



Crossroads Care Orkney
Managing
Orkney Carers Centre
&
Crossroads Respite Care Scheme
Annual Report
2020—2021

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

CHAIRPERSON'S REPORT

DONATIONS AND FUNDRAISING 2020/2021

This last year has not been without its problems due to the pandemic but the Office Staff and Care Attendants have done a sterling job keeping as many Carers, as wished, still receiving regular respite care. All Care Attendants have been fully equipped with Personal Protective Equipment (PPE) and follow guidance set by the Care Inspectorate. The Service has continued with skill and compassion taking into account individuals wishes where possible. Referrals have increased most likely due to loneliness and isolation experienced by some.

With maximum security in mind the Manager implemented all precaution as required within the office setting. Some office staff opted to work from home. Board meetings continued using zoom. After the AGM 2020 all positions on the Board were filled. Thanks go to various fund raising efforts although they have been somewhat curtailed. I am grateful to our main funding bodies, Orkney Health and Care, Shared Care Scotland and Repsol Sinopec Ltd, those who have fund raised on our behalf and for private donations.

My thanks to the Manager, Office Staff, and all Care Attendants, not forgetting my fellow Board Members. Lets hope a brighter future is on the horizon and sincere good wishes to the Carers we have been able to offer assistance to.

Margaret Foulis (Chairperson)

DONATIONS AND FUNDRAISING 2020/21

Crossroads Donations

St Magnus Cathedral Guild—£150 Stromness Surgery—£118.25

Young Carers Donations

Rotary Club—£500 Cooke Aquaculture £450

Lockdown Quiz nights £206.86

£8671.59 of private donations were also made directly to the service, some of these were through doing events such as the 4x4x48 challenge and doorstep photography. We were also very kindly given a bequest. Many thanks to everyone who donated; this help is invaluable. The Friends of Crossroads raised £1188 which was a great effort considering they were unable to hold events or a raffle, a large part of this was raised by holding the Craft for Crossroads which is still ongoing.

REPORT ON SURVEY NOVEMBER 2020

We had a 40% return from Carers and a 33% return from Service Users for our Annual Quality Assurance Survey. This was a great return and we thank everyone who participated in giving their feedback. It has been a very challenging year for us but more so for unpaid Carers and those who receive care. The results indicated both Carers and Service Users are happy with our service. A full report of the analysis can be obtained by contacting the office.

Quotes from the surveys: -

‘Keep up the fantastic work’.

‘Thank you, folk don’t say it enough, you are appreciated!’

‘Can’t praise you enough.’

‘I will always be sincerely grateful for all the help and encourage others to use the service if they can.’

Very many thanks. You provide a wonderful caring service to help carers and service users alike.’

‘You are awesome and my husband, mum and I are eternally grateful for the help you provide.’

‘Thanks for a first class service.’

‘Long live Crossroads’

We realise filling in surveys is a bit of a chore but the results do help to shape the services we provide and gives us a chance to act on any issues that may need to be addressed. We are happy for you to contact the office at anytime to discuss your care, you don’t have to wait until review time.

CARE INSPECTORATE REPORT 2020

We have not had an inspection this year due to Covid -19 but we have had a lot of contact with the Care Inspectorate, they have been giving us guidance on a regular basis and giving frequent phone calls. Previous reports can be obtained from our office or on the Care Inspectorate website:- www.careinspectorate.com, click on Our Inspections, click on Care At Home and then search under CS 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 was no Duty of Candour reports for the period 2020—2021



SERVICE REPORT - CROSSROADS CARE ATTENDANT SCHEME

This year, I can safely say has been like no other in my time as manager here at Crossroads Care Orkney. Last March when we all had to lockdown we took the decision to suspend all care that was non essential for 12 weeks to protect service users and staff against Covid -19. We thought this was in the best interests of everyone but realise it put a great strain on unpaid Carers. We furloughed some staff who had to isolate or protect a family member while others remained on duty to provide essential care. I cannot commend these staff members highly enough as they provided front line care without question. We were all supplied with protective equipment and managed to sustain our services with no incidents occurring. As soon as the first lockdown was over all staff were called back to restart our respite care. Some members of staff decided to retire at this point. We made the decision not to suspend service again if there was another lockdown unless instructed to do so by the Care Inspectorate. All office staff worked from home for this period which proved difficult when all our records were held in the office. Since then we have upgraded all our computers and have gone paperless with all records kept online and they can be accessed from any computer anywhere. Hopefully we will never be in a position where we have to work from home again. Although we didn't provide respite care for three months we managed to provide 20967 hours of care which is 1774 less than the previous year, it would have been another record breaking year if we had not had to lockdown.

