



Annual Report

2019 - 2020

Crossroads North Argyll Care Attendant Scheme

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Crossroads North Argyll Care Attendant Scheme is a Company Limited by Guarantee No: SC231988 and Registered Charity No: SC032051

CHAIRPERSON'S REPORT

On behalf of Crossroads North Argyll, I am delighted to present our Annual Report for 2019/2020.

It certainly has been a very busy year. We have supported 46 unpaid carers and cared-for. Over the past year we have supported 26 new unpaid carers who have been referred to us by North Argyll Carers Centre after they have completed an adult carers support plan.

We work in Partnership to help support unpaid carers throughout Oban, Lorn and the Isles. Our main partner is North Argyll Carers Centre. We also work closely with the Dementia Team at the hospital.

Joan, our Manager also attends the Frailty Group, which is a multi-disciplinary team approach based at Lorn Medical Centre. This includes GPs, District Nurses, Practice Nurses, Physiotherapists, Occupational Therapists, Social Workers, Pharmacists, Healthy Options, North Argyll Carers Centre and Crossroads North Argyll. This Group is successful in helping to reduce duplication, but raises patients' needs for support and to ensure the relevant support is put in at the right time.

The Board and Staff met last May(2019) for a development day. The day was a great success with both staff and board members finding it good fun and very informative. The day covered Staff and Board Members getting to know each other better through interactive games, information on the running/financing of Crossroads, how we see the organisation now and how we see it in the future.

We have had one new person joining the board in January 2020, Lorraine King who has extensive experience of working with third sector organisations and applying for funding.

We also have a new member of staff this year, Agnes Ingram joined us in October. Agnes has a lot of experience in supporting people who are in a caring role and vulnerable adults. We welcome both to Crossroads North Argyll.

We now have 10 Care Attendants covering a very large area.

The Board and staff held an emergency meeting at Rockfield Centre in March 2020, to discuss the new pandemic and how we would take things forward to support unpaid carers. We agreed to make the difficult decision to cease all face-to-face support with immediate affect and move to providing support by telephone. All unpaid carers were informed and were happy with the decision, as they were very wary of letting people come into their homes.

I am very proud to be part of a superb team,with dedicated staff and committed board members, who support me and help to develop Crossroads North Argyll. A heartfelt thanks to all.

