

**CROSS
ROADS
CARE**

Richmond & Kingston
upon Thames

COVID-19 *Response 2020*

“Thank you to all our supporters for your incredible assistance. Without your help, many of our most vulnerable, at-risk and shielding residents would have gone without.” Julie Da Costa, CEO

**Crossroads Care
Richmond and Kingston upon Thames**

*Caring for our local community
for over 32 years*

www.crossroadscarerk.org

Patron: Rt Hon Sir Vince Cable

It is estimated that 4.5 million people have started caring unpaid since the coronavirus outbreak began. When combined with those already providing care pre-crisis, that means there could be as many as 13.6 million unpaid Carers across the UK (26% of the UK population).

Source: Carers UK

Registered in England No. 3004206

Charity Registration No. 1053224



During a safe distance visit in March, Joyce, 90, received a bunch of flowers from Care Support Worker, Michelle. "It really brightened my day!" says Joyce.

COVID-19 Impact

Crossroads Care Richmond and Kingston upon Thames is a registered charity and network partner of Carers Trust. Together we are working to benefit unpaid Carers.

COVID-19 and the long periods of isolation, have disproportionately affected Carers, whose only social contact is often outside the home.

It has never been more essential that the specific needs of Carers are identified, addressed and recognised by all health and social care professions.

In Richmond specifically, 15,802 (8.5% of all residents) living within the borough have identified as Carers.

As of 24 August, there have been 621 confirmed cases of COVID-19 in Richmond upon Thames. As of 14 August, 152 people in the borough have sadly died of the virus.

Executive Summary

As a proactive and regulated key provider, our response was immediate and impactful, yet beyond our mission remit for Carers, as we believe we have a civic responsibility to respond to and meet the changing local needs during a national crisis.

Our response, however, would not have been possible without additional grants from our valued and ongoing supporters such as Hampton Fund and Richmond Parish Lands Charity (RPLC), and the outstanding dedication of our team and local community.

These grants were imperative as they enabled us to react with much speed and impact. Moreover, they provided us with the resource time to apply for other grants, many of whom were overwhelmed with applications and had long lead times for delivering funding.

Our response and funding enabled us to explore and meet the specific needs and experiences of those most at risk and affected (including financially) by the pandemic.

While 2020 has proved to be an especially difficult year so far, this is particularly true for Carers and the people they care for. Our support services have never been more essential, and we have worked hard to adapt and continually risk assess to meet local need and demand.

Our team have responded exceptionally well to these challenges and we have incorporated much information and learning into this report; the learning journey, as well as some key obstacles.

I would like to pay tribute to our Board of Trustees for their imperative support and expertise, as well as the magnificent response from all Crossroads Care staff team, management, senior team and volunteers during this extremely turbulent and challenging period.

Julie Da Costa, Chief Executive Officer

Acknowledgements

As Chair, I would like to thank all the funders, including London Borough of Richmond Upon Thames Council, for their most generous contributions which have made our response possible.

I would also like to acknowledge the dedication and proficiency of our staff, volunteers, local community and traders who responded to meet the needs of our clients and the local community so graciously. Whether you answered or made calls, conducted deliveries, produced food, donated items to our Food Bank or offered financial assistance, your contributions were invaluable. Collectively, we achieved so very much.

As well, I would like to thank our CEO, Julie Da Costa for skilfully leading the organisation through such a challenging time. The pandemic will form a much greater proportion of our financial reports for the year ending March 2021.

Peter Adcock, Chair



Peter Adcock



Julie Da Costa

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Our Volunteer Response and Impact

In order to increase impact and ensure safe regulated support, we regulated and upskilled a number of volunteers into Volunteer Coordinators. Their role was to help induct new volunteers and focus on new incoming referrals and need, allowing our core team to concentrate on our contractual social and health care contracts and services.

The Volunteer Coordinators, together with office volunteers, also processed orders, coordinated the rota, added data, analysed statistics and organised payment transactions.