Arlene Montgomery my Deputy Manager started her SVQ level 4 in Health and Social care and is progressing well with it. Catherine Tullock, over the past year has completed her courses to provide First Aid and Epilepsy Awareness training. She has delivered lots of courses over the last year to our staff, unpaid Carers and to Personal Assistants employed by Direct Payment or Independent Living Funds. She has also delivered training on the correct procedures for using Personal Protective Equipment (PPE) and lateral flow testing. Catherine has also been on hand to provide care when we have been short of staff. All Care Attendants have been issued with later flow testing kits and have been asked to test twice a week, as this is not mandatory we cannot enforce the testing but we believe all Care Attendants are participating.

All our staff are now registered with the Scottish Social Services Council with the majority of them having done their SVQ level two in Health and Social Care.

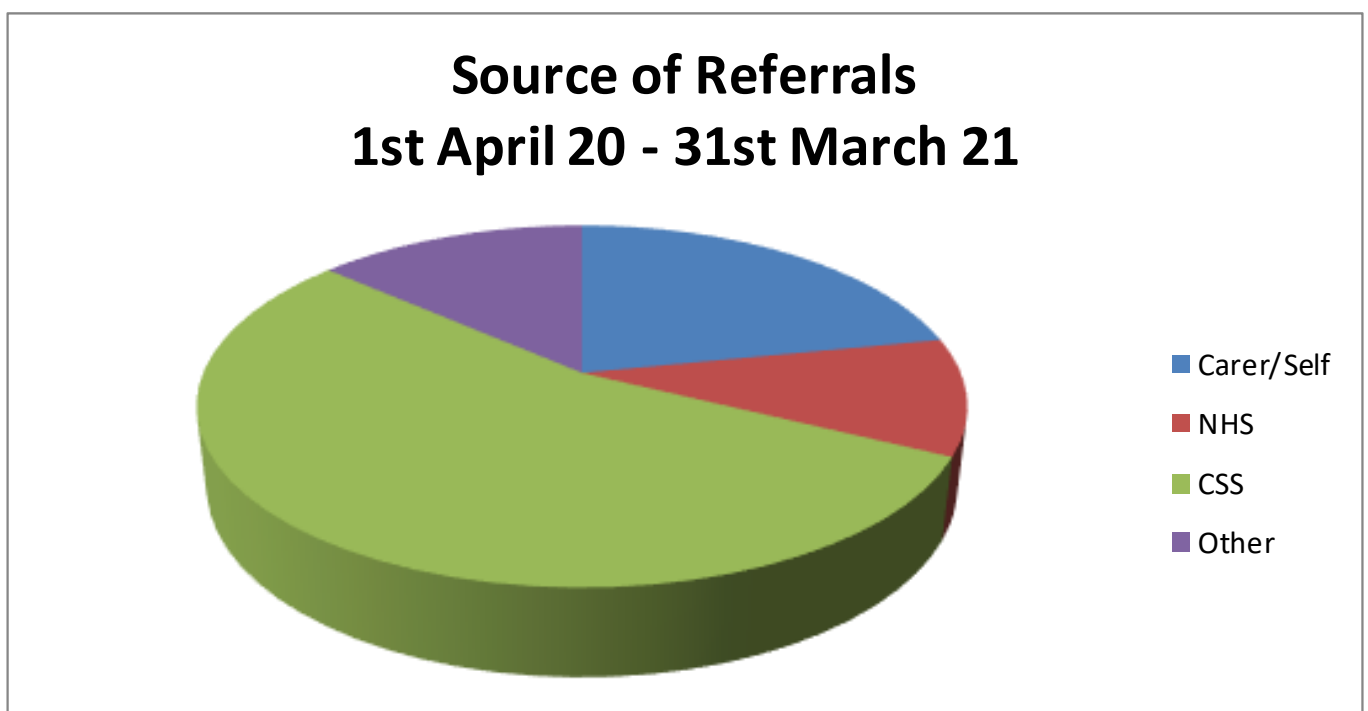
Olivia Tait (Manager)

