

**CROSS  
ROADS  
CARE**

Richmond & Kingston  
upon Thames

*We are the people  
Carers turn to*



Crossroads Care  
Richmond & Kingston upon Thames

## Annual Review 2017–2018

*Caring for our  
local community for  
over 30 years*

[www.crossroadscareruk.org](http://www.crossroadscareruk.org)

Patron: Rt Hon Sir Vince Cable MP



# “Crossroads makes a massive contribution”

— Rt Hon Sir Vince Cable MP, Patron

In 2017-2018  
we delivered over  
**22,000 hours**  
of care to over  
**500 Carers**

## About Us

Crossroads Care Richmond and Kingston upon Thames is a network partner of Carers Trust, the UK’s leading provider of support for Carers and the people they care for.

We provide bespoke, high quality home and community respite services. Our team are not volunteers; they are highly trained, paid and experienced Care Support Workers.

We deliver high standards of care and services to people of all ages and disability including specialist, complex care and support services.

Our non-profit organisation is a Care Quality Commission (CQC) regulated service, which ensures we provide a quality and safe service. We are also a Centre of Excellence under the Carers Trust Quality Mark.

**A Carer is a person of any age who provides unpaid care and support to a friend or family member who, due to illness, disability, a mental health problem or an addiction cannot cope without their help.**

## Our Mission

... is to provide high quality services that respond to the needs of Carers and the people they support, offering them peace of mind and understanding. As well as developing new services, working with Carers and the people they care for and other stakeholders to influence service innovation and growth.

## Our Vision

... is for every Carer to be recognised and supported and have access to a range of quality care and support services to maintain their own health and wellbeing.

## What We Do

Our organisation gives unpaid Carers an essential break from their caring role by providing a minimum of two hours 1:1 respite service within the home or community. This allows them to:

- spend quality time alone
- have time out
- meet appointments
- participate in activities with their other children or with friends
- spend time with their partner

In order to maximise the benefits of a respite break, each package of care is bespoke and personalised. This may or may not include looking after the whole family unit.

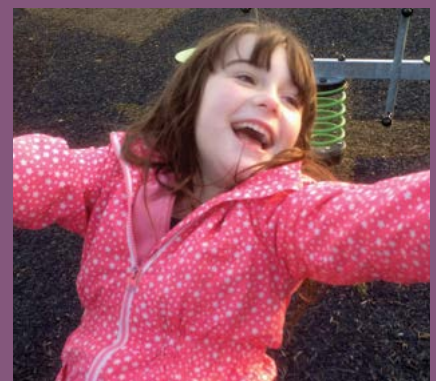
*“My Lifeline. I could not do without them”*



Chatting over a meal at the Men Who Care Christmas party.



Khanda is supported four days a week. Today, a fun day out!



Eight years old and having fun at the local park with Care Support Worker, Michelle.



**Jitesh Dhanecha**



**Julie Da Costa**



**Peter Adcock**

# From the Chair

Thank you for reading our Annual Review 2017-2018. I am very pleased to report another positive year for our organisation and handover the Chair to Peter Adcock. I'd also like to welcome our new CEO, Julie Da Costa. Newly appointed, they are both very enthusiastic and committed to driving the charity forward into 2018-2019 and expanding upon our Mission and Vision.

We are very thankful to our trustees who, through their wealth of experience, knowledge and expertise provide ongoing strategic leadership and support. As well as our team of dedicated Care Support Workers and volunteers who understand the needs of Carers and the people they care for, and constantly deliver high standards to those in need. Thank you for your commitment and dedication, for always going the extra mile, doing the job with a smile and taking pleasure fitting into the family or at the projects.

Over the years, Crossroads Care has positioned itself strategically across the borough. We would like to thank our statutory and voluntary partners and all our stakeholders who strive to meet the needs of Carers and the people they care for. Working closely with partners enables us to continue to support and raise the profile and needs of Carers and highlight the extraordinary work they do every day.

There continues to be tough challenges ahead. These include the growing number of older Carers with multiple health and care needs living in Richmond, and staff recruitment. Our new strategic plan for 2018-2023 provides a clear and effective strategy to move our organisation forward productively into an improved financial position for 2018 and beyond while addressing the specific needs of Carers and the people they care for.

Over the years, we have been able to develop specialisms and extend our services to cover the needs of both adults and children in our local community. With the continued support of our core funders, sponsors, partners, volunteers, trustees and staff team we will be able to continue providing high quality vital services; particularly to those who are isolated and vulnerable and often outside the statutory framework.

