

All aboard for the Adult Carers Club

Members of the Adult Carers Club soaked up the last of the summer sun when they enjoyed a barge trip along the Leeds Liverpool Canal.

The 12 strong group set off from Lydiat and travelled at a leisurely pace along the canal towards the picturesque village of Parbold.

The Adult Carers' Club meets the second Thursday of every month at the Millennium Centre in West Derby between 1pm-3pm. The club is an ideal opportunity for adult carers to socialise with those in a similar situation. Members enjoy several day trips a year and during meetings take the opportunity to chat over a cup of tea, listen to guest speakers and relax.

For further information on joining the club contact the Crossroads team. Tel: 0845 051 1970 or email: administration@liverpoolcrossroads.co.uk

*** What do you think of Crossroads Caring for Carers website?**

Your comments and suggestions are welcome. Write to The Editor, The Carer, c/o Fidelity House, 12A Stocks Lane, Boughton, Chester CH3 5TF or email thecarer@mdew.co.uk or fax 01244 320686.



Kind-hearted cadets bag £702 for Crossroads

Crossroads coined in the loose change in October, raising more than £700 from a charity bag pack.

Overseen by Crossroads' Debbie Murphy, Linda Fallon and Jackie Coles, a team from Liverpool Volunteer Police Cadets set to work at Sainsbury's in Woolton Village.

The day long fundraiser bagged essential funds for Crossroads' Stepping Stones Club, an initiative set up to support children and young people with special needs, their siblings and young carers.

Jackie, Care Supervisor at Crossroads, explained: "The event was a fantastic success. The Sainsbury's staff were great and the customers really appreciated help with their shopping and were very generous! The cadets worked extremely hard and we're very grateful to them. We were also able to raise awareness of Crossroads and the work we do."

The event was so successful that Crossroads hopes to make it a permanent fixture on the fundraising calendar.

Crossroads' new recruits

There are many reasons why people decide to join Crossroads as Carer Support Workers. For new recruits Moira and Peter, becoming part of the team has been a life-changing experience.

*** Her new role working with a range of families has kept former lollipop lady MOIRA ROBERTSON focused since she lost her husband James to illness less than a year ago.**

Jimmy worked as a Carer Support Worker at Crossroads for more than three years and Moira, inspired by her husband, was interviewed and offered a post just before he became ill.

Following his death and with plans put on hold for several months, Moira finally decided she was ready to take on the new role.



A year on and Moira, who has a history of working with special needs children and is working towards her NVQ Level II, spends much of her busy working day caring for Crossroads' younger clients.

"I am still grieving for my husband but I think that working with Crossroads has helped me keep focused," explains Moira.

"I also think the experience I've been through has made me feel more empathy for the people that I support. You do need compassion and to be realistic in this job, which I find fulfilling and enjoyable."

*** For PETER MCGUINITY joining Crossroads comes after years spent working as a builder, plasterer and wagon driver.**



Despite an interest in care work from an early age, Peter, 53, shelved his plans and entered the building industry to provide for his family.

But with his children now grown up and encouraged by his daughter, who is training to be a nurse, Peter has decided to follow his dream and join the Crossroads team.

"I'm enjoying the work tremendously. It's fantastic to meet new people and to know that I'm making a real and positive difference to the lives of so many people," said Peter, who has gained his NVQ Level II.

"I know that as a Carer Support Worker I am helping better the lives of people, who out of commitment, love and dedication, give up so much of their time to care for a relative, spouse or friend. We're able to give them some 'time out' and that makes for great job satisfaction! I wish I had done it years ago."

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The Carer

Information for Carers aged 8 to 80 in Liverpool, Sefton and Warrington



Issue 2

Winter 2006

*** AGM special**
See page 4.

See what we've achieved - and get involved!

Welcome to the second edition of The Carer, which has been published to coincide with our Annual General Meeting on 23 November 2006.

