

BUCKS and MILTON KEYNES NEWSLETTER

**Issue 1
Autumn 2011**

CROSS ROADS CARE

**Bucks and
Milton Keynes**

Welcome to our first edition of the newly merged Bucks and Milton Keynes Newsletter. Over the coming months we will bring you up to date with news, and fundraising events.

Richard Brook



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CEO

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Useful Information

I am delighted to introduce myself to you as the Chief Executive of the new Crossroads Care Bucks and Milton Keynes Scheme. I took up my post at the beginning of January 2011 as part of the planning for the merger of the two Crossroads Schemes Central and South Bucks and North Bucks and Milton Keynes. To create one scheme across Buckinghamshire and Milton Keynes. Officially merged on the 1st September 2011. We now have a workforce of over 120 staff and deliver nearly 10,000 care hours per month as well as Saturday Kids Clubs, Day Centre provision and a Community shop.

Early in my career I trained as a social worker and for the past 25 years I have been predominantly working for charities in the social care field holding a number of different chief executive posts. Some years ago I was treasurer and the chair person of a Crossroads scheme in East London where I used to live, so I have some previous knowledge of Crossroads and the work they do. I have been meeting many of the staff and clients over the past few months and look forward to the exciting challenges ahead for our new scheme.

Newly Merged Crossroads Care Bucks and Milton Keynes

Coming together

It is now official we are now known as Crossroads Care Bucks and Milton Keynes as from the 1st September 2011. The merger brings together Crossroads Care Central and South Bucks and Crossroads Care North Bucks and Milton Keynes of the county, we expect to provide over a massive 120,000 hours of care each year and employ around 150 people. The shadow board have been overseeing the merge.

The key thing is that there will be no changes to your local care team and the way we provide your care. All the changes will be behind the scenes.



Karen Gill

Chair of Trustees for Crossroads Care Bucks and Milton Keynes, Karen Gill, explains “Creating one central administration team will make it easier for us to provide and monitor the care we provide to people. Streamlining our systems will also free up valuable staff to develop new initiatives and spread the message about how we can help people”

A single Crossroads Care scheme will enable us to offer:

- A broader service range.
- Greater networking with the voluntary and public sector.
- Improved fundraising to offer more free or subsidised care to people in need.



David McCullagh

David McCullagh, Vice Chair of Crossroads Care Bucks and Milton Keynes “Some carers can feel marginalised by society and because Crossroads Care is a charity, we are well placed to support them.” Time will be made to expand Crossroads Care’s profile and to fundraise to help people on the margins of state sector care who desperately need a helping hand.

Shadow Board



Shadow Board: David McCullagh - Vice Chair, Diane Spence Trustee - elect, Chris Ross-parker Trustee - elect, Stephen Sharples Trustee - elect, Naomi Arnold MBE Trustee - elect, Karen Gill - Chair, Charlotte Adkins Trustee - elect and Daphne Spink Trustee - elect.

What is a trustee?

Crossroads Care is run by members of a board called trustees. They keep a check on finances, and manage the overall legal responsibility of the organisation's work. If you or anyone you know has an expertise you can bring to Crossroads Care please write to Karen Gill, Chair of Trustees, Crossroads Care Bucks & Milton Keynes, at either of the addresses at the end of the newsletter. We look forward to hearing from you.

Make a difference in your local community

Crossroads Care Bucks and Milton Keynes depends on volunteers to promote and support the work and help to raise much needed funds to develop and expand the services offered to Carers in this community.

For more information on Volunteering Please phone 01494 868107 or email info@buckscrossroads.org

Prestwood Office Team



Marthe, Emma, Rhiannon, Julie, Dawn and Sheila.

Rhiannon Crofts, Client Services Manager;

I previously worked for Crossroads Care East Midlands as a Care Manager. During my time with both Crossroads I have seen many families who would have found it difficult to have coped with their caring roles if they had not received support from Crossroads Care.

The Coordinating Team: - Suzanne Williams - Aylesbury Coordinator, Sheila Butler Wycombe coordinator, and Marthe Dandridge - South East Bucks coordinator.

Admin Team: Emma Charles - Human Resource Administrator, Dawn Roberts - Administrator.

Finance Team: - Finance Manager, John Rutherford who has recently joined us, will split his time at both offices, Lorraine Roberts and Julie Nisbet - financial assistants.



Lorraine and Julie

There is no such thing as a typical day with Crossroads, dealing with people means that every day offers new challenges. Being calm and able to think on your feet is essential. Listening to what clients say is one of the most undervalued skills. Humour also plays an important part and an upbeat attitude really helps to get the day off to a good start.

The Key point is that Crossroads Care Bucks and Milton Keynes delivers support to carers, and that is that what makes us proud to work here.