Elaine Robertson

Chairperson, Board of Trustees

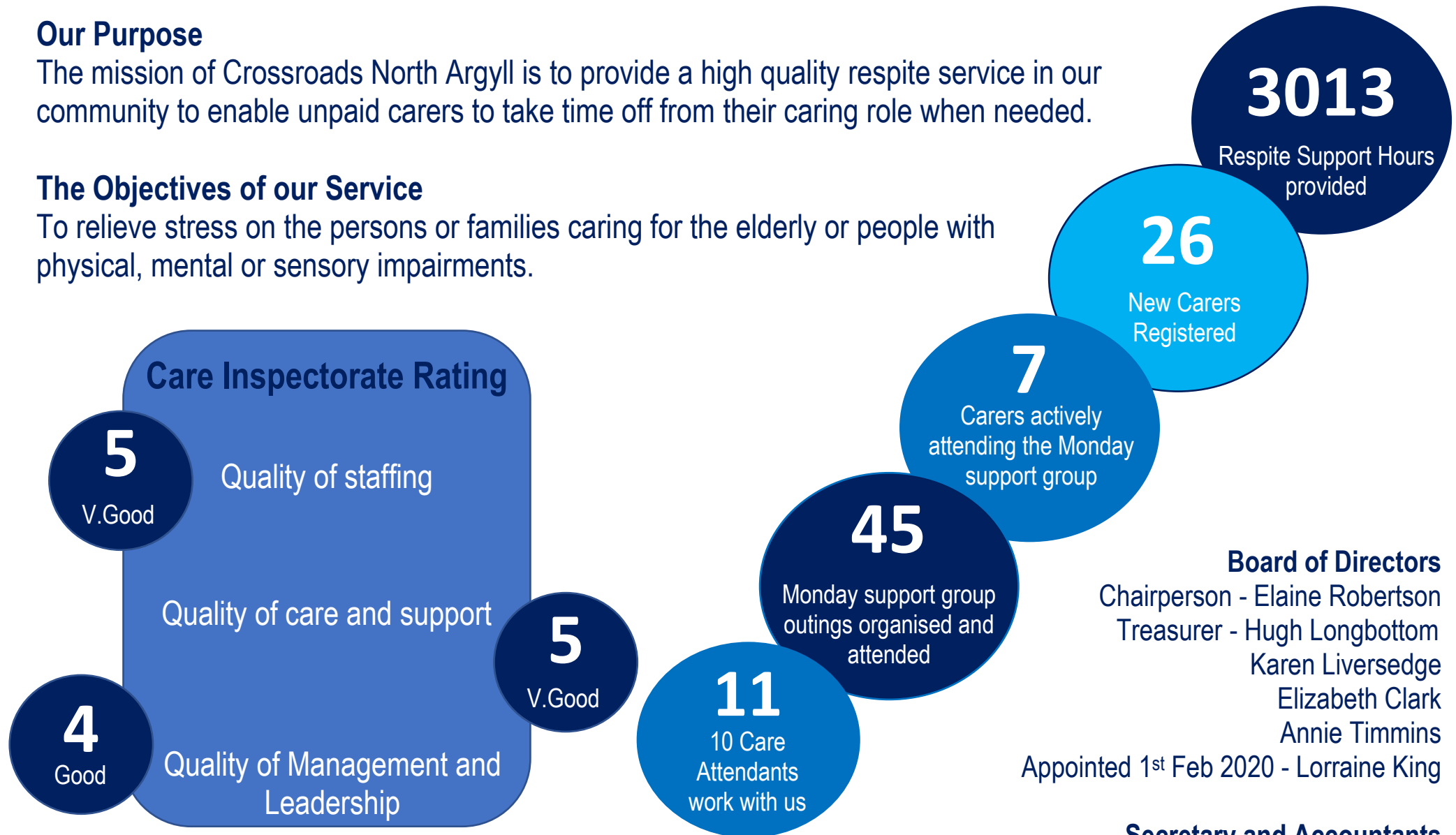
2019 – 2020 OVERVIEW

Our Purpose

The mission of Crossroads North Argyll is to provide a high quality respite service in our community to enable unpaid carers to take time off from their caring role when needed.

The Objectives of our Service

To relieve stress on the persons or families caring for the elderly or people with physical, mental or sensory impairments.



Board of Directors

Chairperson - Elaine Robertson

Treasurer - Hugh Longbottom

Karen Liversedge

Elizabeth Clark

Annie Timmins

Appointed 1st Feb 2020 - Lorraine King

Secretary and Accountants

R A Clements Associates, Chartered accountants, Oban



Crossroads North Argyll has registered with Amazon smile where a percentage of the purchases made via amazon will go to our organisation.



£352
Raised during BINGO night

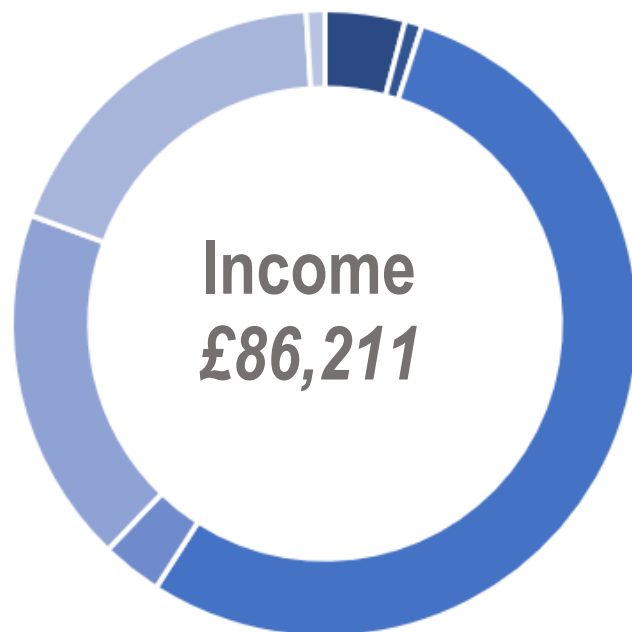


£148
Raised during local charities day

We held our first fundraiser – A BINGO night at the View, Oban. This successful event allowed us to hold a raffle and raise funds for the organisation’s future. The View kindly donated their premises for our event – a massive thank you to them. A big thank you to Zivile for organising the event and her daughter Aida for assisting her on the night. A great night of fun was had by everyone.

We attended our first Charities Day in June 2019. We had a great day out. Many thanks to staff and board members for donating the items for the tombola.

