cared for benefiting from the break alongside their Carer(s). This fund helped Carers purchase an iPad, do pottery painting and to have a staycation to name a few. Many also managed a weekend away to one of the isles and some had a trip to the Scottish Mainland.

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 make a decision on how much funding can be provided to meet the Carers desired outcome to enable them to have a break.

## **Carers Week June 2022- "Visible, Valued and Supported."**

This week saw us celebrate with Carers over Tea, coffee and yes, you guessed it, cake! A few small competitions were run with the aid of our trusty Bear Ezra to raise our profile in supporting Carers across Orkney.

Each competition came with a short story to highlight the service and to get people thinking about how they could support someone they know who is caring for a friend or family member.



## Young Carers Support Service

Orkney Young Carers Service continues to support young people aged 6-17 who are helping to look after someone at home. Young people meet with other young people in similar situations as themselves. Monthly sessions are arranged for junior and senior young people to take part in fun activities together. It gives young people 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 Children & Young People:

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 Children & Young People 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 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 group took part in activities like a visit to Noltland Castle, groatie buckie (cowrie shell) hunting, shopping, meals out and exploring the Island. Everyone enjoyed the relaxed pace of the trip and enjoyed making friends and having fun. 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 at the fair and it was great to have them. They had to speak to customers and handle money, all good skills to have and they did really well.

Christmas for some Young Carers can be especially difficult. Orkney Young Carers have been supported for many years now through Cooke Aquaculture. A financial grant covers the cost

of £20 worth of Christmas presents and a Christmas meal at the Christmas party. This year for the first time we applied for additional money to run a Cinema screening for the Young Carers and their Families. This was a lovely activity offered between Christmas & New Year. It was lovely to see the families together and chat with other people. Nearly everyone came along, and they enjoyed the event immensely.

National Young Carers Day is in March. This is a day to celebrate and promote Young Carers across Scotland. This year we held a family cinema trip which worked really well. Most of the families attended and were very grateful to be invited. It was lovely to see families attending together and it was good for them to meet one another.

Young Carers ID Badges are offered to all the Senior Young Carers. The Young People 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 completed by everyone as well as new Young Carers being introduced to the service this year.

Lynn Bartlett, Young Carers Support Worker.

