

newstime

SPRING/SUMMER 2017

THE NEWSLETTER OF
CROSSROADS CARE SURREY



THE NUMBER OF OLDER CARERS IN THE UK CONTINUES TO RISE

The 2011 Census (UK Census, 2011) revealed that there are over 1.8m carers aged 60 and over in England including:

- 151,674 between 80–84.
- 87,346 over 85.

The number of older carers is growing all the time. Those aged 85 and over grew by 128% in the last decade (Carers UK and Age UK, 2015). Older carers have their own specific needs. They often go unidentified because they do not recognise themselves as carers or are not identified by services.

With an ageing population and the increase in the life expectancy of people with disabilities, people are caring for longer and later in their lives. The Carers Trust has been funded through The Dulverton Trust to

undertake work around the needs of older carers. The aim was to increase the knowledge of their needs and look at what we need to do to help them (and potential carers) plan for the future.

This included finding out:

- What issues were faced by older carers?
- What, if anything, they wish they had known sooner?
- Did they plan ahead for caring?
- Had they discussed future care needs with family/friends for themselves and others?

The information will be used as part of a campaign which aims to increase awareness and recognition of the issues faced by older carers, and to influence policy affecting them.

OUR SURVEYS SHOW EXCELLENT RESULTS!

During 2016 Crossroads Care Surrey undertook two important surveys. Our Carers Survey enabled us to gain vital information and feedback from those we provide services to, while the Staff Survey provided us with essential information about how our staff feel about the work they do. Here are some of the highlights:

CARERS SURVEY

99% of Carers who responded tell us that they would recommend Crossroads Care Surrey to any other Carer. We are extremely proud of this statistic!

97% of Carers tell us that our staff arrive on time. This is an increase on last year which given Surrey's ever increasing number of road works and traffic issues, is an amazing result.

When Crossroads take over, Carers get a real break from their caring responsibilities. They can really switch off, even if only for three-and-a-half hours.

98% of Carers told us that when we take over, they can go out with peace of mind as this carer describes:

"Crossroads offer a superb service which we value enormously. Until offered, we just carried on unaware that it was possible to add another incredible dimension to our lives with your marvellous carers who fit in like part of our family when here. It has given me time to do some of the things that I enjoy to keep me going bearing in mind my wife has a limited life-span prognosis. Thank you so much!"

STAFF SURVEY

100% of our staff who completed the survey felt that their work makes a real difference to people's lives.

100% also said that they have a clear understanding of their role.

99% of our staff agreed that they enjoyed their work

96.5% felt proud to work for Crossroads Care Surrey

"Crossroads is a wonderful organisation. I love my job as a Carer Support Worker".

"Working for Crossroads is the best thing that has happened to me work-wise".



ADULT AND CHILDREN'S CLUBS

Do you know Crossroads runs Adult social clubs across the county? Each Crossroads Adult social club is led by one of our Team Leaders who are supported by our highly trained professional Carer Support Workers. They create a safe welcoming environment where your loved one can meet other people in a relaxed, social setting and enjoy meaningful activities which are specifically tailored to the individual's preferences. Our clubs also use volunteers to support the care we provide. Our clubs allow you to have some valuable 'me-time' with complete

peace of mind knowing that our experienced staff are providing the care your loved one needs and activities they enjoy.

We also run a Saturday Club for children and young people aged 5-18 who have disabilities and/or complex health needs. The club runs at Burview Hall in Elmbridge which is owned by Mencap. The building has specialist facilities including a large hall with kitchen, a games room and a sensory room. There is also a safe outside area where children can play in fair weather. This is particularly beneficial for children with profound learning disabilities. The club is led by highly trained Team Leaders and skilled Playworkers. Children and young people take part in age appropriate activities and thanks to a recent generous donation from one of our parent/carers we are excited to be able to offer specialist entertainment at the club over the coming year.

For more information about any of our clubs please email enquiries @crossroadscare Surrey.org.uk or call 01372 869970.