Thanks to this incredible work from March to June 2020, we were able to regulate over 50 Crossroads Key Volunteers. We also upskilled 3 volunteers to join our key skilled paid Care Support Workers, who:

- **conducted** almost 3,000 food shops, medication collections and deliveries
- **worked** with over 5 local pharmacies with multiple deliveries, 7 days a week
- **delivered** to over 500 households (over 5,200 hours of work)
- **supported** over 1,250 people (approximately)
- **produced** and delivered 2,400 free or discounted Community Meals (The Anglers, Teddington)
- **delivered** free food bundles from our Food Bank (The Anglers, Teddington)

A Volunteer's Role

"Two weeks prior to the lockdown, I had just left behind a career with PwC, an audit and advisory firm, so was able to throw myself into volunteering. I started with two other volunteers on the 20 March, and under the direction of Crossroads Care was upskilled to become one of three Volunteer Coordinators.

"The first few weeks were quite challenging for us. We worked seven days a week initially, regulating volunteers and establishing front and back office processes whilst at the same time responding to rapidly increasing community needs.

"I have really valued the opportunity to contribute as part of a humble team of volunteers who I have seen respond with determination and passion to support the local community."

Sandra Collins,
Volunteer Coordinator



Sandra Collins



Livia Talbot-Smith

"Very nice caring people who have stopped me being really isolated at this very difficult time."

Fundraisers

- **Rockin' the Lockin:** on 25 April, 16 musicians put on a live Facebook show. Organised by Teddington Together, this event (match-funded by Barclays) raised £3,716.
- **Kids in Lockdown 2.6 Challenge:** on 26 April, school student, Livia Talbot-Smith and 19 friends raised £2,405 by taking part in a marathon around Teddington.
- **Harrison's Head Shaving Extravaganza:** on 17 May, Harrison Gurney live-streamed his hair being cut and shaved by his wife, Stevie-Leigh, on Facebook. Together they raised £1,130

Real Life Story

We often receive lovely emails and messages of support. This message was sent to our Key Volunteer Team after we'd picked up and delivered urgent antibiotics to a new client's house.

Last Friday, I was struggling to get hold of antibiotics for my husband who had been battling the covid virus. The doctor suspected a secondary infection. We were obviously self-isolating; him, my three-year-old daughter and I, so I couldn't get out to get the prescription and antibiotics.

Richmond Council gave me your number and I spoke to Sandra who managed to find someone at the last minute to collect the prescription.

My husband started his course last Friday evening and he has improved. We are confident he has gotten over the worst and it is a huge relief. I do not know what would have happened if it wasn't for Sandra's determination and invaluable help. My husband was in a very bad way.

So, from the bottom of my heart, thank you! Thank you for going above and beyond and caring so much for strangers. It brings tears to my eyes just thinking of it. With all my gratitude and affection.

"The calls are good as they don't make me feel so alone. Caring for my mother at this time makes me so anxious."

"It was wonderful being able to talk to someone, it makes all the difference. Some days I have no contact with anybody."

"I just spoke to a lady who said she doesn't know what she would have done without us. She said if it weren't for us, her children would not have been fed. She said thank you for the follow up phone call it has brightened her day."

"Thank you so much for the support and the frozen food, it's going to change our lives. I am so looking forward to it and so is Mum."

"At times like these, the more that people pull together and offer support, the more the burden on the most vulnerable is eased. The extraordinary positive contribution all of you as volunteers have made to the those most in need in our community can't be understated. Thank you for the myriad ways in which you have helped and supported people in need and the positivity you have all brought to this project. This has been a very uplifting experience at a time when it was most needed."

**Pat Riordan,
Crossroads Care Trustee**

Volunteers' Week

"Recently retired from a career in IT, my wife Liz and I spent the last couple of years living and working in Singapore. My daughter, Abbie is a journalist for a national newspaper, continuing to work full-time through the coronavirus pandemic and volunteering when she can."

"We first discovered Crossroads Care when Abbie was looking for ways to help vulnerable people in the community during this challenging time. She helps in the office answering calls, speaking to clients and assisting with general admin. I provide IT assistance, do pharmacy runs, and along with my son Alex – who also volunteers – will be providing support for The Anglers Food Bank/ Community Meals service."

"We have been blown away by the incredible work Crossroads Care does, the hard work and dedication of the team and the efficiency of the operation. We have spoken to numerous clients who really rely on them, and we are so proud to be a part of it. We would love to be involved with Crossroads Care in the future, even after this crisis has calmed down."



Ian and Abbie Llewelyn

"I could not have done a shop more perfect myself, I got everything I asked for, my only disappointment is when the lovely lady turned around, she did not have white wings on her back."

