

CROSSROADS
Caring
for **Carers**
ORKNEY

Crossroads Care Orkney
Managing
Orkney Carers Centre
&
Crossroads Respite Care Scheme
Annual Report
2019-2020

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

CHAIRPERSON'S REPORT

Everyone will remember 2020 for the restrictions imposed by coronavirus, or Covid 19, and the changes in lifestyle and working arrangements which resulted from lockdown in March. Crossroads Care Orkney is no exception. Special thanks are due to Olivia and her team, who have been working from home, and to the Care Attendants, who have done a sterling job in very challenging circumstances. Well done, everyone! The Board is very proud of your achievements.

In 2019/2020, Crossroads Care Orkney continued to provide a high standard of service to the Orkney community, with demand for services growing and (until lockdown) the drop in centre being well used. The Independent Living Support Service regularly receives enquiries for new clients, and the Young Carers Support Service provided a variety of activities for young carers until lockdown and then a contact service.

Once again, thanks are due to Orkney Health and Care, the public, our sponsors, the Friends of Crossroads and to Repsol Sinopec UK Ltd for their support through core funding, donations and fundraising events. Other organisations who contributed are listed below.

I would like to thank the Board members, Olivia and her team, and our dedicated Care Attendants, for their time and efforts in making the organisation such a success. Their hard work and dedication are greatly appreciated. My thanks also go to you, the recipients of this report, and to your family and friends, for your support.

Margaret Sutherland (Chairperson)

DONATIONS AND FUNDRAISING 2019/2020

The Board of Directors are hugely indebted to the Friends of Crossroads, and the various organisations who contributed to the funds over the year.

Friends of Crossroads	£4000	M & Co	£408.90
Lambholm Enterprises	£500	St Magnus Guild	£150.00
Masonic Lodge	£540	Stromness Church of Scotland Guild	£50
ROAR	£473.57	Enjo	£300
Kilt Walk	£1342.22	Easyfundraising.org	£98.65
Orkney Whisky Club	£1255	Cooke Aqualculture	£600
Peedie Kirk Guild	£600	Orkney Arts and Crafts	£163

More named in Young Carers Report.

£1499.98 of private donations were also made directly to the service. Many thanks to everyone who contributed in any way. This help is invaluable.

REPORT ON SURVEY NOVEMBER 2019

We had a 43% return for our Quality Assurance Survey of Carers and a 34% response from Service Users. This was a really good return and we thank you for taking the time to give us your feedback. We were very pleased with the results, with high scoring in provision of care and quality of our Care Attendants. There was 100% satisfaction with the service provision and some lovely comments were made regarding the whole team.

Quotes from the surveys: -

'Crossroads are an excellent service. They are pro-active, responsive, caring and alert me immediately if they have concerns. We would be lost without their support and equipment loans'.

'Exceptional and brilliant service provided' 'Our Carer is a credit to the service'

'Excellent service—a lifeline'

'A wonderful helpful and supportive service to vulnerable people. Manager and staff are excellent'

'We've had excellent support for our needs so far'

'Highly satisfied with the service so far' 'The service is a life saver for us'

'I could not have carried on caring without the help of Crossroads our needs were met with care, dignity and humour'

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 2019

Being a regulated service, we had our most recent Care Inspectorate inspection on the 18th of December 2019. The areas inspected this year were Quality of Care and Support which we scored a 5 for (very good) and Quality of Management and Leadership which we also scored a 5 for. There were no requirements needed and no recommendations made. The inspector gathered his information from 27 surveys returned out of 40 sent out, which was endorsed by home visits. Thanks to you all for completing the surveys.

All in all they found the service to be performing to a very good standard. 100% of the respondents were happy with the quality of care. The full report 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.



SERVICE REPORT - CROSSROADS CARE ATTENDANT SCHEME

Once again this year we have seen an increase in demand for our services with care hours increasing by 1628. As well as providing free of charge respite care to unpaid Carers, which is our main focus, we provide personal and social care to disabled and elderly people who do not have a Carer. This care is not free of charge but there are several methods of paying for it some of which are through Options of Self Directed Support. Self Directed Support offers service users a choice in who delivers their care. People who receive Personal Independence Payments or Attendant Allowance can use these payments to purchase care.

We have recruited two new Care Attendants on Shapinsay who, as well as doing respite, personal and social care, are doing domestic care as there was no service on the island for this purpose. We worked in partnership with the Wellbeing Coordinator and the Shapinsay Development Trust to bring these services to fruition. These services are vital for helping people return to the island from hospital and preventing them having to leave the island for residential care. After several years we now have a Care Attendant on Rousay again too, we also use her to come over to the mainland as a peripatetic worker.