CHANGES TO CARER SUPPORT ACROSS SURREY

Historically, Surrey County Council and the NHS awarded grants for the provision of Carers support to 10 Carer Support Groups and Action for Carers Surrey's Learning & Work and GP Carers Awareness services. With effect from 1st April 2017, Action for Carers Surrey have been commissioned to provide a combined county-wide Carer support service incorporating the existing Action for Carers services.

From Monday 3rd April 2017 new contact details for local Carer support enquiries across Surrey will be:

0303 040 1234

(Calls to 03 numbers from any

network will cost no more than those to 01 and 02 numbers and count as part of any call package. The cost of calls per minute depends on the network. Please check with your provider).

Or by e-mail: **CarerSupport@actionforcarers.org.uk**

Or by SMS: **07714 075993**

Please contact them for advice, information, advocacy, training and access to other information to support you in your caring role.

The new service will offer a flexible range of support by telephone, face-

to-face meetings where needed, local Carer's meetings, support groups and workshops. This will be complemented by a range of digitally based resources as well as paper-based information.

In addition, there will also be Carer advisors in the county's five main acute hospitals (East Surrey, Epsom, Royal Surrey County, Frimley Park and St Peters).

The new service will provide consistent local delivery across the county with all referrals coming into a Carers Information Centre to get you the help you need and put you in touch with the right people.

CROSSROADS CARE SURREY: WHO ARE WE?

Crossroads Care Surrey is a specialist voluntary organisation providing respite breaks to unpaid Carers of adults and children and young people with care needs. This gives Carers vital time to themselves.

The charity has been around for over 30 years and is based in Leatherhead. We provide our service across the whole county of Surrey.

Three in five of us will become Carers in our lifetime and for most this will occur between the ages of 45-65. The demands of trying to maintain family and working life whilst also taking on the care of a family member inevitably impacts on the individuals' health and well-being. As the population in Surrey ages so will the number of unpaid Carers.

Many unpaid Carers struggle on without help until they themselves reach a point where they find it hard to provide care to their loved one. Crossroads can offer these Carers a few precious hours away from their caring responsibilities safe in the knowledge that the person they care for is being looked after by our highly trained Carer Support workers.

CROSSROADS CARE SURREY: WHAT DO WE DO?

We provide both home based and community based breaks across Surrey. We use our highly trained Carer Support Workers to step into the shoes of the Carer to offer a minimum three hour break. This gives the Carer the opportunity to leave the house in order to pursue a hobby or pastime, attend medical appointments, meet with friends or to complete everyday necessities like shopping. We also run Social Clubs for both adults and children who have disabilities and complex care needs.

We currently support about 2,000 families across the county however we know that in Surrey there are more than 110,000 unpaid Carers. 12,000 of these are young carers – someone who is under 18 who helps to provide care to a sibling, parent or grandparent. The impact of this care can be considerable as it can affect their education and limit their social life at a crucial time in their development.

JOIN OUR TEAM, GET INVOLVED, START CARING!

Why not join us and become a member of our team!

We are always looking for caring reliable trustworthy staff members who can train to be one of our Carer Support Workers.

With over 110,000 Carers in Surrey we are expanding our services and urgently need to recruit caring individuals who want to have excellent job satisfaction and fun.

We offer a good salary and can offer a wide range of working patterns.

You don't need experience as we provide a comprehensive training package, uniform and offer really good terms and conditions.

To find out more check out our website:
www.crossroadscare Surrey.org.uk
or email: jobs@crossroadscare Surrey.org.uk

WE'VE BEEN AWARDED NEW CONTRACTS!

We are delighted to announce that we have recently been awarded contracts by Surrey County Council and the NHS to continue to provide services to unpaid Carers through the Home Based Breaks and End of Life contracts.

The funding we receive typically allows us to provide Carers with a minimum 3 hour respite break.

We are delighted to work in partnership with our statutory partners and also other providers of services for Carers.

LOOKING FOR A JOB?

Crossroads Care Surrey is a leading, registered Charity that has been supporting Carers for over 30 years. Our core purpose is to improve the quality of life of unpaid Carers and the people for whom they care. So, what is it that we provide for our clients?

IT'S ABOUT TIME!

