WHO WE ARE
AND WHAT WE DO

Crossroads Care Surrey has been providing respite breaks supporting unpaid Carers of children, young people and adults in Surrey for over thirty years.

Surrey Crossroads was formed in 2009 by a merger of the six Crossroads schemes. In 2009 The Crossroads Care National Association decided to re-brand its name to Crossroads Care. At the same time the company’s Trustees decided to adopt the working name of Crossroads Care Surrey. The charity is governed by a Board of Trustees which is responsible for ensuring the charity is financially stable, well-run and delivering our objectives.

During 2015-2016 our chair of Trustees was Professor Jim Scudamore. In December 2016 Mr Alastair Paterson was appointed as Chair.

Christine Cleveland, the Chief Executive Officer, supported by the senior management team has overall responsibility for the operations of the charity. We are a regulated service and Jenni Pringle, Care Operations Manager, is the registered manager with the Care Quality Commission.

OUR SERVICES

Our highly trained Carer Support workers work with both adults and families with disabled children in the family home. This may include taking the “cared for” client out to activities in the community such as visiting a café at a garden centre or a trip to the park. This allows the Carer precious free time in their family home and allows the client to enjoy a variety of engaging activities.

Our services include:
• Home-Based respite breaks
• 10 hour + extended breaks
• Weekend breaks
• Adult social clubs
• Saturday club for children with complex needs and disabilities
• End of Life respite breaks

TRY SOMETHING DIFFERENT IN 2018...

...Become a member...

We are a carer led and membership organisation. Why not become one of our members? Our members receive an invite to our AGM, have voting rights and most importantly are supporting our crucial cause – supporting unpaid Carers.

...Fundraise for us...

We are always looking for individuals, groups and corporates to support our fundraising activities. This could include taking part in a sponsored walk, holding a bake sale or a “Christmas Jumper Day” in the office. The possibilities are endless!

...Volunteer for us...

Our volunteers are very valuable to us. Volunteering is a great way to learn new skills, meet new people and make a difference.

If you would like to join us, please contact us on 01372 869970 or enquiries@crossroadscaresurrey.org.uk.

SEASONS GREETINGS!

As we draw near to the end of 2017, I think it is a good time to reflect on the past year and think about what we have achieved. This is my 4th year as CEO of Crossroads and I am very proud to lead and be part of a great team of professional workers and volunteers who are dedicated to offering the Carers in Surrey more support. This year has been a successful year for the charity as we continue to reach and support the Carers in Surrey.

The number of Carers across the country and in Surrey continues to grow. Three in five of us will become a Carer at some point in our lives. It can be a life changing experience for many Carers who can no longer do so many of the things that the rest of us take for granted each day due to their caring responsibilities. Many struggle to balance their other responsibilities or have to give up their work which can have a serious financial impact on them. Having some precious respite time from Crossroads allows them to have time for themselves and helps them to keep going.

We have had some amazing support from other organisations and members of the public throughout the year. Without this support we could not continue to offer our respite services to Carers and we are really thankful for this continued support.

The year ahead is faced with challenges. Like many other charities we constantly face the challenge of having a greater demand for our services than our funding will allow us to support. So we do still need your support however small or large it may be. We are also facing some changes in the law which will impact on us both in terms of how we communicate with you and we also face the implications of Brexit which at this point in time is difficult for anyone to predict. However Crossroads has been supporting Carers in Surrey for over 30 years and with your help and support we hope to continue to do this for a lot longer.

May I take this opportunity to wish you and your family Seasons Greetings and a very Happy 2018!

Christine Cleveland
CEO Crossroads Care Surrey

Welcome to the Crossroads Care Surrey Autumn/Winter 2017 Newsletter. We hope you will find the content both useful and informative.
**A BRILLIANT ANNUAL GENERAL MEETING**

On 1st November 2017 we held our Ninth Annual General Meeting which was hugely successful!

This year we included talks from some of our Carer Support Workers and two of the Carers we support. The Chairman of Mole Valley, Simon Ling and The Deputy Mayor of Guildford, Michael Parsons also attended. A big thank you to everyone who contributed and attended.

The event summarised in a comment from our feedback: “Attending the Crossroads AGM reminds me of what goes on behind the scenes. I am proud to work for Crossroads Care Surrey (CSW 10 years!) and am guilty of ‘showing off a little’ when asked, ‘what do you do for a living?’”

**NUTS CHALLENGE FUNDRAISER**

The Nuts challenge is an adventure assault course held in Surrey. In September, we had a Crossroads Care Surrey team take part in the Nuts Challenge. We would like to congratulate them for their amazing efforts taking part. It was a fantastic achievement and excellent way to raise money. They certainly went the extra mile as the course involved a lot of hard work and mud! So far, they have raised £1,350 and we are waiting to hear back regarding some corporate match funding!

Our Nuts Challenge team:
- Deborah Miles (HR Manager)
- Diana Finn (Care Co-ordinator)
- Sarah Gunner (Karen’s sister)
- Laura Hill (Business Support Administrator)
- Penny Burns (Care Co-ordinator)
- Tina Smith (Care Co-ordinator)

**WHAT A GREAT EFFORT!**

**2017 ANNUAL SURVEY RESULTS!**

In 2017 Crossroads Care Surrey sent out 850 questionnaires to clients. We achieved a fantastic 43% response rate.

We are very proud of these results:

- **98%** have peace of mind when Crossroads takes over
- **97%** said they would recommend Crossroads Care Surrey to any Carer
- **97%** feel that our staff are very well trained
- **97%** are confident we carry out the Care Plan
- **96%** told us we arrive on time
- **94%** consider their quality of life is improved by Crossroads’ respite breaks
- **94%** said Crossroads helps them to keep going
- **93%** say Crossroads helps them stay in better health

**CQC: GOOD RATING!**

As many of you know we were subject to a Care Quality Commission (CQC) inspection back in June. We received a copy of the report and we are delighted to say it is very complimentary about all areas of our services.

Overall rating: **Good**

There are 5 areas that were inspected and we have provisionally received the following grades:
- Is the service safe? **Good**
- Is the service effective? **Good**
- Is the service caring? **Good**
- Is the service responsive? **Good**
- Is the service well-led? **Good**

**LOOKING TO THE FUTURE: 20-20**

We have commissioned the 20:20 project to look at future sources for growing a sustainable income for the future in order to reduce our dependence on statutory funding. New services that are being developed from this include affordable Live in Care and Assisted Holiday Breaks.

1. Assisted Holiday Breaks

By offering Assisted Holiday Breaks we will be able to accompany our Carers and their loved ones on holiday in the UK. We will then undertake a lot of the caring responsibilities so that our Carers can relax and enjoy this special time. January is normally the time that we start to think about holidays and plans for the year ahead. If you would like to find out more about our Assisted Holiday Breaks service, please get in touch!

2. Live In Care

Live In Care provides 24-hour support and care to a client allowing them to remain in their own home. Sometimes it can be just a companion service (which may involve cooking, cleaning, shopping, accompanying the client on visits) or a combined service including personal care as well. We plan to launch this service in Spring 2018.

“Crossroads gives me peace of mind, knowing my child is happy, safe and well cared for makes a huge difference to my state of mind, helping me to continue caring and fighting for my daughter”

“Being a carer can be very hard, tiring and frustrating. My three hours weekly and for my husband to attend the Farleigh club is important to us both, giving me free time and my husband has some company and brain stimulation”

“Crossroads is a wonderful organisation. Staff are very well trained, caring and empathise with the family. I really appreciate their support. Thank you so much”