Most Care Attendants, who wish to register with the Scottish Social Services Council, have now done so, a few Care Attendants have not registered as they intend to retire before the deadline. Many of the Care Attendants who have registered have already achieved their SVQ level 2 in Health and Social Care and we will be encouraging the rest to do so.

We were delighted to recruit a new Depute Manager/ Care Coordinator, Arlene Montgomery. Arlene worked in social care for many years and is very experienced. She has a PDA level 8 in Care Services Management and will soon be working towards her SVQ level 4 in Health and Social Care.

Denize Lace our Trainer was with us for two and a half years and saw us over a very busy period before moving on to a new challenge and we wish her well with that. As the organisation was continuing to grow and get busier we were fortunate to recruit Catherine Tullock in the role of Care and Training Coordinator. This is a part time post where she assists the Depute with the care coordination and reviews, she also makes sure our workforce has all the relevant training they require while offering advice and training to unpaid Carers too.

The Crossroads Respite Care scheme has been around now for 25 years and is as much needed as ever to give the unpaid workforce a well deserved break from their caring role. There was a marked increase in referrals seeing a total of 117, which was a rise of 25 from the previous year. Referrals have doubled in the last ten years. Respite care is delivered free of charge to the Carer with funding from Orkney Health and Care who are committed to the welfare of unpaid Carers.

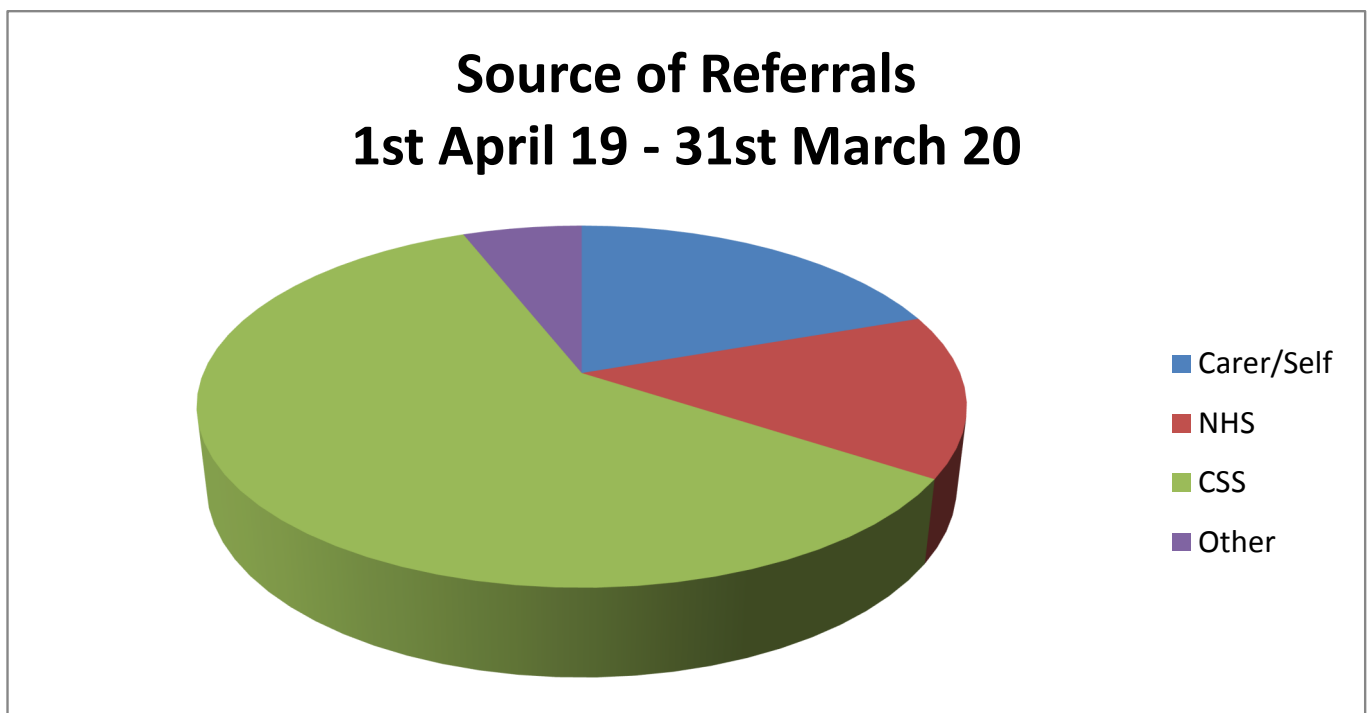
Olivia Tait (Manager)