This gives us an opportunity to share with you some of the highlights of the last twelve months, and underline the contribution we have been able to make to improving the quality of life for Carers and their families.

Carers have a right to the practical help and support which best suits their needs. They have the right to expect services of the highest quality, delivered by staff who are reliable, fully qualified and who understand the needs for Carers to have a break, go to work and 'have a life'.

If you agree that Carers matter, and that what they do deserves our support, perhaps you could get involved?

What about an hour or two as a volunteer or supporting our fundraising activities? Perhaps you'd consider becoming a member, or even becoming a Trustee? Others have got involved in these and other ways during the past twelve months. Will you?

If you have any doubts about how worthwhile our services are, turn to page 2 and see what a difference they've made to John and his family.



Whatever contribution you can make will help us realise our vision of providing more care to more Carers and their families in Liverpool, Sefton and Warrington.

You can contact me direct at margaretcrichton@liverpoolcrossroads.co.uk or confidentially at chair@liverpoolcrossroads.co.uk

Margaret Crichton
Chair, Board of Trustees

www.liverpoolcrossroads.co.uk

Carers' Rights Day 8 December

On 8 December millions of people across the UK will be marking Carers' Rights Day.

In its seventh year, the campaign seeks to enlighten carers on the support, advice and financial support available to them as carers.

Every year, 2.3 million people become carers but are unsure of their rights. They're missing out on at least £660 million a year in unclaimed benefits while struggling to make ends meet.

Carers' Rights Day is set to raise awareness of the needs of carers and help individuals recognise themselves as carers.

Last year, the event helped 30,000 carers learn more about their benefits and rights.

For more information visit www.carersuk.org



The role of a single foster parent caring for a severely disabled ten-year-old... John's story inside...see page 2.

Meet the Crossroads Caring for Carers team at...

Sara's stroll in the park pays off

Liverpool's Sara Saville and daughter Justine, nine, stepped up in support of Crossroads earlier this year clocking up £250 during a sponsored walk.

The determined duo originally decided to take part in a sponsored run in the city centre.

Unfortunately the event was cancelled but rather than admit defeat the pair decided to raise money and awareness another way.

Sara and Justine soon found an alternative challenge and joined a local retirement home on a sponsored walk round Sefton Park.

The proud pair covered the 5k perimeter of the park and finally collected welcome funds for Crossroads, which has offered Sara's father essential support since he suffered a stroke more than a year ago.

She explained: "As with many people, I had little idea that organisations such as Crossroads existed until my family needed its support."

"The Care Support Workers do a wonderful job and it's important to raise awareness of the fact that there are agencies out there that can support and help people who have taken on the, often challenging, role of carer.

"I'm delighted to have been able to raise funds for the organisation. It's spurred me on to do more fundraising."

**£250
RAISED
DURING A
SPONSORED
WALK.**

Supporting, helping and caring for someone else is a partnership

Being a single parent can be a challenging task for anyone, but taking on the role of a single foster parent caring for a severely disabled ten-year-old seems bigger than most.

For Liverpool based carer John it's a challenging yet rewarding reality.

It's been almost seven years since John gave up his hectic career as an occupational therapist to become a full time and sole carer for foster son Michael.

With the physical and mental ability of perhaps a one-month old infant, epilepsy and gastrostomy fed, Michael has very complex needs. He requires round the clock care.

For more than five years local care organisation Crossroads Caring for Carers has been providing John - and many others like him - with essential support.

The Crossroads team spends three hours a week with Michael and the visits enable John to catch up with friends and enjoy outside interests.

John has now built up a trusting relationship with staff at the Crossroads office and with the support workers who visit. Although he admits it was initially

difficult to accept help, despite his long career with social services.

"As with many people today, particularly carers, I was determined that I could cope for myself. We all get that feeling that we would like to be or ought to be superman or superwoman."