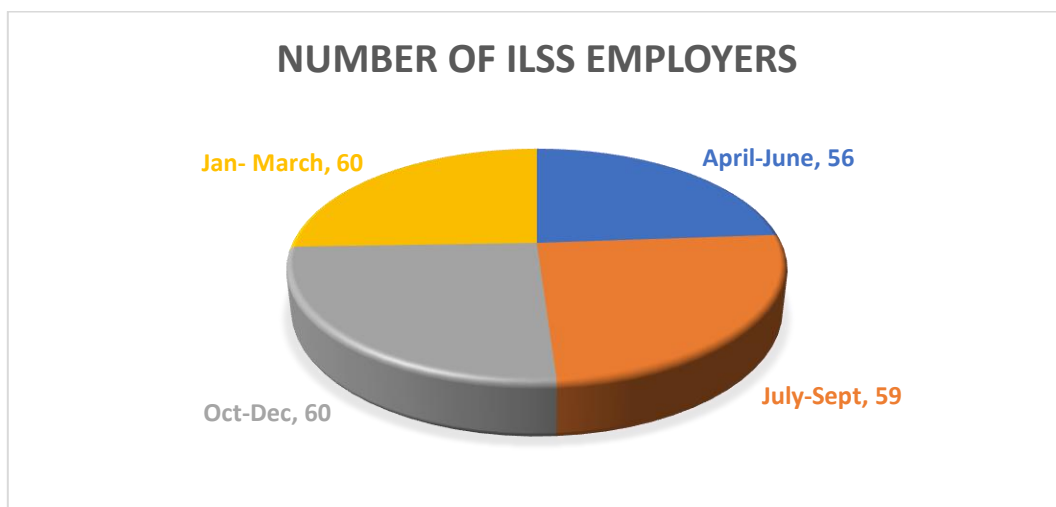




## Independent Living Support Service (ILSS)

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

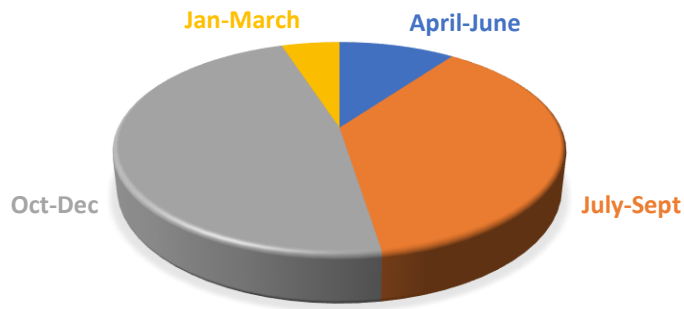
The current number of Service Users choosing the Independent Living Support Service to assist them to employ Personal Assistants is 60. This is the same number at this time last year, with only small fluctuations taking place with Employers coming off the books and new ones starting the service. In total, 11 new Direct Payment Service Users registered, and 11 Clients no longer required the service for various reasons.



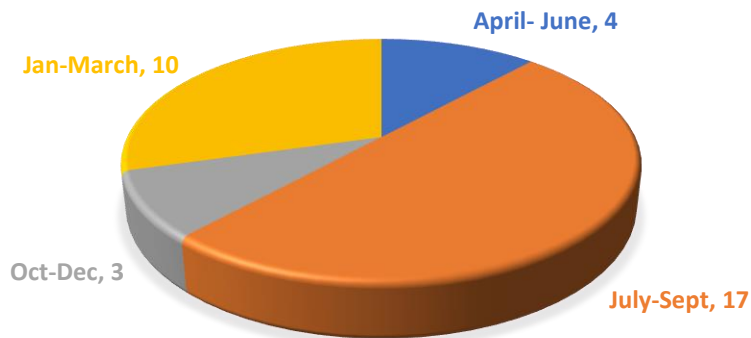
The day to day running of the service has continued as normal. Many Employers have advertised for staff. Adverts were regularly placed throughout the year, some multiple times, a few enquiries would come in but more often or not no one applied. Word of mouth is still proving to be the most successful and powerful method of recruitment for Employers.

Over the year 40 new Personal Assistants started working for different Employers and 34 Personal Assistants left the role.

### PERSONAL ASSISTANTS RECRUITED



### PERSONAL ASSISTANTS LEAVING EMPLOYMENT



Additional support has been ongoing, with queries ranging from milage, wages issues, worrying about coping with the Direct payment, recruitment and covid worries and training such as First Aid and People Handling.

The Annual Survey was issued as normal and the reply rate was almost 50%, which was very encouraging, as was the positive responses received. There were no complaints.

Arlene Montgomery  
(On Behalf of Elspeth Casely)  
(ILSS Manager)

## Staff employed by Crossroads Care Orkney & Training undertaken.

|                          |   |
|--------------------------|---|
| <b>Arlene Montgomery</b> | <b>Registered Manager</b> - 35 hours per week (From Sept 2021)<br><b>Training completed-</b> Crew Drug Training- April 22.<br>Adult Support & Protection- April 2022.<br>Child sexual Exploitation Awareness- May 2022.<br>SVQ 4 Social Service & Healthcare, SCQF Level 9-July 2022.<br>ILSS Training sessions- Feb/March 2023 |
| <b>Catherine Tullock</b> | <b>Care/Training Co-ordinator</b> -35 hours per week (From November 2021- April 2022)<br><b>Training completed-</b> None.   |
| <b>Karen Laughton</b>    | <b>Care Co-ordinator</b> -25 hours per week (From November 2021- January 2023)<br><b>Training Completed-</b> Adult Support & Protection.  |
| <b>Sheila Shearer</b>    | <b>Care Co-ordinator</b> -35 hours per week (From May 2022)<br><b>Training Completed-</b> Safe & Together Awareness Training- 17/18 Nov 2022.<br>ILSS Training sessions- March 2023   |
| <b>Claire Laughton</b>   | <b>Finance Administrator</b> -35 hours per week (From May 2021)<br><b>Training completed-</b> Adult Support & Protection  |
| <b>Elsbeth Casely</b>    | <b>Manager, Independent Living Support Service</b> - 30 hours per week (From November 2018), increased to 35 hours per week from Sept 2022.<br><b>Training completed-</b> Adult Support & Protection.   |
| <b>Lynn Bartlett</b>     | <b>Young Carers Support Worker</b> - 12 hours per week (From October 2016)<br><b>Training completed-</b> First Aid, Adult Support & Protection.<br>Child sexual Exploitation Awareness.   |