Respite care hours given - Total £22741.50 (including 14410.25 spot purchased hours)

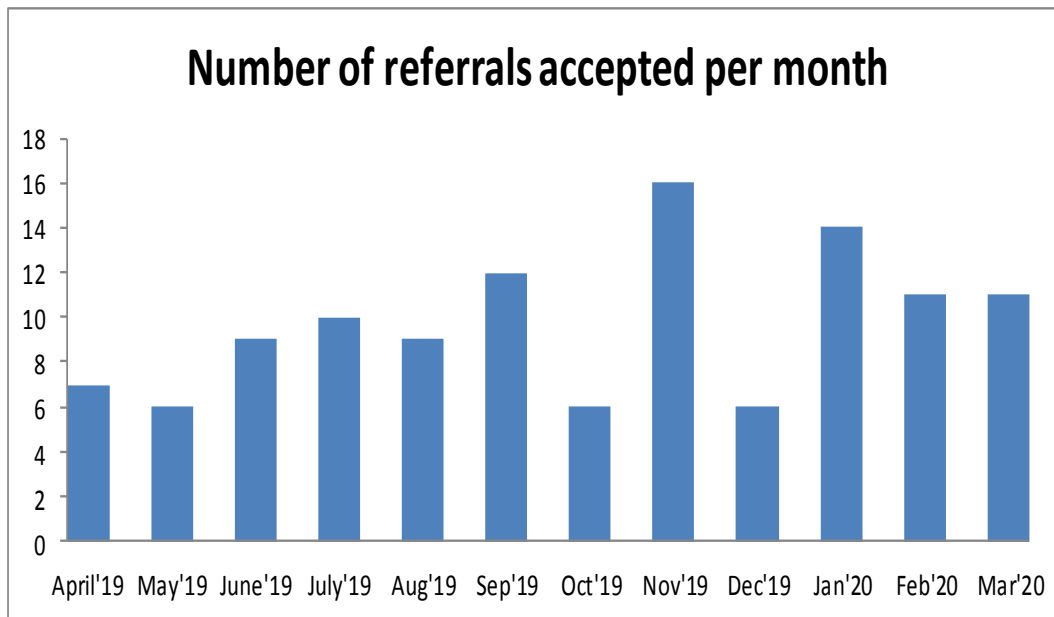
Month	Main Stream	Children	Total
April	1920.50	58.00	1978.50
May	1746.50	67.50	1814.00
June	1824.00	65.25	1889.25
July	1720.75	41.00	1761.75
August	1662.00	62.25	1724.25
September	1824.50	43.75	1868.25
October	1835.00	46.00	1881.00
November	1760.75	52.00	1812.75
December	1794.50	69.00	1863.50
January	1910.00	55.50	1965.50
February	2071.25	78.25	2149.50
March	1954.50	78.75	2033.25
Total	22024.25	717.25	22741.50

We have seen an increase in care hours again this year by 1628. There has been a significant increase in Self Directed Support Option 2's, this is where the Local Authority pay a third party to deliver peoples care. Self Directed Support gives people a choice in their care provision.

We received 117 referrals for respite care this year which is an increase of 25 from last year. Most of our referrals come from Community Social Services followed by Carers themselves.



Number of referrals accepted per month



During 2019/20 we supported 198 Carers and their dependants and 72 service users with no carer. Over the year 93 clients ceased to need care. 24 service users passed away, 30 went into residential care and 39 ceased care for other reasons.

CHILDRENS SERVICE



We have provided 717.25 hours 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. Our numbers have increased slightly and we supported 11 children and young people and provided 29 parents and siblings with some respite care. We supported the children to attend swimming, the health suite, Chill Out Zone dancing, the library and the very popular new soft play area.



TIME TO LIVE FUND

9 Carers, 4 Dependants and 6 Young Carers have benefited from a small grant from the Time to Live Fund to source a break of their choice. Mostly people like to take a trip off the Island but grants have also been given for a musical instrument, music lessons, a personal trainer and pampering sessions. The maximum grant awarded was £200.

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.