Ian and Abbie Llewelyn, father and daughter from Teddington, featured in our social media posts for Volunteers' Week (1-7 June)

Overcoming Obstacles

Our response to the pandemic was immediate. In order to meet local need, we had many key obstacles to overcome.

Key Obstacles	Key Solutions
Shopping (supermarket access)	We built a relationship with Tesco Teddington, so our volunteers (wearing their ID badges) could shop with unrestricted access
Payments	We organised Monzo cards and secure card payment machines
Pub-cooked Food	We built a relationship with The Anglers in Teddington. They cooked and distributed over 2,400 homestyle frozen meals. In order to volunteer, they had to register with Richmond Council and satisfy new COVID-19 regulations.
Food Bank	We set up a Food Bank with The Anglers which distributed free food bundles. Many local individuals, organisations and traders (inc. supermarkets) donated items. We organised a Brakes account and completed regular inventory checks.
Grants	We secured grants for our Food Bank, PPE and volunteer costs (expenses, training, DBS checks)
Inducting Volunteers	We upskilled 3 volunteers and matched the volunteers' skill sets to their roles e.g. accountants, auditors, chefs, drivers, councillors
Safeguarding	We conducted training and inductions, and regularly held communication with health and social care boards, we also implemented policy and insurance frameworks to identify risk areas
Pharmacies	We built strong relationships with local pharmacies to collect and drop off essential medications 7 days a week

COVID-19 Response

Now considered the most significant challenge affecting the UK since WW2, the crisis erupted at the end of the 2019-2020 financial year. By 23 March 2020, in an unprecedented step to attempt to limit the spread of coronavirus, the United Kingdom was put into lockdown.

For many, but particularly for those with health needs or caring for loved ones, the world quickly became a scary place. Services such as food banks, day centres, schools and usual support groups swiftly closed or offered significantly reduced hours leaving many of our socially isolated and at-risk very vulnerable.

What we did

By 11 March 2020, we responded swiftly and were ready to mobilise. As regulated providers, we developed three plans:

- **COVID-19 Pandemic Business Continuity Management Plan**
- **Organisational Alert, Response, Safety and Monitoring Record**
- **Alert, Response, Safety and Risk Assessment Outcome Plans**

From March to June, we worked closely with the London Borough of Richmond upon Thames Council, our voluntary and statutory partners, neighbourhood groups and local traders to meet local need/demand and to support the changing needs of Carers and their cared-for, as well as those most vulnerable, at-risk, socially isolated and financially affected by the pandemic.

Our highest priority was addressing the loneliness and isolation of our older people, those with complex and challenging behaviours and the effect that long periods of isolation was having on them, as individuals as well as a family unit; particularly the emotional, physical and financial implications.

As the weeks of isolation continued – without their usual support networks, routines, access to supplies and services (respite and breaks) – we were seeing very real impact on people's physical and mental health, as well as their financial well-being.

Our Home and Community Services: following government guidelines and the clients' wishes, our services were quickly adapted and amended. The team of staff, as well as each client, were individually assessed to meet individual and family needs.

Our Community Outreach Projects: strict government advice, to help reduce social contact and manage risk around COVID-19, led to the closure of local community centres, youth centres and other social venues. These included our Caring Cafés (for older people), as well as our projects for children and young people (8-18 years) with Special Educational Needs and/or Disability (SEND) i.e. Saturday Club and Transition Project.

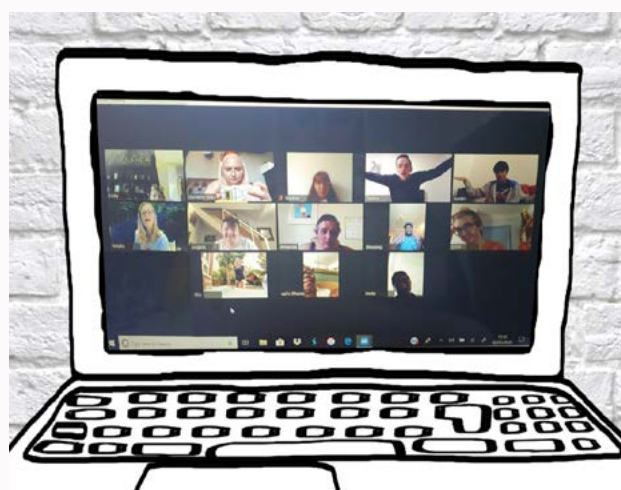
In order to continue meeting our clients' needs, we worked creatively to amend our services such as door-to-door safe distant checks, **Zoom Carers Support Groups** (we provided many hours of support and guidance), regular telephone calls and running errands e.g. shopping and medication collections.