"It was difficult to recognise and admit that it's perfectly acceptable to want some time out and to realise there are people available to help you achieve that. It's also a healthy step to accept that other people can look after Michael. It makes you a better carer in the long run if you're able to take some time on your own and recharge the batteries!"

"It's also easy to get into that trap of feeling guilty about the support you get, knowing that you come across many people who have really struggled and had no support for years."

"What many people with disabilities or those supporting them need is information and encouragement to look at getting the right help."

Crossroads supports schools tag tournament

Crossroads is proud to be an official sponsor of the Annual Schools Tag Rugby World Cup. The organisation sponsors the medals presented to all participants and they carry the Crossroads Caring for Carers logo.

Crossroads has long been associated with the tournament, which was devised to break down barriers and integrate children from all communities.

During the event each school represents a different country. Competition is intense with schools from as far afield as London and Hampshire also taking part.

This year, Merseyside Fire Brigade and St. Helens Rugby FC took over the organisation of the event. St Helens runs training sessions for the children prior to the event.

Many thanks to the teachers and of course a special thank you to Mark Bourke of Merseyside Police, who set up the tournament all those years ago.



New look for the team

The Crossroads team of Carer Support Workers is delighted to be sporting a smart new uniform. Worn in Liverpool, Sefton and Warrington, the uniform was launched in July and is being modelled in the photo by Barbara Hough from Liverpool.



Case Study

"There are quite a few friends I'm not able to visit with Michael because of limited wheelchair access. But with a flexible three hours a week free, I can call on them, enjoy trips to the cinema or simply enjoy a stroll in the local park in the summer. I've even had an attempt at Salsa dancing."

For John, Crossroads' weekly visits are a well-deserved break from a busy daily routine. A routine that starts at 7am as John washes, changes and dresses Michael before he goes off for a full day at a local special school for the visually impaired. In the evenings, John can be found preparing five special feeds a day for Michael, who with his gastrostomy is fed through a tube straight into his stomach.

"The days are full and busy. Michael and I attend quite a few hospital clinic appointments, and meetings involving his care each week. Fitting it all in can be a struggle and it is really easy to neglect yourself."

"The relationship with Crossroads pushes me to get out and do things I doubt that I would otherwise do. I'm even taking art classes at the local adult education centre and am involved in several campaigns to improve access and funding for wheelchair users," he explains.

John, who also has three children in their teens and early 20s, believes Crossroads' commitment to regular and specialised staff training is a reassuring part of the service. He describes Crossroads as helpful, encouraging and professional.

"Michael has a wonderful personality, but is very limited. He can communicate very little of what he wants and it takes time to build confidence in people being able to look after him. Supporting, helping and caring for someone else should be a good partnership, which is what I have with Crossroads."

As for the future, John is unsure of how much more care Michael will require as his needs change. Making sure Michael has all the hoists to move him, ramps for house access, and a van with a lift to make it wheelchair accessible is essential.

John recently became engaged to Lynn and will be married next year.

"Although Lynn is a very caring person and is getting to know Michael, Crossroads has helped us spend time on our own, which has been a very special part of our courtship," John explains.

"We very much hope Social Services will allow us to continue to get Crossroads' support when we are married, so we can still carry on 'dating' and give that special bit of time to each other. The knowledge that Crossroads is there and can meet Michael's care requirements is reassuring."

With more than 80,000 people in Liverpool alone caring for someone, John believes it's essential for people to know about all the support they can get, especially from organisations like Crossroads Caring for Carers.

"Caring for someone - even with love and commitment - is still a challenging job."

"Support is essential and it's important to get past that resistant feeling that no one can do the job like you can and considering Crossroads support for your loved one, and yourself!"

Lord Mayor's generous gift

Crossroads recently welcomed a donation of £550 from the Lord Mayor of Liverpool's Charity Appeal for the year 2005/06.

Lord Mayor for the year was Councillor Alan Dean and the generous gift will help with the running costs of the "Stepping Stones" Saturday club.