Care hours given - Total 20967.5 (including 12949.25 of purchased hours)

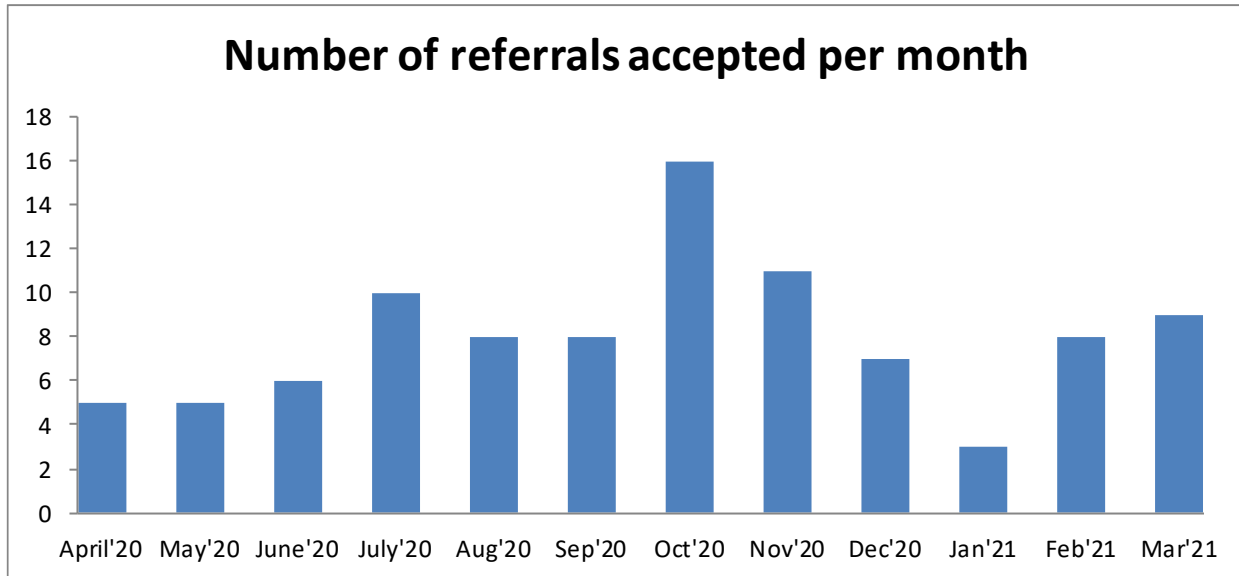
Month	Main Stream	Children	Total
April	1344	0	1344
May	1027.5	0	1027.5
June	1171	0	1171
July	1511.5	21.5	1533
August	1719.5	41.5	1761
September	1815.25	56	1871.25
October	2004.25	54	2058.25
November	1927.25	50	1977.25
December	2130	78	2208
January	2017.25	66.5	2083.75
February	1873.5	81.5	1955
March	1908.5	69	1977.5
Total	20449.5	518	20967.5

There was a decrease in the hours given this year by 1774, this was due to the 12 week lockdown when we suspended non essential care. 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.

We received 96 referrals for respite care this year which is a decrease of 21 from last year, which again is a reflection of the lockdown period. Most of our referrals come from Community Social Services followed by Carers themselves.



Number of referrals accepted per month



During 2020/21 we supported 206 Carers and their dependants and 66 service users with no carer. Over the year 106 clients ceased to need care. 35 service users passed away, 25 went into residential care and 46 ceased care for other reasons.

CHILDRENS SERVICE



We have provided 518 hours of service to children and young people with additional needs. We take them out to an activity of their choice. The aim is to enhance their social skills, their independence and their confidence and to give the family respite care. Hours are down due to suspending the service for the first lockdown period. We

supported 12 children over this period to attend dancing, the library, the soft play area, parks and beaches, swimming and various other activities in the community. This service is funded through Shared Care Scotland's Short Break Fund.



As well as our usual Time to Live Funding we received extra funding from Shared Care Scotland to provide extra respite breaks to Carers during the pandemic. We were able to provide 19 grants (worth £4,538.99) to fund items such as ipad, iphone, picnic bench, gardening equipment, craft magazine subscription, trip away (when allowed) bicycle, fiddle lessons and more.