There was no annual training day this year due to covid and the risk of bringing all staff together in one large group.

## Care Attendants

### Kirkwall

Pamela Antonio

Jean Bain

Elizabeth Bews

Caroline Delday

Kim Donnelly

Fiona Campbell

Kate Laughton

Moira Ross

Neil Tait

Laverne Taylor

### West Mainland

Lorraine Buchan

Tracey Drever

Winifred Dunnet

Morag Muir

Anne Slight

Teresa Thomson

### East Mainland

Hillary Booth

Ruth Craigie

Kerry Mills

Alison Petrie

Pearl Thomson

### Non-Linked Isles

Ruth Brough

Beverly Whitman

Joanna Sosnowska

Karen Tulloch

Lesley Sole

Alison Drever

Sheila Sabin

Samantha Muir

Jessie Drever

### Employed during 2022-2023

Gillian Charlesworth

### Left Employment during 2022-2023

Elizabeth Rhodes Schofield

Jardin Heggie

Valeria Mereu

Kirsty Tunbridge

Training undertaken by Care Attendants included First Aid, People Handling & Autism awareness. All staff undertook Adult Support and protection Training.

## **Board of Trustees**

|                         |                         |
|-------------------------|-------------------------|
| <b>Chairperson</b>      | Mrs Margaret Foulis     |
| <b>Vice Chairperson</b> | Mr William Neish        |
| <b>Treasurer</b>        | Ms Inga Scholes         |
|                         | Ms Mary Doyle           |
|                         | Mrs Barbara Hutchison   |
|                         | Mrs 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 Sinopec Energy (UK) Ltd |
| Ms Amanda Moffat  | Shared Care Scotland                               |

## **Carers Representation**

The 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.

## **Independent Examiner**

Mr Charlie Flett

Foubister & Bain, Chartered Accountants, 4 Broad Street, Kirkwall

## Year Plan April 2023-March 2024

| Objective or Action Point  | Quantity, Level, Date or Deadline | Lead Person (if appropriate)                                      |
|--|-----------------------------------|---|
| <b>1. Governance</b>   |                                   |   |
| 1.1 Recruit Board members.   | Ongoing                           | Board   |
| 1.2 Hold Annual General Meeting followed by business meeting.  | 17 <sup>th</sup> October 2023     | Board/Registered Manager  |
| <b>2. Care Services and Carers Centre</b>  |                                   |   |
| 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  |
| 2.2 Continue to allow Carers the opportunity to purchase additional care hours. Allow clients to purchase care with their Direct Payments or through Option 2 or 3 of Self-Directed Support. | Ongoing                           | Registered Manager/Care Coordinators.                             |
| 2.3 Continue to raise awareness of unpaid Carers and Young Carers.   | Ongoing                           | Registered Manager/Care Coordinators/Young Carers Support Worker  |
| 2.4 Seek funding to sustain the Children's Service with a target of supporting 12 children with additional needs.  | Ongoing                           | Registered Manager  |
| 2.5 Highlight Carers Week through activities, newsletter & social media.   | 5-11 June 2023                    | Registered Manager/Care Coordinators/Young Carers Support Worker. |
| 2.6 Put posters and leaflets out to all GP Surgeries/rural shops/libraries to raise awareness of the support available to Carers.  | Ongoing                           | Registered Manager/Care Coordinators.                             |
| 2.7 Undertake Carers Assessments.  | Ongoing                           | Registered Manager/Care Coordinators.                             |
| <b>3. Contracts and Funding</b>  |                                   |   |
| 3.1 Ensure LA funding is in place by the 1 <sup>st</sup> of April 2023 or as soon after as possible.   | 1 <sup>st</sup> April 2023        | Registered Manager  |
| 3.2 Apply to the LA Carers Act implementation Fund, to help fund the information materials e.g., updated   | Nov 2023                          | Registered Manager  |