**£550
DONATED**



Lord Mayor of Liverpool Alan Dean with his Lady Mayoress, Miss Helen Dean at the Crossroads fundraising Dinner Dance held in the summer of 2005 at HMS Eaglet.

Thanks...

A huge thank you to all those involved in raising an amazing £722 during the coffee morning at St Mary's Church, Woolton. A special thanks to those who took the time to make cakes, jam and other products to sell.



It has been a year of activity and achievement for Crossroads Caring for Carers in Liverpool and Sefton.

Year on year, we aim to extend our choice of services and the level of care we provide, and develop new services for the Carers and the person that they look after. We do this by listening to what Carers tell us they need.

That approach has helped us develop and improve a diverse range of services tailor-made to meet the needs of Carers for respite breaks. The service has regularly featured the provision of palliative, specialised and complex care for children, young people and adults.



Crossroads Caring for Carers – worth getting to know...

Public service delivery organisations such as ours face many changes and challenges in the months and years ahead.

Many will come from 'Our Health, Our Care, Our Say', 'Every Child Matters', and other Government initiatives, and from the new commissioning and procurement arrangements that will soon be introduced.

With those challenges will come significant opportunities, not least in service development.

I urge colleagues, partner organisations and commissioners to read this newsletter and to consider including Crossroads in your future plans.

Margaret Crichton
Chair, Board of Trustees

Expanding choice; increasing provision

Annual Report and Financial Statements 2005 - 2006

Some highlights...

Copies of the full annual report and accounts are available from

www.liverpoolcrossroads.co.uk

or from
Crossroads
Caring for Carers
Please write to
Breckfield Centre
Breckfield Rd North
Liverpool L5 4QT
Tel: 0845 051 1970

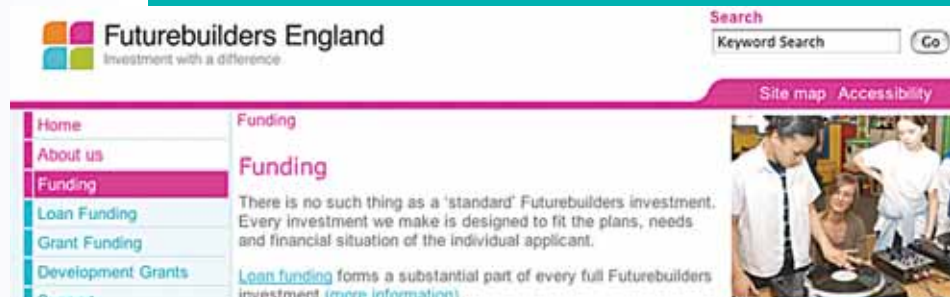
A partnership of excellence...

In June 2006, Futurebuilders England agreed a significant investment to enable Liverpool Crossroads Caring for Carers to expand and improve its existing service delivery by increasing the Carer Support delivery hours by 10% year on year for the next five years.

The investment has funded a finance manager, office refurbishment, IT system enhancements, website development and hosting costs, and capacity-building to enhance corporate governance and marketing.

The funding has also been used to develop a marketing and publicity strategy, including the regular production of this newsletter and the development of the website www.liverpoolcrossroads.co.uk which have enhanced our ability to communicate with Carers, partners, stakeholders and the wider public.

The investment from Futurebuilders England consists of a loan up to the maximum sum of £116,500 and a grant up to the maximum sum of £64,500.



For more information on Futurebuilders England, go to www.futurebuilders-england.org.uk

8,500 hours of carer support for Carers of children with special needs

The table below summarises what we have been able to achieve in delivering support services to children with special needs.

Carer Support Service	Carer Support Hours Delivered	Number of Carers / Families Supported	Number of Carer Breaks	Average Carer Break Time hrs	Average Carer support hours per annum
Contract Care Children	4408	38	1681	2.62	116
Big Lottery Children's Palliative	2257	19	682	3.31	119
Sefton Carers Grant Children	1883	16	644	2.92	118
Total	8548	73	3007	2.84	117

Find out more about our services. Visit www.liverpoolcrossroads.co.uk

WARRINGTON MERGER

During 2006 we began to provide management support to Warrington Crossroads Caring for Carers with a view to a merger, which has now been successfully completed.