MOCK WEDDING FUND

We continue to give, on loan, various items to people affected by Dementia and their Carers. We have increased the range of resources we have, the full range can be seen in the office. We can also help people to source other things online such as Kylie Bed sheets and continence products as not all Carers or Service Users have access to a computer. We are also building a library of jigsaws for anyone to borrow from.

Disabilities or Illnesses of dependants receiving care 1st April 2020- 31st March 2021

Adults		Children	
Dementia/Alzheimer's	54	Autism/Asperger's	3
Frail Elderly	65	Mental Health	1
CVA (Stroke)	15	Down's Syndrome	1
Multiple Sclerosis	17	Learning Disability	2
Cancer	8	Multiple Disability	1
Parkinson's Disease	7	Other	4
Multiple Disability	7		
Physical Disability	10		
Osteoporosis	4		
Down's Syndrome	5		
Other	11		
Heart Disease/Disorders	3		
Head/Brain Injury	2		
Motor Neurone Disease	1		
Respiratory/Asthma/Bronchitis	4		
Sensory Impairments	9		
Mental Health	6		
Epilepsy	7		
Learning Disability	5		
Autism/Asperger's	3		
Cerebral Palsy	2		
Spinal Injury	1		
Arthritis	9		
Diabetes	5		
Fatigue Disorders	0		
Huntington's Disease	0		
Renal/Kidney Disease (Not Cancer)	0		
Total	260	Total	12

Age of Carers receiving the service from 1st April 2020- 31st March 2021

Years	-18	19-40	41-64	65-79	80+	No Carer
Male	0	2	20	37	11	
Female	0	7	70	48	11	
Total	0	9	90	85	22	66

Age of Dependants receiving the service from 1st April 2019- 31st March 2020

Years	-18	19-40	41-64	65-79	80+
Male	7	5	12	20	51
Female	4	11	15	42	105
Total	11	16	27	62	156

ORKNEY CARERS CENTRE— INFORMATION AND SUPPORT

The Carers Centre was closed for the first lockdown period and staff were working from home. The office remained closed after lockdown but a few staff came back into work as it wasn't possible to carry on from home. Carers were then able to come to the window to collect items they required. We did eventually open again with all precautions in place for safety. Despite the office being closed we have had a bumper year for enquiries, mainly for information but for emotional support too. It has been a very hard and challenging year for unpaid Carers and it has been our privilege to help them through it. We received extra money from the government through Shared Care Scotland's Short Breaks Fund and many Carers benefited from various items to help them have a respite break. We missed running the Carers Support Group but it was better to be safe than sorry. We were able to help many unpaid Carers to access Personal Protective Equipment. We also worked with the NHS to alert unpaid Carers when they were entitled to their Covid -19 vaccination. We found our local Public Health office very helpful and informative when we had a query. Our Care Inspector and the Inspectorate gave us all the guidance we needed to keep everyone as safe as possible while still making sure their needs were met.

Main reason and method of contact 1st April 2020— 31st March 2021

Total Contacts: 235

Drop In	Total	Home Visit	Total	Phone	Total	Letter	Total
Aid/Equipment	1	Aid/Equipment	0	Aid/Equipment	2	Information	2
Benefits	0	Benefits	0	Benefits	1	List/Support	1
Carers Assessment	0	Carers Assessment	0	Residential Care	0	Other	2
Holiday	0	Advocacy	0	Holiday	1	Respite	0
Information	3	Information	0	Advocacy	0	Aids	4
List/Support	1	List/Support	0	Information	104		
Respite	2	Respite	1	List/Support	69		
Training	0	Training	0	Respite	1		
Other	6	Other	0	Other	14		
Total	8	Total	1	Total	217	Total	9

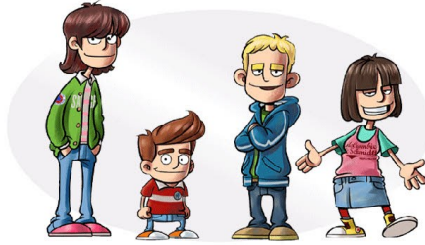
Time spent and method of contact

First time contacts 36

Drop in	Total	Home Visit	Total	Phone	Total	Letter	Total
<15 mins	4	<15 mins	2	<15 mins	144	<15 mins	9
<30 mins	4	<30 mins	0	<30 mins	59	<30 mins	0
<45 mins	0	<45 mins	0	<45 mins	9	<45 mins	0
<60 mins	0	<60 mins	0	<60 mins	3	<60 mins	0
>1hr	0	>1hr	0	>1hr	2	>1hr	0
Total	8	Total	1	Total	217	Total	9