With thanks,  
**Jitesh Dhanecha (Jay)**

**45% of our  
11 volunteers and  
27 staff members  
have worked with us  
for over 10 years,  
and 4 for over  
20 years**

*Thank you for your  
years of service!*

For a full listing of staff and volunteers head to [www.crossroadscareruk.org/meet-the-staff](http://www.crossroadscareruk.org/meet-the-staff)



## In Memoriam

Earlier this year, David Mitchell a beloved member of the Crossroads Care team sadly passed away. A friend to our organisation for over 10 years, we first met David when he brought his partner Derek to our Caring Café. Then in 2009, David became a Care Support Worker; he retired in 2017 when his health deteriorated.

An extraordinarily kind, caring and dedicated person, David's personal experience caring for his partner Derek enabled him to relate to Carers and the people they care for in a compassionate and understanding manner.

*The team held a memorial service to say their sad goodbyes to "one of their own". David's ashes are to be scattered under the East Weeping Willow at Mortlake Crematorium where he will be reunited again with his beloved Derek.*

Rest in Peace, David, from us all.



# Our Services

## Emergency Respite Care

For over 15 years we have provided Emergency Respite Services and Support to unpaid Carers living within Richmond. Should a Carer become ill or experience an emergency situation, Carers will have peace of mind knowing that we will ensure continued care in the home by our highly trained and experienced team.

*“Tower of strength”*

## Men Who Care

Developed to specifically address the health, support and care needs of this vulnerable and particularly socially isolated group. Male Carers who are caring for a partner, mother or child attend a monthly male-focused social group for friendship, specialist support and activities. The Men Who Care project also provides care and respite for the person they are caring for.

*“I’m so grateful my husband was in a good place when he died. One of the reasons for this was the Men Who Care project. He thoroughly enjoyed being part of this group”*

## Children’s Saturday Club

For over 17 years, the Saturday Club has provided children and young people from ‘hard-to-reach groups’ e.g. Autism and Asperger’s with the specialised support they require in order to participate in mainstream activities. This “club of their own” also provides parents, Carers and siblings with a break from their caring role.

*“When children with disabilities go to clubs they are expected to fit with ‘normal’ children’s rules. Here they can just be themselves”*



Over 15 children have progressed from white belts to red, blue and purple at the Saturday Club’s Karate activity.

## Caring Café

Running for 17 years, the Caring Café provides a safe friendly environment for Carers and those living with dementia to meet others, feel supported and gain information to help them in their caring role. The Café is run in partnership with Alzheimer’s Society South West London.

*“A big thank you for the support you gave my husband during his illness (dementia)”*



Celebrating 30 years of Crossroads Care at the Caring Café.

# Our Highlights

## Fully-funded\* Activities and Events

- Over 90 Carers and children attended the annual Christmas pantomime at Richmond Theatre
- 6 young Carers with special needs went on a much-needed Haven Holiday
- 11 young children and Carers went to 2 games at the Chelsea Football Club
- One of our young Saturday Club members is preparing for his black belt in Karate!

*Thank you to the trustees for funding our annual Christmas party for staff and volunteers.*

*\*These events were fully-funded and staffed by Crossroads Care*

**In 2018, we are Charity of the Year with Marks and Spencer, and The Pink Tie Club!**

## Marketing and IT

- Our marketing strategy includes a new website
- We launched ‘Friends of Crossroads’ – a new way of giving
- Our IT systems were improved (including Webroster).



Young Carers enjoying their three-day Haven Holiday break.

## Structure and Strategy

- The Men Who Care project is entering its second year
- We are promoting and expanding our services and relationships with providers
- We developed a more efficient and sustainable office and management structure.



Having a ball at the Chelsea Football Club.

# Financial Snapshot 2017 – 2018

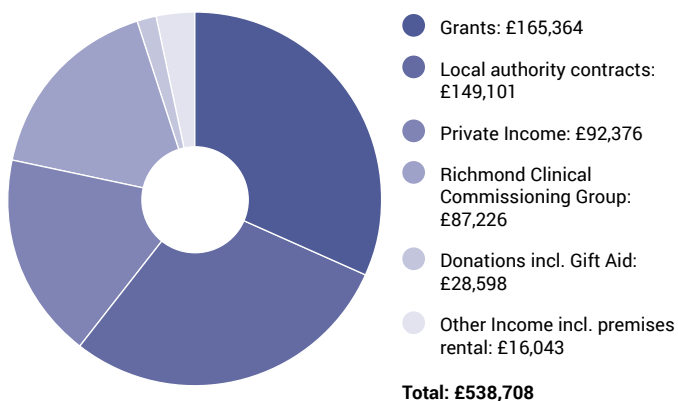
## Income and Expenditure for the year ended 31 March