Disabilities or Illnesses of dependants receiving care 1st April 2019- 31st March 2020

Adults		Children	
Dementia/Alzheimer's	71	Autism/Asperger's	3
Frail Elderly	58	Mental Health	1
CVA (Stroke)	13	Down's Syndrome	1
Multiple Sclerosis	15	Learning Disability	2
Cancer	6	Other	4
Parkinson's Disease	5		
Multiple Disability	4		
Physical Disability	11		
Osteoporosis	4		
Down's Syndrome	6		
Other	10		
Heart Disease/Disorders	3		
Head/Brain Injury	0		
Motor Neurone Disease	0		
Respiratory/Asthma/Bronchitis	4		
Sensory Impairments	7		
Mental Health	11		
Epilepsy	5		
Learning Disability	3		
Autism/Asperger's	4		
Cerebral Palsy	1		
Spinal Injury	1		
Arthritis	7		
Diabetes	9		
Fatigue Disorders	0		
Mascular Degeneration	1		
Renal/Kidney Disease (Not Cancer)	0		
Cystic Fibrosis	0		
Total	259	Total	11

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

Years	-18	19-40	41-64	65-79	80+	No Carer
Male	0	9	18	26	19	
Female	0	1	60	45	20	
Total	0	10	78	71	39	72

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

Years	-18	19-40	41-64	65-79	80+
Male	9	4	11	20	50
Female	3	8	14	46	105
Total	12	12	25	66	155

ORKNEY CARERS CENTRE— INFORMATION AND SUPPORT

Contacts to the centre remain constant. Most contacts are for information closely followed by emotional support. Carers can drop into the centre at anytime, no appointment is necessary. Our Dementia resources are still much sought after, they are put out on loan and come back to us when no longer required. We offer Carers Assessments where we look at the tasks Carers are doing and looking at ways we can make things easier for them. We updated the Information for Unpaid Carers in Orkney Booklet and distributed to as many places as we could think of, unfortunately there is no place to put them in the Balfour surgeries but we do write to all the GP's to alert them to be on the look out for unpaid Carers. We have helped many people and other services too, to look for and access items online. This year saw our 25th Anniversary and we had a small celebration at our Autumn Cream Tea afternoon organised by our dedicated fund raising team the Friend of Crossroads, we had a lovely cake which was enjoyed by all who supported us on the day. There have been many changes over the last 25 years, seeing the services expand and we hope to be around for many more years to come supporting unpaid Carers, Young Carers, Elderly and Disabled people.

Main reason and method of contact 1st April 2019— 31st March 2020

Total Contacts: 166

Drop In		Home Visit		Phone		Letter	
	Total		Total		Total		Total
Aid/Equipment	11	Aid/Equipment	3	Aid/Equipment	7	Information	0
Benefits	0	Benefits	0	Benefits	1	List/Support	0
Carers Assessment	1	Carers Assessment	0	Residential Care	0	Other	0
Holiday	1	Advocacy	0	Holiday	0	Respite	1
Information	24	Information	1	Advocacy	0		
List/Support	19	List/Support	2	Information	36		
Respite	2	Respite	0	List/Support	33		
Training	0	Training	0	Respite	4		
Other	6	Other	0	Other	14		
Total	64	Total	6	Total	95	Total	1

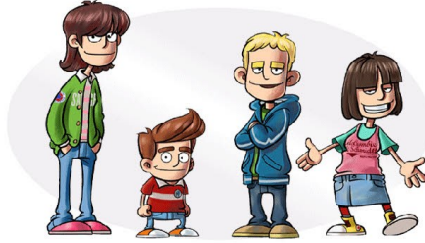
Time spent and method of contact

First time contacts 52

Drop in		Home Visit		Phone		Letter	
	Total		Total		Total		Total
<15 mins	42	<15 mins	2	<15 mins	63	<15 mins	1
<30 mins	15	<30 mins	1	<30 mins	28	<30 mins	0
<45 mins	4	<45 mins	1	<45 mins	2	<45 mins	0
<60 mins	1	<60 mins	0	<60 mins	2	<60 mins	0
>1hr	2	>1hr	2	>1hr	0	>1hr	0
Total	64	Total	6	Total	95	Total	1

Main disabilities which Carers who contacted the Centre were dealing with

Main Disability	Total	Main Disability	Total
Autism	3	Other	10
Dementia	46	Parkinsons	1
Frail Elderly	7	Physical Disabilities	5
Mental Health	3	Unknown	86
MS	4		
Multiple Disabilities	1		
		Total	166



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.