We all look forward to meeting you all in the near future. In the mean time Please do feel free to contact me either by telephone 01494 868107 or email rcrofts@buckscrossroads.org.

Mount Mill Team



Cathy Fox - Administrator, Sue Beale - Coordinator, Susan Nunn - coordinator, Colette Hunter - location Manager and Corinne Price - Finance Assistant.

North Bucks and Milton Keynes operates from a beautiful location on a working cattle and sheep farm about 5 miles from Buckingham and 7 from Milton Keynes. We have 50 Carer Support Workers who look after a wide variety of clients and their carers in Buckingham, Milton Keynes and the surrounding villages. My name is Colette Hunter, I joined Crossroads Care as a Care Coordinator in 2003 and now Manages the team, Susan Nunn and Sue Beale are our current Care Coordinators and look after Milton Keynes and Buckingham respectively with 18 years of experience between them including 'hands on' caring expertise. Next we have Cathy Fox who assists Sue and gives administration assistance to Colette and the Coordinating team. Corinne Price has been with us for 17 years and looks after payroll and accounts to make sure we all get paid! Finally, Lyn Penrose delivers our training 'in house' which includes not only mandatory training, but also a range of interesting and stimulating courses which enhance our knowledge.

We are a small but dedicated and effective team, looking out for the North of the county. We look forward to meeting you all in the near future. Please do feel free to contact me either by telephone 01908 260444 or email colettehunter@buckscrossroads.org.

Children's Saturday Clubs:



We run Saturday Clubs in Aylesbury and High Wycombe. The clubs are funded by Buckinghamshire County Council and provide support for young people aged 12 to 19 years with special needs.

Activities include:

Music making, singing, dancing, playing games, making gifts, cookery, pottery, creative arts and interactive games.

Each young person attending our club receives a tailor made program specific to their needs, enabling them to learn and develop life skills, meet new people and have some fun in the process!

Feedback from one of the parents, '**R, really enjoys coming to the group and the activities that you do. Thank you to you all**'.

If you would like further information please contact
01494 868107

Community Shop:



Kingston community shop, is run jointly with Crossroads Care, Milton Keynes Council and Milton Keynes Pre-School Association. It employs two full time staff and a team of hardworking volunteers selling second-hand books, clothing and accessories.

The shop can be found at: Kingston Centre, Winchester Circle, Milton Keynes MK10 0BA.
01908 584 672

Opening Hours

Monday to Friday 9am – 6pm

Saturday 9am – 7pm

Sunday 10am – 4pm

Early Onset Day Unit:



Our Crossroads Care Day Unit was set up in March 2000 to provide specialist care for early onset dementia up to the age of 65. The service currently runs two days a week on a Tuesday and Friday.

Activities at the Day Centre include gardening, word games, handicrafts, pool, skittles, outside visits and attending Singing for the Brain, an initiative set up by the Alzheimer's Society.

A quote.....***M, when asked if she enjoyed her day, nods her head with a beaming smile across her face.***

If you would like further information or wish to arrange a referral for our Day Unit please contact 01494 868107.



supporting the UK's 6 million carers

Across the UK there are 6 million Carers, of which we help too support 450. Carers can come from any part of society, They may be young children caring, for parents, sons and daughters with older parents, friends, relatives and partners. They often provide critical support that allows loved ones to remain in their own home.

Carers Week was celebrated nationally across the UK on 11 June 2011 – 19 June 2011 and Crossroads Care Central and South Bucks organised four local events; two coffee mornings in Aylesbury and High Wycombe and a lunch event for Carers across Amersham, Aylesbury and Wycombe to meet up socially and a family fun day at Maplewood school in Downley.

The charity's care manager Rhiannon Crofts says:

“Life is tough for Carers and we want to use this week to mark their outstanding achievements locally by holding these events and to bring a little something into their lives”





Thank you to all those who supported us during our events for Carers Week. We ran three events throughout South Bucks, two carers coffee mornings in Wycombe and Aylesbury and an open day at our Day Unit in Amersham. Mayoress Jenny Puddefoot, who attended our Aylesbury event, addressed attendees about the importance of support for local carers. She was joined by the local police service, Bucks Fire and Rescue and St John's Ambulance who also contributed towards the day. We additionally had a superb turn out at our Stokebury Day Unit event in Amersham, which was also attended by local Mayoress Mimi Harker. And the final event was the Family Fun Day at Maplewood School in Downley High Wycombe. Newly elected Mayor, Chaudhury Ditta, who has chosen four local youth charities to benefit from his Mayor's Appeal this year, was delighted to be invited to open the event and spoke about the importance of charitable support available to children and families in the county. He was also accompanied by Mayoress Jane White.