|  |  |   |
|--|--|---|
| information booklet, newsletters, and additional respite hours for Carers.   |  |   |
| 3.3 Apply to Creative Breaks for funding to allow Carers a short break off the Islands or to access an alternative therapy.  | June 2023  | Registered Manager  |
| 3.4 Apply to Repsol Sinopec Ltd for funding to run the Carers Centre.  | June 2023  | Registered Manager  |
| <b>4. Financial Management and Administration</b>  |  |   |
| 4.1 Review staff wages and mileage allowance.  | April 2023   | Treasurer/Board   |
| 4.2 Review charges for service and increase accordingly.   | April 2023   | Treasurer/Board   |
| 4.4 Finalise and approve budget.   | June 2023  | Treasurer/Board   |
| <b>5. Administration and Systems</b>   |  |   |
| 5.1 Continue to keep all systems up to date and fit for purpose.   | Ongoing  | Registered Manager/<br>Finance Administrator  |
| 5.2 New Rostering System to go 'LIVE'  | October 2023   | All office staff  |
| <b>6. Office and Equipment</b>   |  |   |
| 6.1 Continue to streamline office computer systems.  | Ongoing  | All office staff  |
| <b>7. Human Resources</b>  |  |   |
| 7.1 Recruit contracted Care Attendants<br>7.2 Increase support & supervision sessions for Care Attendants along with observations of practice.<br>7.3 Increase support & supervision session for office staff.<br>7.4 Regular office staff meetings.<br>7.5 Regular Care Attendant and full team meetings. | Ongoing  | Registered Manager  |
| <b>8. Training and Development</b>   |  |   |
| 8.1 Care Attendants to undertake SVQ level 2 training, in Health and Social Care.<br>8.2 Ensure all Care Attendants are up to date with core training.<br>8.3 Access specialist training where required.<br>8.4 Organise annual training day for all staff members.  | Ongoing<br><br>Ongoing<br><br>Ongoing<br><br>Ongoing | Registered Manager/Care Coordinators<br><br>Care Coordinators<br><br>Care Coordinators<br><br>All office staff. |

|  |                |                                      |
|--|----------------|--------------------------------------|
| 8.5 Offer Unpaid Carers the opportunity to attend relevant training sessions.  | Ongoing        | Care Coordinators                    |
| 8.6 Encourage Care Attendants to take up the Skills Network courses.   | Ongoing        | Registered Manager/Care Coordinators |
| 8.7 Review all job descriptions and person specifications.   | Dec 23-Jan24   | Board/Registered Manager             |
| 8.8 Annual appraisal of each staff member  |                |                                      |
| <b>9. Regulation of Services and Quality</b>   |                |                                      |
| 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, OSCR and the Care Inspectorate.   | December 2023  | Registered Manager                   |
| 9.3 Member of the board to check policies and procedures update as required for approval by the board.   | Ongoing        | Board Member                         |
| <b>10. Health and Safety</b>   |                |                                      |
| 10. Review Health and Safety policy and lone working Policy.   | October 2023   | Board/Registered Manager             |
| <b>11. Monitoring, Reporting and Evaluation</b>  |                |                                      |
| 11.1 Carers and Service User Survey to be sent out and findings reported to the Board.   | November 2023  | Registered Manager/Administrator     |
| 11.2 Employee Survey to be sent out and findings reported to the Board.  | November 2023  | Registered Manager                   |
| 11.3 Send out survey on behalf of the Care Inspectorate  | When required. | Care Coordinators/Administrator      |
| 11.4 Regular Service User/Carer reviews to be carried out.   | Ongoing        | Care Coordinators                    |
| 11.5 Survey to be compiled for Ad Hoc Service Users/Carers   | December 2023  | Care Coordinators                    |
| <b>12. Networking</b>  |                |                                      |
| 12.1 Try to attend as many relevant meetings as possible to strengthen collaborative working and increase support and information networks. <ul style="list-style-type: none"> <li>• Carers Strategy Group</li> <li>• Third sector Working Group</li> <li>• Carer Centre Manager Network meetings</li> <li>• Collaborative care at home</li> <li>• COCIS Jaynie Mitchell- Highland &amp; Islands Rural Engagement worker.</li> </ul> | Ongoing        | Registered Manager                   |