A range of monthly activities were organised including – Pier Arts Centre, Ell & Co Café, Happy Valley, Cinema, Climbing Wall, Well Park Soft Play, Crafts, Baking, Boat trip on Dawn Star, Aalfired Up, No25 Needle Felting, Rousay Craft Hub, Outdoor Bowling, Chinese Restaurant, High Tea, First Aid course, Slime and Christmas Crafts.

In July 8 young people aged 10+ attended 2 days of activities at Hoy Outdoor Education Centre. The group were joined by 2 young people from Shetland. The group were also joined by 2 facilitators from Realizing Your Potential who ran workshops especially designed for Young Carers. They ran activities round the outdoor education activities the young people were taking part in. They chose 4 outdoor education activities to take part in. The 2 days and overnight stay was difficult for some of the group but they all did really well and it was very beneficial for them.

Orkney Young Carers were offered the opportunity to work with Historic Scotland staff on a creative art & historic project. The 10+ aged young people came together to select the artist they wanted to work with who was Fiona Sanderson a metal work tutor. The group took part in a 5 session project based at Skara Brae and Inganess Beach. They took part in metal casting, pottery, creative writing, spoon metal stamping, sketching, building a fire pit, BBQ and video diary recordings. Their finished pieces were then displayed in St Magnus Festival Shop window. The project was a great success. Attendance remained good, they were very creative, they got on really well with Fiona and it is hoped to develop the project further. Funding of £990 was awarded from Celebrate National Lottery 25 for this activity.

Orkney Young Carers requested and were awarded £1100 from Orkney Islands Council Culture Fund. This money will provide pottery courses and other art activities for all of the children and young people over the coming year.

Senior Young Carers made items and sold them at Orkney Charities Bazaar and the KGS Christmas Craft Fair. They volunteered to help on the day and enjoyed taking part. A raffle took place on the day and we were donated a share which was £163.

Cooke Aquaculture continued to offer support to the young people at Christmas time. This is now the third year they have contributed. Cooke Aquaculture offered the group £30 each for Orkney Young Carers to buy them a good Christmas present each. They also contributed towards party food and entertainment. Party Time Fun was arranged to attend and everyone found this enjoyable. Over the year we received donations from, Orkney Quakers, Orkney Riding Club, Orkney Arena Eventing, ROAR, Cooke Aquaculture, Orkney Whisky Club, Orkney Arts and Crafts, Reposol Sinopec Ltd and the Peedie Kirk Guild.

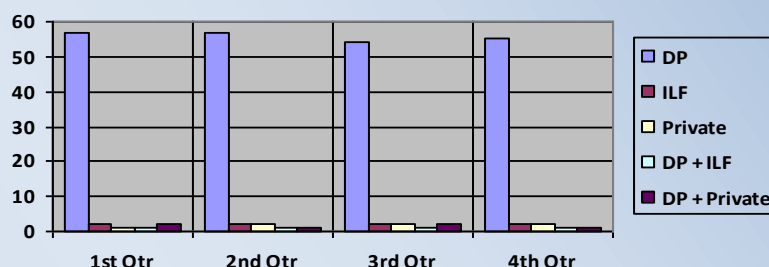
In addition to the group support offered young carers support staff can provide one to one support to help ensure their needs are met and their wellbeing is promoted. Awareness raising is also part of my role and during February and May I attended S1 PSE classes in KGS and Stromness Academy to raise awareness of Young Carers.

Numbers at the end of March 2020 total: 9 Juniors 3 Seniors

Lynn Bartlett, (Young Carers Support Worker)

INDEPENDENT LIVING SUPPORT SERVICE

This year has been busy being my first full year managing the service. The number of clients choosing the Independent Living Support Service (ILSS) to assist them to employ Personal Assistants (PA's) has remained largely consistent. The graph below illustrates the sources of funding clients currently receive.



The majority 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. There were 61 clients using the services of the ILSS at end of March 2020.

	1 st Quarter April / June	2 nd Quarter July / Sept	3 rd Quarter Oct / Dec	4 th Quarter Jan / March
DP	57	57	54	55
ILF	2	2	2	2
Private	1	2	2	2
DP + ILF	1	1	1	1
DP + Private	2	1	2	1

In the period covered by this report, a total of 3 new Direct Payment clients came on and 7 Direct Payment clients came off the books. New referrals has picked up again. An additional two new referrals have been received but are not included in the figures. Both have had their information packs with one still at the recruitment stage and the other on hold at their request until after the current situation with Coronavirus.

