

# ANNUAL REPORT 2010-2011

## CROSSROADS CARE NORTH WALES

**CROSS  
ROADS  
CARE  
FOR  
PEOPLE  
NOT  
PROFIT**

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**CROSS  
ROADS  
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CARERS  
TURN TO**

Charity Registration Number	1119142
Company Registration Number	6205600
CSSIW Registration Number	WO30001450

## Chair and Chief Executive Summary

These words are written with pride, tinged with some sadness, but with a positive expectation for the future.

It is highly likely that this AGM will be CCNW's final annual meeting. It is planned that on the 1 April 2012 a new Crossroads Company will be established following the merger between North Wales and the Mid, West and South East Wales Crossroads schemes.

The amalgamation does not, however, reflect negatively on CCNW's operation; to the contrary, its record of achievement during the past 4 years in support of 973 carers and in providing 180,737 hours of care is admirable. Everyone associated with the Company, staff, volunteers, commissioners, friends and trustees are to be congratulated.

Unfortunately, during the past two years economic circumstances have deteriorated to such an extent that it has proven to be extremely difficult to sustain a viable operation on a North Wales basis alone. We believe that only through such a reorganisation can we safeguard the service in North Wales thereby ensuring continued carer support, financial viability and service development.

We are confident that the merger is in everyone's best interest and will secure a sound future for us all.

### Case Study

**In 2010/11,  
we gave  
practical  
and  
emotional  
support to  
503 carers**

Mr X is 80 and cares for his wife. He has had a stroke, which has left him with poor mobility. His wife is in her 70s, is physically healthy but has very poor eyesight and has been diagnosed with Alzheimers. The couple refuse to accept or discuss this and won't have the word mentioned in the home. Mrs X has on several times failed to recognise her husband. Mr X was himself weak due to his stroke and was having difficulty assisting his wife with her personal care; she was also refusing to accept his help.

The couple live rurally and are very isolated both socially and geographically. Mr X had previously been leaving his wife alone for short breaks, but now felt this was not suitable as she had become more vulnerable in his view. Both were very reluctant to accept support initially but were reassured that the support worker would be the same person at each visit.

**In 2010/11,  
we provided  
a total of  
39,366 hours  
of care to  
North Wales  
carers**

Mr X finally asked Crossroads for someone to sit with his wife to maintain her safety while he went out to collect the weekly shopping/attend appointments etc. Companionship and emotional support for Mrs X was provided by a Carer Support Worker who had received training in Alzheimers/Dementia and had experience of dealing with challenging behaviour. Mrs X has since built up a good rapport with the Crossroads worker who has been able to motivate and encourage Mrs X to take care of her own hygiene and appearance.

### Trustees' and Staff during Carers' Week & other fundraising events

(below) Carers' Week Cake made by Meinir Jones



→ Sarah Keidel (admin) raised £167 in her sponsored swim. She is pictured on the right with her 2 daughters and Amanda from Denbighshire Foster Carers



↑ Harold Toone (trustee) with a display stand at Wrexham Maelor Hospital



↑ Presentation by Yveline Hands (CEO) at a Fashion show organised by the South Anglesey Friends of Crossroads



Non Parry (left) Care Manager (Gwynedd & Anglesey) and Lucy Jones (right), PA to the Board of Trustees, with their display stand at the Shopping Precinct, Bangor

### Trustees



←“Patchwork Painting of Memories” Panel opened by Carl Sargeant, AM at the Community Café in Flint in memory of the late Libby Fletcher (pictured right), a dedicated trustee and supporter of Crossroads for over 20 years.



↑ Leon Gibson (Chair) congratulating Rita Jones (Vice-Chair) on her 30 years of dedication to Crossroads.

Alison Jones, → Registered Care Manager (left) and Rita Jones who attended a Service to mark the 40th Anniversary of the Chronically Sick and Disabled Persons Act (1970) at Westminster Abbey on 30/3/2011



←Leon Gibson (Chair) receiving £2100 on behalf of the South Anglesey Friends of Crossroads from a sponsored cycle ride organised by GPs from the Beaumaris Health Centre and thanks to Councillor John W. Jones who nominated Crossroads during his year of office as Mayor of Beaumaris



David Brydon (Treasurer and left of the picture) handing out a Sage Certificate to Trevor Ingram (Finance Administrator at the Business Centre).