We look forward to working in partnership with Warrington Borough Council, Warrington Primary Care Trust and Warrington Carers Centre to build on the services already provided and to develop new services in this area.

Thanks to our funders and partners...

Our thanks to the following organisations and other partner organisations without whose funding, support and encouragement we would not have been able to maintain the continuous, reliable, high quality services for Carers and the person that they look after at home that we have been able to deliver during the last twelve months.

LIVERPOOL CITY COUNCIL • LIVERPOOL PRIMARY CARE TRUSTS • SEFTON METROPOLITAN BOROUGH COUNCIL
SEFTON PCT • WARRINGTON BOROUGH COUNCIL • WARRINGTON PCT • FUTUREBUILDERS (ENGLAND)

Supporting Adult Carers

During the year under review, we delivered more than 32,000 hours of carer support to 169 families, enabling adult carers to enjoy no less than 10,775 breaks. More detail appears in this table.

Our Services for Adults continued to be funded by the Local Authorities, Primary Care Trusts and Housing Trusts.

Summary of Results Achieved in Contract Care Carer Support Services to Adults and Older People

Carer Support Service	Carer Support Hours Delivered	Number of Carers / Families Supported	Number of Carer Breaks	Average Carer Break Time hrs	Average Carer support hours per annum
Continuing Care	17657	25	5190	3.40	706
Care of the Elderly	4982	44	1735	2.87	113
Learning Disabilities & Aspergers Syndrome	6668	17	2703	2.47	392
Respite Care & Support	2466	7	923	2.67	352
Regeneration Support	943	76	224	4.21	12
Total	32716	169	10775	3.04	194

You can find more information on our services to adult carers by visiting www.liverpoolcrossroads.co.uk

Improved access for young carers

Young carers can now enjoy improved access to Crossroads. They can contact the team in a variety of ways to gain information, advice and support. Tel: 0845 051 1970 email: youngcarers@liverpoolcrossroads.co.uk website: www.mylifedub.co.uk

Expanding choice; increasing provision

Annual Report and Financial Statements 2005 - 2006 Some highlights....

Quality training for a quality service

One of the ways in which we can meet our commitment to provide quality services is to make sure our Carer Support Workers are trained and qualified to a high standard.

Only through professional training and support we enable them to meet individual needs effectively and consistently.

We've made significant strides in creating a motivated, trained and committed team of Carer Support Workers.

The report following our most recent inspection by the Commission for Social Care Inspection (CSCI), and our achievement of Croquet (Crossroads Quality Evaluation Tool) Level 11 confirms the progress we have been able to make and underlines our commitment to quality across all aspects of our service.

However, we will avoid complacency and continue to strive for excellence in what we do.

On 31 March 2006, 85% of Liverpool Crossroads staff were trained to a minimum level of NVQ II exceeding CSCI requirements. Two of the Care Management team completed their NVQ Level IV Registered Managers awards in March 2006.

Staff have also been trained in financial procedures, client centred care and operational care management.

At 31 March 55% of Liverpool Crossroads Caring for Carers staff had at least 3 years service with 60% (thirty six) of the staff younger than fifty years of age.

Of the sixty staff 12 are male and 48 are female. In 2005/06 8 new staff joined and 14 left the company with six joining and leaving in the same year.

The table illustrates qualification levels for all staff.