Recruitment for PA's continues to be slow with most new being recruited via word of mouth. The new referrals have all managed to recruit staff despite this. Other agencies such as Crossroads Care Orkney have helped, where possible, to provide cover where there is a problem recruiting PA's.

Currently 15 employers provide a pension to one or more of their PA's. Re-declarations of compliance continue at a steady rate. Most Personal Assistants do not choose to have a workplace pension.

Coronavirus has caused major concern for both clients and their PA's and thus a large proportion of my time in March was spent researching information and providing a listening ear. Employers have been given information on the guidance in relation to the employment of their PA's to make sure all parties are kept safe and no one is financially disadvantaged.

Elspeth Casely (ILSS Manager)

CARERS SUPPORT GROUP

We run our Carers Support Group in the Carers Centre on the second Wednesday of the month from 12—2pm. Carers are welcome to take some lunch with them and we will provide the tea and biscuits. This group is mainly a social event but there is information sharing too. New members are always welcome even if you can't make it every month. We know it isn't easy for Carers to leave their dependants to attend meetings but we could provide a Care Attendant to visit to allow you the time off.

CARERS NEWSLETTER

Our quarterly newsletter goes out to 250 unpaid Carers to keep them informed of what services, benefits and advice there is available to them. We advertise fundraising events and goods we have for sale such as personal protection equipment, wipes and cleansing foam. We let our clients know the result of our annual survey and how our annual Care Inspectorate visit has gone.

STAFF EMPLOYED BY ORKNEY CARERS CENTRE

Olivia Tait	Manager - 35 hours per week (From August 2009) Training Completed - Training Day (see page 12), Good Conversations, Social Security Scotland and Upskilling Your Workforce.
Arlene Montgomery	Deputy Manager - 35 hours per week (From June 2019) Training Completed - Training Day . Good Conversations
Denize Lace	Assistant Manager/Trainer - 20 hours per week (from January 2017 to July 2019)
Catherine Tullock	Care/Training Co-ordinator—20 hours per week (From February 2020) Training Completed—5 Day Moving & Handling Train the Trainer.
Susan Strutt	Finance Administrator—30 hours per week (From January 2019) Good Conversations. Payroll and Pension Webinars
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)

CARE ATTENDANTS

Julie Andrew	Stronsay	Alison Petrie	Deerness
Pamela Antonio	Kirkwall	Hannah Rendall	Westray
Jean Bain	Kirkwall	Mary Rendall	Stromness
Elizabeth Bews	Kirkwall	Yvonne Rendall	Tankerness
Hilary Booth	S. Ronaldsay	Moira Ross	Kirkwall
Ruth Brough	Sanday	Sheila Sabin	Sanday
Eileen Corsie	Kirkwall	Lesley Sole	Lyness
Ruth Craigie	S. Ronaldsay	Lesley Stephen	St Ola
Kim Donnelly	Kirkwall	Neil Tait	Kirkwall
Alison Drever	Westray	Laverne Taylor	Kirkwall
Jessie Drever	Westray	Pearl Thomson	S. Ronaldsay
Tracey Drever	Finstown	Teresa Thomson	Birsay
Winifred Dunnet	Finstown	Karen Tulloch	Sanday
Moira Groundwater	Stromness	Beverly Whitman	Sanday
Yvonne Guthrie	Kirkwall	Kathryn Wilson	Kirkwall
Sue Holloway	Stronsay		
Maureen Monkman	Kirkwall		
Margaret Johnston	Stromness		
Judy O'Connor	Finstown		

Employed during 2019/2020

Caroline Delday	Kirkwall
Angela Henderson	Finstown
Manuela Medda	Kirkwall
Morag Muir	Sandwick
Samantha Muir	Shapinsay
Gina Penwarden	South Ronaldsay
Joanna Sosnowska	Shapinsay
Kirsty Tunbridge	Rousay

Left during 2019/2020

Carol Metcalf	Kirkwall
Gillian Wilson	Kirkwall
Billy Esson	Kirkwall
Lisa Venables	Dounby
Sandra Otter	Westray
Sheena Smith	Kirkwall
Maggie Robertson	Kirkwall

TRAINING ATTENDED

24th June 2019 Annual Training Day— Urinary Tract Infections, Transient Ischaemic Attacks and Diabetes Type 1 and 2.

Throughout the year there was various courses on People Handling and Risk Assessment and First Aid. Several Care Attendants have undertaken training through Skills Network in relation to Diabetes, Autism, Dementia, Infection Control and End of Life Care.