Our **Carer Support Workers** provide respite breaks to help ease the strain on Carers, giving them a few hours to themselves by taking over the care duties for a 3½ hour session.

OUR CLIENTS REALLY NEED US...

We understand the invaluable job that Carers do and, the negative impact that being on call 24/7 for many years can have on their own health. Even taking a break for a few hours a week can make a positive difference.

...WE REALLY NEED YOU!

With over 110,000 people in Surrey who look after a friend or relative who cannot manage without care and support, we are expanding our services and urgently need to recruit caring individuals who want to have excellent job satisfaction and fun. You do not need experience as we provide paid training so you meet our professional standards to become one of our team of **Carer Support Workers**. We also offer a wide range of working patterns, good salary and benefits.

To find out more check out our website
www.crossroadscare Surrey.org.uk
or email
jobs@crossroadscare Surrey.org.uk
or telephone 01372 869970

CROSSROADS OFFER A RANGE OF FLEXIBLE, AFFORDABLE BREAKS FOR CARERS

Many Carers struggle on without help until they themselves reach breaking point. Yet, as a Carer it is important that your own health and well-being is maintained so you can continue to care.

We can offer you extended respite breaks to give you a day or an evening away from your caring responsibilities in a block of:

3 Hours – At a time that suits you to allow you the flexible short break that you need.

10 Hours – This gives you the option of day, sleeping or waking night respite care.

24 Hours – This includes 24 hours sleeping or waking care.

48 Hours – This allows you to have a weekend away, safe in the knowledge that the person you care for is receiving the highest standard of care.

Our overnight packages provide the option of waking nights, where our Carer Support Worker will remain awake, or sleeping nights where a bed is made available.

All of our Care Packages are flexible and can be tailored around you and the specific needs of the person for whom you care. Call us now to find out more 01372 869970.

CROSSROADS WINS AWARDS!

We were delighted and very proud last September to be nominated as Eagle Radio's local heroes Charity of the Year 2016. A number of our staff and Trustees attended the awards ceremony on 28th September at G live in Guildford where a video about our services was shown to the audience. We were entertained by the Military Wives choir, and local band Fuzz Universe with Mel C as the headline act. A great time was had by all and we now have the engraved glass award proudly on show at our office in Leatherhead. We have also

just been informed that we have been shortlisted this year for the Toast of Surrey Awards in the 'Not for Profit' category. The judging will take place on 28th June so we are all keeping our fingers crossed.



CROSSROADS FUNDRAISING

Can you help us raise more funds so we can support more Carers?

You can help us with this by either giving us a donation or fundraising on our behalf.

Why not nominate Crossroads as your Charity of the Year?

If you want to discuss this further please contact Christine Cleveland at ceo@crossroadscare Surrey.org.uk

You are receiving this as a subscriber to the Crossroads Care Surrey Newsletter or as an organisation with which we have an association. We will NEVER pass on your contact details. If you would like to be removed from our mailing list, please let us know. Crossroads Care Surrey is a registered charity. Copyright © 2017 Crossroads Care Surrey. All rights reserved.

HAVE YOU CONSIDERED... ...BECOMING A VOLUNTEER?

We encourage volunteers to come and work with us. A number of volunteers work within our Adult's Social Clubs helping us provide our services. If you are interested in becoming a volunteer please email jobs@crossroadscare Surrey.org.uk or call us on 01372 869970.

...BECOMING A TRUSTEE?

Crossroads has a Board of Trustees who oversee how the charity is run and managed. All of our Trustees are volunteers who come from a variety of backgrounds. We are currently seeking some new Trustees to join our Board.

In particular we are looking for someone with a financial background to be our new Treasurer as well as other roles.

If you are interested in finding out more about becoming a Trustee please email Christine Cleveland, Chief Executive Officer at ceo@crossroadscare Surrey.org.uk

...CROSSROADS MEMBERSHIP?

Crossroads is a membership organisation. For just £20 a year you can become one of our members. You will receive a copy of our Annual Report and also an invitation to attend and vote at our Annual General Meeting. If you are interested in becoming a member please email Lucy Graham at lucy.graham@crossroadscare Surrey.org.uk for an application form.