NVQ Qualification	Carer Support Workers Qualified	Office Staff Qualified	Total Staff Qualified
Level II Care	35		35
Level III Care		3	3
Level III Management		2	2
Reg Manager Level IV		5	5
Accountancy		1	1
Nursing	1		1
NNEB	4		4
Total	40	11	51
Total Staff	48	12	60
Percentage Qualified	83%	92%	85%



We value our staff and acknowledge the importance of continuous personal development. The Trustees would like to record their appreciation of the efforts and commitment that our staff have demonstrated, not just throughout the year under review but in many cases over many years unbroken service and dedication to Crossroads Caring for Carers clients.

Supporting siblings, young Carers and parent Carers

One of the new initiatives launched during the year was our Stepping Stones Saturday club. It's an inclusive club in Liverpool for children with an illness or disability, and it supports siblings, young Carers and parent Carers.

Setting up this club was made possible by our fundraising events and by the tireless efforts of our staff, supporters and volunteers.

Our other two children's clubs have continued to flourish in the Sefton community. Thumbs Up Club - recently relocated to Litherland from Crosby - and Playbarn Club held at Kinderworld in Southport, have become well used and valued services.

Both weekend clubs provide activities for children with special needs.

We remain grateful for the support provided to the Thumbs Up Club from the Local Network Fund, The Community Foundation for Merseyside and John Moores Foundation.

Managing risk; ensuring sustainability

The Board of Trustees has reviewed the governance and management of the charity with the support of the Futurebuilders investment and has begun to implement a range of recommendations.

The Board has engaged a consultant to help us consider ways of using our resources more effectively and maintain sustainability in the future. We are working closely with other North West Crossroads Schemes to develop a Regional Strategy for sustainability in the North West Region.

Looking forward

Crossroads

has faced many challenges and changes over the years. We are now facing major change and challenge in the commissioning and procurement of public service delivery. We will work diligently to meet these changes and continue to provide the services that Carers want and need in Liverpool, Sefton and Warrington.

Crossroads in Liverpool & Sefton



Statement of Financial Activities Year Ended 31 March 2006

	2006 £	2005 £
Incoming Resources		
Grants Received	290,763	220,030
Contract Care Charges	482,804	473,454
Donations & Fundraising	17,064	4,040
Investment & Other Income	12,797	7,607
Transfer from Sefton Crossroads	185,676	-
Total Incoming Resources	989,104	705,131
Resources Expended		
Charitable Activities	785,694	691,085
Fundraising Costs	6,203	1,438
Governance Costs	18,409	10,114
Total Resources Expended	810,306	702,637
Net Income for the Year	178,798	2,494
Balance brought forward	59,617	57,123
Balance carried forward	238,415	59,617

Balance Sheet 31 March 2006

	2006 £	2005 £
Fixed Assets	16,589	4,647
Net Current Assets	227,099	54,970
Creditors falling due after more than one year	(5,273)	-
Net Assets	238,415	59,617
Unrestricted Funds - Designated	197,734	43,853
- Other	3,980	(27,398)
Restricted Funds	36,701	43,162
Total Funds	238,415	59,617

Liverpool Crossroads Caring for Carers Limited

trading as Crossroads in Liverpool & Sefton

Statement by the Directors

These summarised accounts are derived from the full annual accounts and may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full accounts, which have been subjected to an audit, and the directors' annual report should be consulted. Copies of these can be obtained from Crossroads in Liverpool & Sefton, Breckfield Centre, Breckfield Road North, Liverpool L5 4QT (Tel 0845 051 1970).

The full annual accounts were approved by the directors on 19 July 2006 and will be submitted to the Charity Commission and Companies House in due course.

Independent Auditors' statement to the Directors of Liverpool Crossroads Caring for Carers Limited

We have examined the summarised financial statements of Liverpool Crossroads Caring for Carers Limited.

The directors are responsible for preparing the summarised annual report in accordance with applicable law.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements within the summarised annual report with the full financial statements and Directors' Report.

In our opinion the summarised financial statements are consistent with the full financial statements and directors' report of Liverpool Crossroads Caring for Carers Limited for the year ended 31 March 2006.

BRESNAN WALSH

Chartered Accountants and Registered Auditors