FINANCIAL REPORT 2019 – 2020



Restricted Total - £4250

Edward Gosling Fund - £3,500

Supporting Communities Fund - £750

Unrestricted Total - £81,961

Health and Social Care

Partnership Contract – £45,800

NACC Funded - £2646

ABC Care at Home - £15,612

Private Respite - £17,086

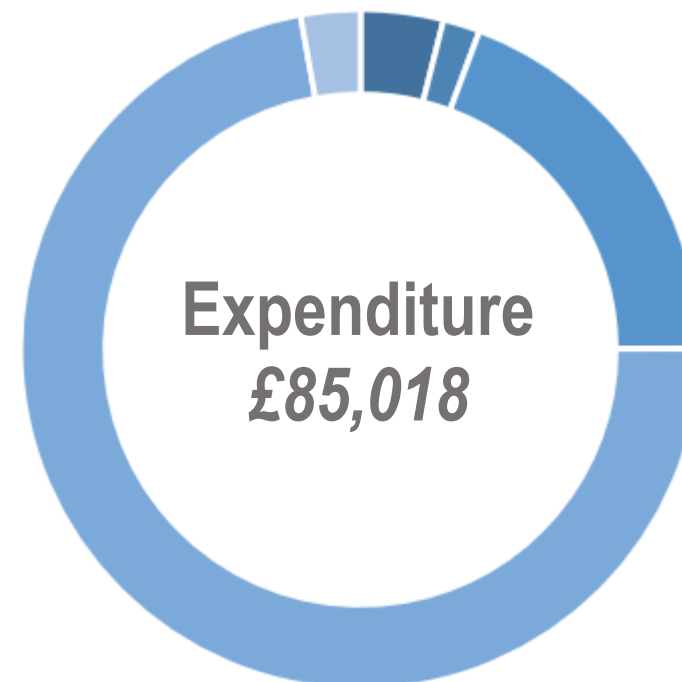
Donations/Legacies/Other – £817

£31,800

Unrestricted
Reserves

Restricted
Direct Project Costs - £1,568
Staff costs (including Employers NI and Pensions) - £3,496

Unrestricted
Direct Costs and charitable activities - £17,145
Staff costs (including Employers NI and Pensions) - £64,238
Supporting costs - £2,518



KEY DEVELOPMENTS & PROJECTS

Monday Group 2019 – 2020

This project commenced in August 2019 after it was highlighted that there was a need in our community to support Carers. In consultation with the identified beneficiaries of the service the majority of them wished to visit the surrounding area which they had been unable to do due to their caring roles over the past few years. Some had also lost touch with friends and family and were isolated from social contact leading to feelings of loneliness and in some cases depression.

Over the past 18 months we have made many interesting visits including:

Poppies Garden Centre and Tearoom, Cruachan Visitor Centre, Oban War and Peace Museum, Kilmelford Hotel, Slate Islands Heritage Centre - Seil Island, The Oyster Bar – Seil Island, The Creagan Inn, A trip on the CalMac ferry to the Isle of Mull, The Ocean Explorer Centre at Dunbeg, The Barn Bar at Lerags, Ben Lora Café at Benderloch



There have been an average of 6/7 clients attending with 2 Care Support Staff and the benefits of this service has been invaluable. The Carers are collected from their homes and this allows them to attend the group. This project has helped to break down some of the isolation that the Carers feel at times. They have greatly benefitted from sharing their experiences, making friends with other Carers and getting peer support, who understand what each other are going through. The Carers have also said that they have received support for themselves in many different ways including from the Support Staff and the Manager of the Project.

Feedback from Carers:

“I love meeting with other Carers each week for a blether as they know what I am going through”.

“I like getting picked up from home, as sometimes I wouldn't go if I had to get the bus”.

The Monday Support Group is funded through Argyll and Bute Council's Supporting Communities Fund and the Edward Gostling Foundation.



FUNDERS / SUPPORTERS / CLIENTS / PARTNERS

The funding we receive from our statutory partners, Argyll and Bute Health and Social Care Partnership, enables us to provide Respite services to unpaid carers.

However, our additional services are funded by a range of trusts and individual donors, without whose support our service would be greatly restricted. We would like to extend our thanks for their on-going support.

£646
Unrestricted
Donations Received
From Public



“I know my loved one could not remain at home had I not had the excellent support I get. All the staff are fantastic” – *Unpaid Carer*

“My loved one really enjoys all the outings with Crossroads and always comes home in very good form as they enjoyed chatting.” – *Unpaid Carer*

“I value everything I get from Crossroads; they are all lovely. I am very lucky.” – *Unpaid Carer*