For those financially affected and without computer or internet access, we applied for individual grants through Carers Trust and local funders. After identifying the young people in need, we supplied laptops with secure parental control. This way they could take part in our Saturday Club Zoom sessions.

Our Volunteer Response

On 20 March, thanks to grants from Hampton Fund and RPLC, together with grants from our ongoing supporters, we began recruiting and regulating volunteers to assist our most vulnerable local people in need. Although the local and national goodwill was overwhelming, the requirement to regulate volunteers was essential. To become a Key Regulated Volunteer:

- **Full Induction** complete an application form and supply two references
- **Disclosure and Barring Service (DBS)** checks undertaken (enhanced adult and children)
- **Policy framework and insurances** full induction including insurance and policy framework
- **Training** including adult and children's safeguarding, medication; health and safety including Personal Protective Equipment (PPE)
- **Regulated** wear ID badges and follow policies and procedures at all times
- **Grants** provide receipts so any travel expenses could be reimbursed
- **Feedback** weekly Zoom meetings (guest speakers e.g. Mayor, Trustees), email updates and check-ins



"I really love the Saturday Club and I'm glad I can still see everyone on Zoom while the club is closed" –
A Saturday Club Member

Caring for The Community

Tesco Teddington

Supermarkets and shopping had become a challenge for many, with long queues and empty shelves, as well as online shopping had become impossible. Gaining unrestricted access was a priority.



"We are always happy to help in the local community. So, when Crossroads Care spoke to us about having access to complete shopping for residents who are self-isolating it was an easy decision to make."

Gary Riddell, Manager, Tesco Teddington.

Photo (l-r): Gary, Manager; Suresh, Team Manager, and Firmene, Shift Leader

The Anglers, Teddington

We had received much feedback that the Government Packs (food supply) for locals in need weren't sufficient and often rejected for a number of reasons: some people can't cook (especially older males); some are very particular about likes and dislikes, and most have specific dietary needs, which are not addressed in food packs.

There were many cases where people hadn't eaten cooked food for many weeks, and families were too scared to ask for help for fear of being seen that they cannot provide for their children/families. Quickly we built a strong relationship with The Anglers in Teddington. Between March and June, they cooked and distributed over 2,400 homestyle frozen meals to local people in need.

Thank you to the local community, traders and individual supporters. For a non-exhausted list, please go to www.crossroadscarerk.org/supporters/



**Ben Walton,
Manager, The Anglers**



Nick Newton

Community Volunteers

"Volunteering for Crossroads Care has been very rewarding and a massive eye opener. I feel very humbled and privileged to be part of a community who came together to help those shielding or self-isolating. I hope to continue my relationship with Crossroads Care well into the future."

Nick Newton, The Fun Factory, Teddington

Office Volunteers

Volunteer, Uli Kress with a box of face masks. Thank you to a local anonymous supporter who paid for the shipment of 7,000 face masks from Teochew Association UK. We donated 4,000 to other local charities.



Uli Kress

Pharmacies

As pharmacies were overwhelmed with demand and many of their usual drivers were shielding due to age and health factors, supporting them during this time – often 7 days a week – was imperative.

"When the COVID-19 pandemic started, our number one priority was to keep all of our customers safe and looked after. Many of our customers, both young and the elderly needed to shield, and we needed to ensure that everyone received their medication with no delays."

"We have a delivery driver on just two days a week. Crossroads Care contacted us and offered their services to deliver this much-needed medication on the other three days of the week. This offer was such a huge blessing. Because of the kindness shown, we were able to ensure that essential deliveries were made every day of the week."

"So many of our customers contacted us to say how lovely the volunteers were and how much of a difference this service had made to them. Following this huge gesture of kindness, we used our annual charity day to raise funds for Crossroads Care. Thank you so much to Crossroads Care for providing us and the community with the much-needed help and support and for the amazing work you do all year round."

Day Lewis Pharmacy, Twickenham