**Crossroads Care Orkney Limited**  
**BALANCE SHEET AS AT 31 MARCH 2023**

| <u>2022</u>    |                  |                                       |                    |
|----------------|------------------|---------------------------------------|--------------------|
|                |                  | <b><u>Fixed Assets</u></b>            |                    |
| £ 2,919        |                  | Office Equipment                      | £ 2,335            |
| <u>584</u>     | £ 2,335          | <u>Deduct Depreciation</u>            | <u>467</u> £ 1,868 |
|                |                  | <b><u>Current Assets</u></b>          |                    |
| 24,919         |                  | Debtors                               | 36,005             |
| <u>218,494</u> |                  | Cash at Bank and in Hand              | <u>280,095</u>     |
| <u>243,413</u> |                  |                                       | <u>316,100</u>     |
|                |                  | <b><u>Deduct Sundry Creditors</u></b> |                    |
| <u>23,325</u>  |                  | Creditors                             | <u>76,069</u>      |
| <u>23,325</u>  |                  |                                       | <u>76,069</u>      |
|                | <u>220,088</u>   |                                       | <u>240,031</u>     |
|                | <u>£ 222,423</u> |                                       | <u>£ 241,899</u>   |
|                |                  | <b><u>Reserves</u></b>                |                    |
|                | £ 208,341        | Unrestricted Reserves brought forward | £ 197,107          |
|                | (11,234)         | Surplus (Deficit) for year            | <u>23,512</u>      |
|                | <u>197,107</u>   |                                       | <u>220,619</u>     |
|                | 25,316           | Restricted Reserves                   | <u>21,280</u>      |
|                | <u>£ 222,423</u> |                                       | <u>£ 241,899</u>   |

Kirkwall, 19 September 2023

We have examined the books and records of Crossroads Care Orkney for the year ended 31 March 2023 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 and Bain  
Chartered Accountants

| <b>Expenditure:-</b> |   |          |
|----------------------|---|----------|
| 89,275               | Salaries - Co-ordinators                  | 75,792   |
| 23,281               | Salaries - Administration                 | 20,915   |
| 281,383              | Salaries and Training - Care Attendants   | 249,838  |
| 123                  | Travel Costs - Co-ordinators              | 388      |
| 22,009               | ILP Costs - Administration                | 25,059   |
|                      | - Client Costs                            | 101,081  |
| 181                  | - less recharges                          | 97,114   |
| 18,198               | YCP Costs                                 | 13,963   |
| 9,437                | Children's Service                        | 8,253    |
| 2,018                | Carers Information                        | 840      |
| 1,476                | Care Commission                           | 1,476    |
| 205                  | Mock Wedding                              | 337      |
| 11,008               | Rent, Electricity and Insurance           | 13,497   |
| 7,508                | Telephone                                 | 6,951    |
| 1,721                | Stationery and Postage                    | 456      |
| 1353                 | Repairs & Renewals                        | -        |
| 278                  | Affiliation Fees                          | 223      |
| 3,014                | Payroll & Accountancy                     | 3,136    |
| 2,237                | Adverts, Publications and Sundry Expenses | 804      |
| 1,080                | SVQ Training                              | -        |
| 5039                 | Winter Fund                               | 9,675    |
| 4,977                | Time to Live Fund                         | 15,605   |
| -                    | Scotspirit                                | 5,023    |
| 399                  | Friends of Crossroads                     | 848      |
| 439                  | Bank Charges                              | 442      |
| 124                  | Bad Debt Write Off                        | 200      |
| 327                  | Gloves, Wipes & Aprons                    | 391      |
| 584                  | Depreciation                              | 467      |
| 487,674              |   | 458,546  |
| £ (2,984)            | Surplus/(Deficit) for year                | £ 19,476 |
| (11,234)             | Whereof: Unrestricted                     | 23,512   |
| 8,250                | Restricted                                | (4,036)  |
| £ (2,984)            |   | £ 19,476 |