Ruth Brough completed her SVQ Level 2 in Health and Social Care

BOARD OF TRUSTEES

Chairperson	Ms Margaret Sutherland
Vice Chairperson	Mrs Margaret Foulis
Treasurer	Ms Inga Scholes (appointed)
Trustees	Ms Miriam Baster (resigned 25:06:2019)
	Ms Mary Doyle
	Mrs Beatrice Cook (resigned 26:02:2020)
	Mrs Barbara Hutchison
	Mr William Neish
	Ms Suzanne Lawrence
	Mrs Linda Russell

ADVISERS & REPRESENTATIVES OF FUNDING BODIES

Mrs Sally Shaw	Head of Orkney Health and Care
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
- Health and Social Care Group
- Third Sector Working Group
- Dementia Strategy Steering Group

INDEPENDENT EXAMINER

Mr Charlie Flett

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

MEMBERSHIP

Mrs M Barbour	Mrs M Foulis	Mr D MacLay	Mrs H Simpson
Mrs P Braby	Mrs W Gunn	Mr D Massen	Mrs L Stanger
Mrs G Brown	Mrs D Hacking	Ms E McInnes	Mrs I Stout
Mrs N Brown	Mrs J Halcro	Miss J Mudd	Mrs R Stuart
Mrs S Brown	Mr G Hannah	Mr W Neish	Miss M Sutherland
Mrs A Cant	Mrs J Harcus	Mrs P Norquoy	Mrs J Tait
Mrs M Cant	Ms L Harris	Mr E Omand	Mr R Tulloch
Mrs M Cassidy	Miss S Harvey	Mrs G O'Shea	Mrs P Wilson
Mr W Cusiter	Mrs B Hurchison	Mrs I Rees	Miss B Wishart
Ms M Cusiter	Mrs L Jarvis	Mr A Rendall	Mr A Wright
Ms M Doyle	Mrs E Jenkinson	Mrs L Russell	
Mr J Fiddler	Ms M Landor	Miss I Scholes	
Mrs M Findlay	Mrs M Lee	Mrs B Scott	
Mr L Flett	Mrs S Leslie	Mrs I Shearer	

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 30 th June 2020	Board Board

2. Care Services		
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 Shetland to meet with the Shetland Young Carers if guidance allows due to Covid - 19	Ongoing	Young Carers Support Worker
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. Have a collection bucket on the stand to raise funds, if guidance allows due to Covid - 19	11th June 2020	Board
2.7 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 2020 or as soon after as possible.	1 st April 2020	Manager
3.2 Apply to the Carers Act Implementation Fund, to provide information to Carers through newsletters, adverts etc.	July 2020	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 2020	Manager
3.4 Apply to Repsol Sinopec Ltd for funding to run the Carers Centre.	July 2020	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 2020	Treasurer/Board
4.2 Review charges for service and increase accordingly.	April 2020	Treasurer/Board
4.4 Finalise and approve budget.	June 2020	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 Replace all office computers and upgrade to windows 10.	July 2020	Manager/Administrator
6.2 Use One Drive to network information.	As soon as possible	Manager/Administrator
6.3 Design a new logo and update all signage	As soon as possible	Young Carers Support Worker/Manager

7. Human Resources		
7.1 Recruit Care Attendants for areas where they are required.	Throughout the year	Manager
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
7.3 Ensure all staff are registered by the end of September.	September 2020	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.	29 th June 2020	Training Coordinator
8.5 Offer Service Users the opportunity to attend relevant training sessions	Throughout year	Training Coordinator
8.6 Encourage a member of staff to become a Dementia Champion.	29 th June 2020	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 2020	Manager
9.4 Register the Depute Manager and Training and Care Coordinator with the SSSC and ensure all Care Attendants are registered.	April 2020	Manager

10. Health and Safety		
10.1 Check our Health and Safety poster is up to date.	April 2020	Manager
10.2 Review our Health and Safety policy and develop our own office health and safety check including PAT testing.	October 2020	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 2020	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 2020	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 and Carers Strategy meetings as possible.	Ongoing	Manager