## Projects and Partnerships



### Carers Go Boldy Project

The People's Postcode Trust awarded us £4000 to purchase wireless telecare equipment such as pill boxes; chair and bed sensors so that carers could try out the equipment and keep it free of charge if they so wished.

The project is also benefiting from the technical support of Tunstall with training and advice.

### "Time and Tide Wait For No Carer" Project

A huge thank you to the Waterloo Foundation for their award of £15,000 to give a break to Crossroads carers currently waiting for a service. These are carers who are not considered in 'critical' or 'substantial' need under local authority criteria and, whilst resources are very tight, who cannot access a free funded service. There are currently approximately 45-50 such carers in North Wales and access to occasional respite care and breaks will be offered to them during 2011-12.



### Young Adult Carers "Gwylan" Partnership Project

Crossroads Care North Wales, Action for Children and Carers Outreach Gwynedd & Anglesey will be working together to give Young Adult Carers aged 16-25 who are NEET (Not in Education, Employment or Training) an opportunity to develop their confidence, knowledge and skills through a rolling programme of workshops with the objective of increasing the Young Carers' employability.

The project applied for and was successful with a bid of £7,000 to Crossroads Care Wales, who had themselves had a significant donation from HSBC which all Crossroads schemes in Wales were invited to bid for.

### WASSP →

#### (Wrexham Aspergers Social Skills Project)

The 'lads' and their minibus driver on a trip to Anglesey Sea Zoo in August.

The project is going from strength to strength and attracting new members and carers.



**Learning & Development**



**← Student Placement**

Lleucu Elis-Williams (on the right) is a first year Social Work Degree student with Bangor University. As part of her 20-day 'Fit for Practice' placement organised by Mari Rowlands, Training Officer with Conwy Social Services (left of the picture), she had an opportunity to put her knowledge into practice by co-working with Crossroads Care Managers, attending a Board of Trustees' meeting and also by meeting with carers. Her

placement was supervised by Alison Jones, Registered Care Manager with Crossroads (centre of the picture).

*I am about to start my second year as a student on the Social Work course at Bangor. When I look back at my experiences during my first year I remember all my feelings and emotions from the worry of attempting to complete essays promptly to the pleasure of hearing that I had passed my first year. One experience stands out however – my month of work experience with Crossroads in Colwyn Bay.*

*All my previous experience had been with children and young people at risk of offending. I was therefore keen for a placement which would give me new experiences in an area unfamiliar to me.*

*I reached the office on my first day full of excitement but also quite cautious - what kind of welcome would I receive? Would the staff have time for an inexperienced student? Could I cope with the work? I needn't have worried! The welcome was obvious from the first moment and arrangements had been made to ensure that I would enjoy all sorts of new experiences with supportive supervision. The Crossroads staff were very happy to help and I accompanied the case manager on visits to see users and carers who needed the service of the organization. I saw the basic principles of social work in practice – the respect shown to clients and carers and the methods used to ensure that people understood what was happening and could contribute to the process whatever difficulties they faced.*

*Probably the one significant thing that hit me was how willing the families were to cope with caring for relatives, even when their needs were very intensive, and how grateful they were for the smallest amount of assistance. In some cases it was difficult to understand how people coped with illness and disability without much assistance and it was difficult to accept that scarce resources and the growing demand for services meant that very difficult decisions had to be made.*

*I am very grateful to Crossroads for opening my eyes to a brand new area.*

**LLeucu**



**Of the 503 carers we gave help to:-**

- 286 were 65 years old and over**
- 331 were women and 172 were men**
- 114 were Welsh-speakers**
- 142 were new carers**
- 117 people cared for suffered from Alzheimers/Dementia**
- all used the break for rest and relaxation**

**Learning and Development**



← NVQs delivered by North Wales Training (Dawn McBride, centre). Lucy Jones (left) doing a Level 3 in Admin and Finance and Tina Thomas (right) studying for a Level 3 in Customer Care.