Main disabilities which Carers who contacted the Centre were dealing with

Main Disability	Total	Main Disability	Total
Autism	0	Other	9
Dementia	45	Parkinsons	0
Frail Elderly	9	Physical Disabilities	3
Mental Health	0	Unknown	153
MS	3	Cancer	3
Multiple Disabilities	6	CVA	1
Heart	3	Total	235



YOUNG CARERS SUPPORT SERVICE

Orkney Young Carer's service continues to support young people aged 6-17 who are helping to look after someone at home. Young people meet together 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.

Despite the difficulties of having 2 Covid lockdowns, Young Carers have still received regular support. £1251 was secured from VAO Supporting Communities Fund. This fund helped to provide the Young Carers with an activity pack once a month by mail. Food and activity packs were then made and delivered by myself. This meant that the Young Carers received something once per fortnight. The range of activities were – Sand Art, Sunflower Seed Kit, Baking and Cooking packs, games, personalised gifts, craft kits etc. Online support was also offered. One activity they particularly enjoyed was an online Body Shop Skincare and Wellness session. Some new referrals were undertaken by phone or outside in people's gardens but numbers of new referrals were less than usual.

Orkney Young Carers had a planned art project with funding from Orkney Islands Council. Agreement was made for a Calendar Project instead. All the children & young people were given the choice of material/equipment that they could be given to help them make a picture or model to be photographed to produce a calendar. The choices made ranged from coloured clay, paints and nice pens. The calendar came together very well and it was well supported locally. Some Young Carers helped promote the calendar on Radio Orkney. At the end of the project they were all given 5 Calendars, Christmas Cards with their image on it and a personalised note book. It could be a project that we look to do again.

Young Carer ID badges were introduced to the secondary pupils. It took time to get it agreed and implemented and with careful monitoring should be a useful thing. The ID card may never be needed but it can be produced to identify the young person as a Young Carer should there be an issue at school or with other services.

Orkney Young Carers received a grant from Scottish Carers Trust to spend locally since the national Young Carers festival could not take place. Plans were made to take the seniors to Inverness for a short break but Covid restrictions didn't allow this to happen. A funding application was made for the Young Carers to apply for max £120 towards activity costs, equipment etc.; 7 applications were approved.

The 2020 Christmas Meal and Christmas Family Cinema trip had to be cancelled at the last minute because of tighter Covid restrictions. Cooke Aquaculture contributed £30 per Young Carer towards a Christmas present so Santa made a round of deliveries instead. A family meal made by Tea in the Shed was delivered and enjoyed by everyone in January as they had missed their Christmas Dinner.

Other things that have happened, this very different year, were – Online evaluation of service, and consultations, Table top sale at M&CO, Youth Philanthropy Video produced, National Young Carers Day promotion, Blue Door donation of one weeks sales.

Numbers at the end of March 2021 total: 8 Juniors 8 Seniors

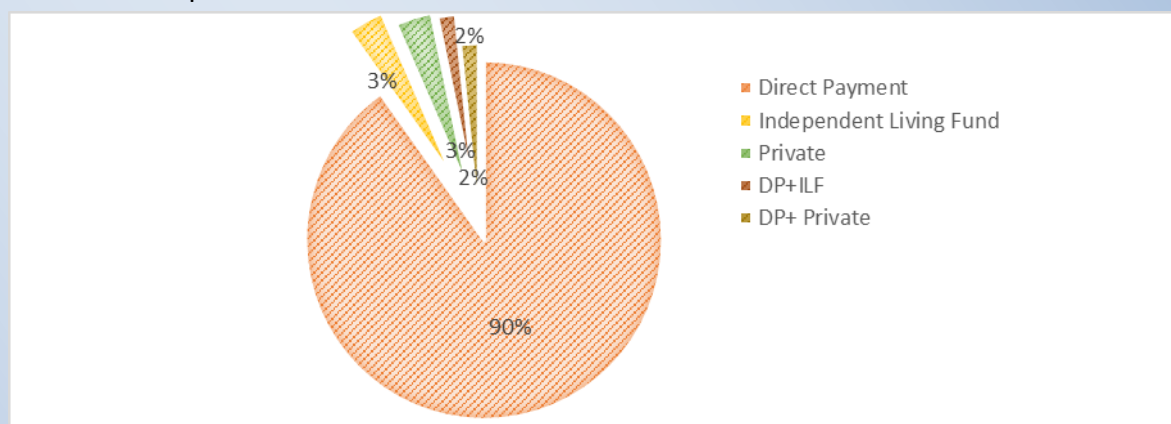
Lynn Bartlett, (Young Carers Support Worker)