Crossroads Care Orkney Limited

BALANCE SHEET AS AT 31 MARCH 2020

2019

		<u>Fixed Assets</u>			
£	937	Office Equipment	£	750	
	-	Add Purchased during year		2,993	
	<hr/>			<hr/>	
	937			3,743	
	187	<u>Deduct</u> Depreciation		749	£ 2,994
	<hr/>			<hr/>	
	£ 750				
		<u>Current Assets</u>			
	27,033	Debtors		24,016	
	169,937	Cash at Bank and in Hand		216,315	
	<hr/>			<hr/>	
	196,970			240,331	
	<hr/>			<hr/>	
		<u>Deduct Sundry Creditors</u>			
	9,920	Creditors		17,104	
	<hr/>			<hr/>	
	9,920			17,104	
	<hr/>			<hr/>	
	187,050				223,227
	<hr/>				<hr/>
	£ 187,800				£ 226,221
	<hr/>				<hr/>
		<u>Reserves</u>			
	£ 122,433	Unrestricted Reserves brought forward		£ 163,942	
	41,509	Surplus for year		45,797	
	<hr/>			<hr/>	
	163,942			209,739	
	23,858	Restricted Reserves		16,482	
	<hr/>			<hr/>	
	£ 187,800			£ 226,221	
	<hr/>			<hr/>	

Kirkwall, 11 August 2020

We have examined the books and records of Crossroads Care Orkney for the year ended 31 March 2020 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

Crossroads Care Orkney Limited

INCOME AND EXPENDITURE ACCOUNT
for year ended 31 March 2020

<u>2019</u>	Income:-		
160,635	OHAC/NHS Orkney		160,635
28,221	Independent Living Project - Administration		28,221
12,134	Young Carers Project		14,058
144,664	Contract Income		237,090
20,000	Repsol Sinopec Grant / CIS Carers Centre		10,000
12,300	Children's Service		12,561
3,580	Carers Information		-
66	Travel & Accommodation		326
6,324	Training Income		180
2,473	Time to Live Fund		2,473
1,130	Mock Wedding		1,023
27,692	Donations		9,228
125	Fund Raising		4,099
558	Gloves, Wipes & Aprons		294
66	Membership Fees		159
81	Miscellaneous Income		44
602	Bank Interest		358
<hr/>			<hr/>
£ 420,651			£ 480,749
	Expenditure:-		
57,666	Salaries - Co-ordinators	63,388	
17,634	Salaries - Administration	17,829	
223,273	Salaries and Training - Care Attendants	267,490	
909	Travel Costs - Co-ordinators	1,310	
23,043	ILP Costs - Administration	21,392	
	- Client Costs	94,138	
112,910			
(1,838)	- less recharges	89,700	4,438
<hr/>		<hr/>	
12,046	YCP Costs	11,667	
9,439	Children's Service	12,543	
1,762	Carers Information	4,071	
1,476	Care Commission	1,476	
1,130	Mock Wedding	1,023	
15,134	Rent and Insurance	12,909	
1,684	Telephone and Electricity	1,761	
2,800	Stationery and Postage	4,125	
1,873	Affiliation Fees	253	
2,121	Payroll & Accountancy	3,640	
1,692	Adverts, Publications and Sundry Expenses	3,499	
4,160	SVQ Training	5,440	
2,468	Time to Live Fund	2,453	
736	Gloves, Wipes & Aprons	872	
187	Depreciation	749	
<hr/>		<hr/>	
379,395		442,328	
<hr/>		<hr/>	
£ 41,256	Surplus/(Deficit) for year	£ 38,421	
		<hr/>	
41,509	Whereof: Unrestricted	45,797	
(253)	Restricted	(7,376)	
<hr/>		<hr/>	
£ 41,256		£ 38,421	

Crossroads Care Orkney Limited

Composition of Reserves at 31 March 2020

	<u>At 31/3/19</u>	<u>Incoming Resources</u>	<u>Resources Expended</u>	<u>Transfer between Funds</u>	<u>At 31/3/20</u>
<u>Unrestricted Funds</u>					
General Fund	163,942	459,782	413,985	-	209,739
<u>Restricted Funds</u>					
Children's Service	6,775	12,561	12,543	-	6,793
YCP Project	4,464	4,425	2,509	-	6,380
Travel & Accommodation	(255)	326	71	-	-
Carees Information	3,913	159	4,072	-	-
SVQ Training	5,880	-	5,440	-	440
Change Fund/Pilot Project	232	-	232	-	-
Time to Live Fund	2,849	2,473	2,453	-	2,869
Mock Wedding	-	1,023	1,023	-	-
	<u>23,858</u>	<u>20,967</u>	<u>28,343</u>	<u>-</u>	<u>16,482</u>
	<u>187,800</u>	<u>480,749</u>	<u>442,328</u>	<u>-</u>	<u>226,221</u>

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**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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