	2017	2018
Total Income from all Sources	£531,093	£538,708
Less: Total Expenditure	(£541,068)	(£553,101)
Gain on revaluation of Property	-	-
Net Income (Deficit) for the Year	(£9,975)	(£14,393)
Reserves Brought Forward	£153,601	£143,626
Total Funds Carried Forward	£143,626	£129,233

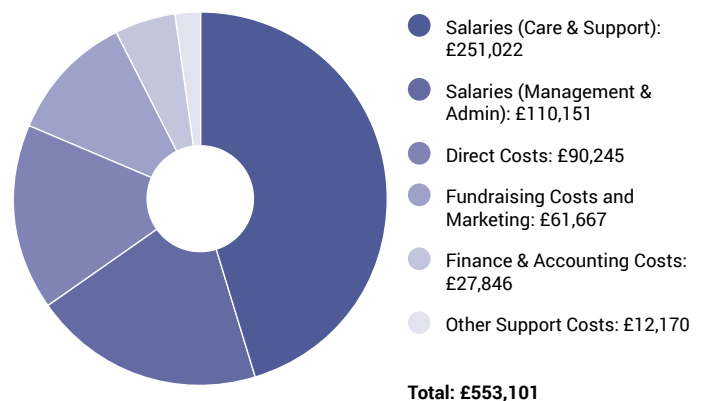
## Balance sheet as at 31 March

	2017	2018
Fixed Assets	£336,200	£327,409
Debtors	£60,719	£54,222
Cash	£70,777	£87,439
Less: Current Liabilities	(£118,444)	(£140,926)
Long Term Liabilities	(£205,626)	(£198,908)
Total Assets Carried Forward	£143,626	£129,233

### Income



### Expenditure



## Feedback and Quality

Feedback from our service users, Carers and the people they care for is paramount. Every year, two service reviews are sent to clients. Our most recent survey reported that:

**55%**  
of Carers use their break to go shopping

**100%**  
are happy with the service provided

**100%**  
are satisfied with time-keeping and reliability

**100%**  
would not make any changes to their visits

*“The only thing I would change about my Crossroads visits, is I wish there were more of them”*

— A Carer



Supporting a client to enjoy the local community.



# Looking Ahead

## Over the next 12 months we will:

**Secure** the financial stability of the organisation so we can improve the financial status, reserves and income.

**Grow** business revenues, margins and reserves by expanding and/or developing both existing and new services.

**Secure** and/or build upon and expand our quality services and projects to meet the health and social care needs of all Carers and the people they care for.

**Continue** to deliver high quality services that meet the needs of Carers and the people they care for.

**Develop** and maintain our people, including our partnerships, to ensure that the necessary and appropriate organisational, governance, financial and staff structures are in place to support the pursuit of our objectives.

**Increase** our social impact and profile through measurement, marketing and quality standards and accreditations.

**Continue** to work closely with local commissioners and other health and social care service providers and the voluntary sector to sustain, promote and develop services, knowledge and relationships.

# Our Partners

A non-profit organisation, we extend our respite breaks beyond our charity services and provisions through private purchasing or match funding with direct payments, and contracts from health and social care providers e.g. NHS, Continuing Care Nursing team, Adult Social Services, Achieving for Children.

We pride ourselves on the excellent working relationship we have with our voluntary and statutory Health and Social Care professionals across Richmond and Kingston. Together we are ensuring that Carers and the people they care for, living within these boroughs, receive the very best possible care and support.

# Our Supporters

We would like to extend an enormous thanks and gratitude to all our supporters, volunteers and funders, particularly **Richmond Parish Lands Charity**, **Hampton Fuel Allotment Charity** and **Barnes Workhouse Fund**. These organisations have been generously donating and supporting Crossroads Care Richmond and Kingston upon Thames for many years.

And more recently, **The Victoria Foundation** for their support and generous proceeds from the silent auction at their annual Christmas Ball.

This continued support makes it possible for our charity to continue providing high quality services to Carers. Particularly those who are in isolated and vulnerable groups outside the statutory framework but living within Richmond.

# Get Involved

As a charity, Crossroads Care Richmond and Kingston upon Thames – outside of providing contractual respite services to the borough – is entirely dependent upon our supporters, funders and volunteers. Without your assistance we could not continue. Every donation, large or small, helps us to improve Carers lives.

## Become a Friend of Crossroads



### Fundraise

as an individual, group or corporate



### Volunteer

make a difference and join our team



### Donate

every little bit helps



### Join

become a member and attend our AGM and help influence strategy

## Get in Touch

 [info@crossroadscarerk.org.uk](mailto:info@crossroadscarerk.org.uk)

 020 8943 9421

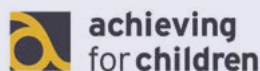
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 [www.crossroadscarerk.org](http://www.crossroadscarerk.org)

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Barnes Workhouse Fund