INDEPENDENT LIVING SUPPORT SERVICE

This year has been an interesting year to say the least. In April 2020 the way we processed the payroll changed to online which fitted in well with the start of lockdown. This meant it was possible to work from home to continue to provide a payroll service to clients. Telephone support has been ongoing, especially at the start of lockdown, with a lot of concerns and questions to be answered.

The number of clients choosing the Independent Living Support Service to assist them to employ Personal Assistants is 58. This is slightly down from 61 in March 2020.

The graph below illustrates the sources of funding as a percentage of the total clients receiving a service from April 2020 to March 2021.



As can be seen from the diagram above the majority of clients continue to receive funding via a Direct Payment. The table below shows in more detail the number of clients who were in receipt of each type of funding at the end of each quarter.

	1 st Quarter April / June	2 nd Quarter July / Sept	3 rd Quarter Oct / Dec	4 th Quarter Jan / March
DP	55	52	52	52
ILF	2	2	2	2
Private	2	2	2	2
DP + ILF	1	1	1	1
DP + Private	1	1	1	1

In total, 4 new Direct Payment clients came on and 7 came off the books.

New enquiries have picked up in the last month, but none are at the stage of starting as yet.

Recruitment for personal assistants, by advertising in the Orcadian, is steady but the most successful way is via word of mouth. Crossroads Care Orkney as well as other agencies have continued to provide cover where there is a problem recruiting personal assistants.

Currently 19 employers provide a pension to one or more of their Personal Assistant(s), which is 4 more than last year.

I now keep a summary of each employer's monthly payments i.e. wages, Crossroads invoice and pension contributions which I provide to the finance department at Orkney Island Council (OIC). This provides at a glance, any trends or discrepancies.

We currently have a supply of COVID-19 lateral flow testing kits, masks and hand sanitiser for clients.

Elspeth Casely
ILSS Manager

CARERS SUPPORT GROUP

We suspended the Carers Support Group due to Covid -19. We have supported Carers by telephone and for the most part the Carers Centre has been open for Carers to drop in and speak to someone.

CARERS NEWSLETTER

Our quarterly newsletter went out to 250 Carers giving them information on topics relevant to them such as: - guidance we were following in relation to Covid—19, resources and training available, where to access Personal Protection Equipment, Flu and Covid—19 vaccinations, Tech Peer Mentoring Project, funds available to unpaid Carers to provide them with respite breaks, information on Carers Allowance to name but a few.

STAFF EMPLOYED BY ORKNEY CARERS CENTRE AND TRAINING UNDERTAKEN

Olivia Tait	Manager - 35 hours per week (From August 2009) Training Completed - Fire Safety Awareness Training
Arlene Montgomery	Deputy Manager - 35 hours per week (From June 2019) Training Completed - Fire Safety Awareness Training. SVQ Level 4 in Health and Social Care. Moving and Handling, Duty of Candour, Infection Control, Covid Winter Support, Adult Support and Protection.
Catherine Tullock	Care/Training Co-ordinator—20 hours per week (From February 2020) Training Completed—Fire Safety Awareness Training, First Aid Train the Trainer, Epilepsy Train the Trainer. Duty of Candour Training. PDA level 7 in Supervision, Child Protection, Infection Control.
Susan Strutt	Finance Administrator—30 hours per week (From January 2019)
Elsbeth Casely	Manager Independent Living Support Service - 30 hours per week (From November 2018)
Lynn Bartlett	Young Carers Support Worker - 12 hours per week (From October 2016)

There was no annual training day this year due to Covid -19.