**Crossroads Care Orkney Limited**

**INCOME AND EXPENDITURE ACCOUNT**  
**for year ended 31 March 2023**

| <u>2022</u> | <b>Income:-</b>                             |           |
|-------------|---|-----------|
| 163,865     | OHAC/NHS Orkney                             | 152,408   |
| 28,788      | Independent Living Project - Administration | 28,788    |
| 16,495      | Young Carers Project                        | 13,867    |
| 197,535     | Contract Income                             | 220,088   |
| 10,000      | Repsol Sinopec Grant / CIS Carers Centre    | 10,000    |
| 10,925      | Children's Service                          | 8,253     |
| 3,500       | Carers Information                          | -         |
| 17,460      | Covid Government Grants                     | -         |
| 5,000       | Training Grant                              | -         |
| 3,767       | Scotspirit                                  | -         |
| 5,039       | Winter Fund                                 | 11,286    |
| 4,482       | Time to Live Fund                           | 15,605    |
| 205         | Mock Wedding                                | 337       |
| 13,609      | Donations                                   | 12,671    |
| 1,840       | Fund Raising                                | -         |
| 298         | Gloves, Wipes & Aprons                      | 141       |
| 150         | Membership Fees                             | 165       |
| 644         | Miscellaneous Income                        | 40        |
| 1074        | Friends of Crossroads                       | 4116      |
| 14          | Bank Interest                               | 257       |
| £ 484,690   |   | £ 478,022 |

Crossroads Care Orkney Limited

Composition of Reserves at 31 March 2023

|                                  | <u>At 31/3/22</u> | <u>Incoming<br/>Resources</u> | <u>Resources<br/>Expended</u> | <u>Transfer<br/>between<br/>Funds</u> | <u>At 31/3/23</u> |
|----------------------------------|-------------------|-------------------------------|-------------------------------|---------------------------------------|-------------------|
| <b><u>Unrestricted Funds</u></b> |                   |                               |                               |                                       |                   |
| General Fund                     | 197,107           | 439,992                       | 416,480                       | -                                     | 220,619           |
| <b><u>Restricted Funds</u></b>   |                   |                               |                               |                                       |                   |
| Children's Service               | 4,909             | 8,253                         | 8,253                         | -                                     | 4,909             |
| YCP Project                      | 5,855             | 4,041                         | 3,990                         | -                                     | 5,906             |
| Carers Information               | 2,828             | 165                           | 840                           | -                                     | 2,153             |
| SVQ Training                     | 3,280             | -                             | -                             | -                                     | 3,280             |
| Time to Live Fund                | 4,677             | 15,605                        | 15,605                        | -                                     | 4,677             |
| Mock Wedding                     | -                 | 337                           | 337                           | -                                     | -                 |
| Scotspirit                       | 3,767             | -                             | 5,023                         | 1,256                                 | -                 |
| Winter Fund                      | -                 | 11,286                        | 9,675                         | (1,256)                               | 355               |
|                                  | <u>25,316</u>     | <u>39,687</u>                 | <u>43,723</u>                 | <u>-</u>                              | <u>21,280</u>     |
|                                  | <u>222,423</u>    | <u>479,679</u>                | <u>460,203</u>                | <u>-</u>                              | <u>241,899</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](mailto:carers@crossroadsorkney.co.uk)

Website: [www.crossroadsorkney.co.uk](http://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](http://www.easyfundraising.org.uk/crossroadsorkney)

Printed October 2023