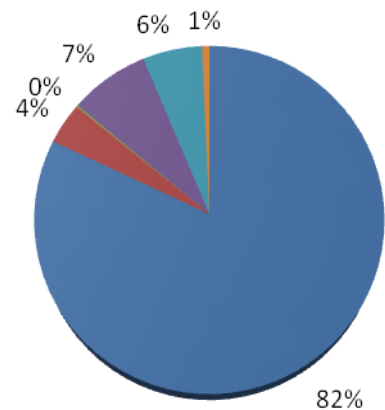
↓ One-day workshop on Motor Neurone Disease delivered by Kevin Thomas (MND)

↓ One-day workshop on Multiple Sclerosis delivered by Urtha Felda (MS)



**Funding**

- Grants - LA & Health Sector
- Donations
- Legacies
- Gwalia
- Grants - Other
- Bank Interest



**Has Crossroads made a difference to your well-being? Carers Feedback**

*Yes—now I can balance visiting family and having leisure time out with friends*

*Yes—makes one feel not a prisoner 24/7*

*Yes—with the help from Crossroads I am able to have 3 hrs a week to myself to exercise and keep appointments such as dentist etc*

*Yes—the day's sit once a fortnight is invaluable to me as I also care for my sister as well as my husband*

*Yes—it has alleviated some stress on a daily basis which means I am calmer more often! Overall it has been significant in allowing me to plan more for myself and my husband*

*Yes—don't know how I could cope without Crossroads' help*

*No—because the carer is not there long enough..*

*Yes—given me time to deal with my own medical needs and a small amount of social time*

## 🌀 Case Studies 🌀

Mrs X is 47 and a mother of 4, the eldest a son of 22 and a daughter of 19 who has Cerebral Palsy. The other 2 are both boys aged 5 and 3. When asked if she has any health problems she said she is in good health and that she has no time for being ill, but admits she does feel stressed at times. She has little family, other than her husband and children. All her friends are in the same circle and have children with disabilities.

Mrs X receives the support of 2 Crossroads workers 2 evenings a week who bathe her daughter and administer her peg feed, which they are trained to do. They also chat with the young woman, watch DVDs together and do 'girly' things (nail varnish being a firm favourite). Every Sunday the support workers also take the young woman out in her wheelchair, quite often with Mrs X and the rest of the family as well.

The same Crossroads support workers have been with the young woman since she was 9 years old so she knows them very well. When she had major (lifesaving) surgery 3 years ago, Crossroads Staff were on hand to support the family through the whole of this period. Mum fights tirelessly to get her daughter the support she needs.



### A carer's own story

Les Littler (76) of Halstead, Essex (*pictured left*) has cared for his wife who has dementia for the last 11 years. In recent years he has received respite support from Essex County Council in the form of carers from 'Crossroads' to look after his wife for 3 hours on weekdays. In May this year, when he was asked where he would like to be if he had the choice, he immediately replied "Half way up Mount Snowdon".

To his amazement he learnt that as Essex County Council had already set his budget, they had no objection to care being provided anywhere in the UK. Les contacted Non Parry, North Wales Care Manager of Crossroads, via the internet, and was able to arrange for 4 hours of respite care for 4 days and unlimited cover for 1 day in Llanberis in July. He decided that during the day of unlimited cover, he would hike to the summit of Snowdon by the Pyg Track and descend via the Llanberis path - in support of Essex Dementia Care – a new charity providing occupational therapy to dementia sufferers and their carers based in Braintree. As 76-year-old Les had done a similar walk 4 years before and had been Officer in Charge of an RAF Mountain Rescue Team in 1959, he felt confident that he could cope. He booked 5 nights with Eru Fair, a B & B in Llanberis and drove there on 13th July.

Les- justifiably anxious about the outcome of his arrangements, was completely taken aback by professionalism and kindness of the Crossroads carers: Lin Houston, Christine Thomas, Glenys Davies, Pam Winstanley (*pictured right*) and Sally & Martin, - the proprietors of the Bed and Breakfast. The walk went without a hitch and Les was joined by his 53 year old daughter from Frimley Surrey. Lorna is a regular gym user but had never experienced mountain walking and dad and daughter were able to have the longest chat in years. SO THANK YOU AGAIN NORTH WALES CROSSROADS!