CARE ATTENDANTS

Julie Andrew	Stronsay	Morag Muir	Sandwick
Pamela Antonio	Kirkwall	Gina Penwarden	S. Ronaldsday
Jean Bain	Kirkwall	Alison Petrie	Deerness
Elizabeth Bews	Kirkwall	Yvonne Rendall	Tankerness
Hilary Booth	S. Ronaldsday	Moira Ross	Kirkwall
Ruth Brough	Sanday	Sheila Sabin	Sanday
Ruth Craigie	S. Ronaldsday	Lesley Sole	Lyness
Caroline Delday	Kirkwall	Joanna Sosnowska	Shapinsay
Kim Donnelly	Kirkwall	Lesley Stephen	St Ola
Alison Drever	Westray	Neil Tait	Kirkwall
Jessie Drever	Westray	Laverne Taylor	Kirkwall
Tracey Drever	Finstown	Pearl Thomson	S. Ronaldsday
Winifred Dunnet	Finstown	Teresa Thomson	Birsay
Yvonne Guthrie	Kirkwall	Karen Tulloch	Sanday
Angela Henderson	Stenness	Kirsty Tunbridge	Rousay
Margaret Johnston	Stromness	Beverly Whitman	Sanday
Maureen Monkman	Kirkwall	Kathryn Wilson	Kirkwall
Samantha Muir	Shapinsay		

Employed during 2020/2021

Mehwish Ditta	Shapinsay
Hannah Harcus	Westray

Left during 2020/2021

Eileen Corsie	Kirkwall
Moira Groundwater	Stromness
Sue Holloway	Stronsay
Manuela Medda	Kirkwall
Judy O'Connor	Finstown
Hannah Rendall	Westray
Mary Rendall	Stromness

TRAINING ATTENDED

Due to Covid - 19 we were unable to hold our annual training day, however other methods of training have been adopted. When possible we did face to face training with reduced numbers.

Training given was Moving and Handling, First Aid, Adult Support and Protection, Infection Control and Personal Protective Equipment, Lateral Flow testing.

BOARD OF TRUSTEES

Chairperson	Mrs Margaret Foulis
Vice Chairperson	Mr William Neish
Treasurer	Ms Inga Scholes
	Ms Mary Doyle
	Mrs Barbara Hutchison
	Mrs Margaret Sutherland
	Ms Suzanne Lawrence
	Mrs Linda Russell
	Ms Kerry Warman appointed 26:08:2020

ADVISERS & REPRESENTATIVES OF FUNDING BODIES

Ms Lynda Bradford	Service Manager - 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
- Dementia Strategy Steering Group
- Third Sector Working Group

INDEPENDENT EXAMINER

Mr Charlie Flett

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

MEMBERSHIP

Mrs P Braby	Mrs E McInnes
Ms M Doyle	Mr W Neish
Mrs M Findlay	Mrs G O'Shea
Mr L Flett	Mrs J Randall
Mrs M Foulis	Mr A Rendall
Mrs G Fraser	Mrs I Rees
Mrs W Gunn	Miss I Scholes
Mrs D Hacking	Mrs M Scott
Mrs J Halcro	Mrs I Shearer
Mr G Hannah	Miss M Sutherland
Mrs J Harcus	Mrs J Tait
Mrs B Hutchison	Mrs P Wilson
Mrs E Jenkinson	Miss B Wishart
Mr D Maclay	Mr A Wright

Year Plan 2020-2021

Objective or Action Point	Quantity, Level, Date or Deadline	Lead Person (if appropriate)
1. Governance		
1.1 Recruit Board members. 1.2 Hold Annual General Meeting followed by business meeting.	Ongoing 29th June 2021	Board Board

2. Care Services and Carers Centre		
2.1 Endeavour to provide 160 free of charge hours of respite care to Carers through the Service Level Agreement with the Local Authority, whilst adhering to guidance in relation to Covid - 19	160 hours per week	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 of Self Directed Support.	Ongoing	Manager
2.3 Look at ways to raise awareness of Young Carers	Ongoing	Young Carers Support Worker
2.4 Take the Young Carers on a trip to Aberdeen to meet with the Shetland Young Carers, if guidance allows due to Covid - 19, in July.	16th—18th July 2021	Young Carers Support Worker/ Catherine Tullock
2.5 Seek funding to sustain the Children's Service with a target of supporting 12 children with additional needs.	Ongoing	Manager
2.6 Have an information stand at Tesco's foyer in Carers Week, if allowed due to Covid -19.	12th June 2021	Board/Manager
2.7 For Carers Week engage unpaid Carers in identifying themselves as Carers by distributing information round all rural shops and some shops in Kirkwall and Stromness.	7th - 13th June 2021	Manager
2.8 Promote the fact that we undertake Carers Assessments.	Ongoing	Manager

3. Contracts and Funding		
3.1 Ensure LA funding is in place by the 1 st of April 2021 or as soon after as possible.	1 st April 2021	Manager
3.2 Apply to the Carers Act Implementation Fund, to provide information to Carers through newsletters, adverts etc.	July 2021	Manager
3.3 Apply to Creative Breaks for funding to allow Carers a short break off the Islands or to access an alternative therapy.	June 2021	Manager
3.4 Apply to Repsol Sinopec Ltd for funding to run the Carers Centre.	July 2021	Manager
3.5 Seek funding to put Care Attendants through their SVQ level 2 in Health and Social Care.	As soon as possible	Manager

Objective or Action Point	Quantity, Level, Date or Deadline	Lead Person (if appropriate)
4. Financial Management and Administration		
4.1 Review staff wages and mileage allowance.	April 2021	Treasurer/Board
4.2 Review charges for service and increase accordingly.	April 2021	Treasurer/Board
4.4 Finalise and approve budget.	June 2021	Treasurer/Board

5. Administration and Systems		
5.1 Move to a paperless filing system	As soon as possible	Manager/ Finance Administrator

6. Office and Equipment		
6.1 Get all paperwork transferred to Sharepoint and dispose of paper files	As soon as possible	Manager
6.2 Design a new logo and update all signage.	As soon as possible	Manager

7. Human Resources		
7.1 Recruit Care Attendants for areas where they are required.	Throughout the year	Manager/Deputy
7.2 Increase the amount of supervision given to Care Attendants enforcing the intention to do telephone supervision once a year.	Throughout the year	Manager/Deputy
7.3 Issue updated contracts of employment to all staff	1st July 2021	Manager

8. Training and Development		
8.1 Encourage Care Attendants to undertake SVQ level 2 training, in Health and Social Care.	Ongoing	Manager
8.2 Ensure all Care Attendants are up to date with core training.	Ongoing	Training Coordinator
8.3 Access specialist training where required.	Throughout year when required and available.	Training Coordinator
8.4 Organise annual training and supervision day for all staff members if and when Covid 19 restrictions allow.	October 2021	Training Coordinator
8.5 Offer unpaid Carers the opportunity to attend relevant training sessions	Throughout year	Training Coordinator
8.6 Encourage a member of staff to become a Dementia Champion.	October 2021	Manager/Training Coordinator
8.7 Encourage Care Attendants to take up the Skills Network courses	Ongoing	Training Coordinator

Objective or Action Point	Quantity, Level, Date or Deadline	Lead Person (if appropriate)
9. Regulation of Services and Quality		
9.1 Comply with inspection from Care Inspectorate and implement recommendations.	Unknown	Board/Manager
9.2 Complete annual returns for Companies House, OSCR and the Care Inspectorate.	December 2021	Manager

10. Health and Safety		
10.1 Check our Health and Safety poster is up to date.	April 2021	Manager
10.2 Review our Health and Safety policy and develop our own office health and safety check including PAT testing.	October 2021	Manager
10.3 Undertake necessary precautions to keep staff safe in the office environment in relation to Covid—19	Ongoing	Manager

11. Monitoring, Reporting and Evaluation		
11.1 Carers and Service User Survey to be sent out and findings reported to the Board and to the Carers and Service Users through the newsletter.	30 November 2021	Chair/Manager/Administrator
11.2 Employee Survey to be sent out and findings reported to the Board and to the Care Attendants using the monthly memo.	30 November 2021	Chair/Manager/Administrator
11.3 Send out survey on behalf of the Care Inspectorate	When required	Manager

12. Networking		
12.1 Try to attend as many Third Sector Working Groups , Dementia Steering Group and Carers Strategy meetings as possible.	Ongoing	Manager

**Crossroads Care Orkney
Managing
Orkney Carers Centre**

West Castle Street
Kirkwall
Orkney
KW15 1GU

Tel: 01856 870500

Email: carers@crossroadsorkney.co.uk
Website: www.crossroadsorkney.co.uk

Opening Hours

Monday - Friday 9am - 5pm

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