Our Special thanks to: Age Concern, Beaconsfield Advisory Service, The Police, Bucks Information Service, Bucks Fire and Rescue, South Bucks Alzheimer's Society, Carers Bucks, Family Information Service, St John's Ambulance, and the many organisations that donated prizes and gifts; Bekonscot Model Village, Build a Bear Eden Centre, Childs Toys, Wycombe Library, Odds Farm, Play Train and Wycombe Sport Centre.



Crossroads Events

During the past year we have arranged various fundraising events. As a result, we managed to raise a grand total of £1,100 which has enabled us to fund the Client Christmas parties, coffee mornings and other client events that we have held over the past few months. A BIG thank you to all staff, volunteers and clients who have donated their time and effort to make these events a success.

The Day Unit Royal Wedding Party



Saturday Club Children's Easter Party



Quiz night - winning team



Charity Market





Useful Information



The Buckinghamshire County Council **Aiming High for Disabled Children** WebPages have now been updated with a "*useful contacts*" page. www.buckinghamshirepartnership.gov.uk/aiminghigh

[Aiming high for disabled children](#), [Action for children](#), [Applying for capital](#), [Meet the team](#), [Newsletter](#)
[Pinpoint database](#), [Short breaks](#), [Transition](#), [Training opportunities](#), [Useful Contacts](#)

Brokerage

Self directed support offers you an opportunity to take control of the way you are supported. Not everyone will wish to take up these possibilities. You may like to have more control but may be put off because of the difficulties of doing it all yourself. Brokerage is a service that helps you to take greater control of the self directed support process.

There are several sources of brokerage including service users and their carers, as well as care management staff.

Brokerage's two main functions are support planning and setting up care services. You might want to use one or both of these functions.

We have already held a pilot using voluntary organisations who had expressed an interest in helping us to develop the service. After looking at the results we would like to establish a brokerage service which will:

- Be sustainable and affordable,
- Provide a range of options which you can choose from depending on your needs,
- Have brokers that are suitably trained

Of course, if you wish, you will be able to do everything for yourself that brokers could do on your behalf. We will develop guidelines to help you do this.

For more information call 0845 3708090 or email catreferral@buckscc.gov.uk



"In Milton Keynes we are moving towards giving people more choice and control over the services they receive. For people to have a choice they need to know what is available. We are working closely with current service users, partners and voluntary organisations, which has helped us reach the point we are at today. We want to ensure that the web site www.milton-keynes.gov.uk gives people easy to information and advice so that they can make decisions and choices that will improve their quality of life".

Lyn Scott, Assistant Director of Adult Social Care.

Useful Information

DIGNITY IN CARE

Being treated with dignity & respect is the right of every human being. This is what Crossroads Care strive to achieve through our Carer Support Workers:

1. Support our clients with the same respect we would want for ourselves or a family member.
2. Treat our clients as an individual by offering them a personalised service.
3. Enable our clients to maintain the maximum possible level of independence, choice and control.
4. Listen and support our clients to express their needs and wants.
5. Have a zero tolerance of all forms of abuse.
6. Respect our clients right to privacy.
7. Ensure our clients feel able to complain without fear of retribution.
8. Engage with our clients family members and carers as care partners
9. Assist our clients to maintain confidence and positive self esteem.
10. Act to alleviate any loneliness and isolation.

If you would like to discuss this or would like further information, please contact Rhiannon Crofts, our registered Dignity in Care Champion. On 01494 868107 or e-mail rcrofts@buckscrossroads.org

Telecare

'Telecare is the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living.'

The different types of devices range from pressing a button that raises an alert to a call centre to systems that monitor a person's well-being and/or environment. Some devices respond automatically to changes, warning that a person's well-being has deteriorated or that an untoward event has occurred.

Some systems give immediate feedback to the user, aiding memory loss and maintaining a person's independence and dignity.

A few examples of telecare devices:

Movement/non-movement sensors	Falls sensors	Fire/smoke alarms
Medication reminder systems	Wrist-worn wellbeing monitors	

For more information call 01296 383774 or email telecare@buckscc.gov.uk



***Are you no longer
caring for the person
you loved?***

***Do you need to start to
look forward?***



Then, Crossroads Care is delighted to announce that we are working in partnership with Carers Bucks and the Alzheimer's Society on a project to help former and existing Carers. Working with a Life Coach we are going to have a support day in February, entitled Help to Move on. If you are interested in coming to have a fun and enjoyable day, with lunch included, then please let me know. I look forward to hearing from you. Contact me in the office – Rhiannon Crofts on 01494 868107 or email me on rcrofts@buckscrossroads.org



A special thank you to:

The Oakland Park Golf Club, Ladies section, in Chalfont St Giles, they made Crossroads Care their chosen charity, and have been hard at work fundraising over the past year, and we were delighted to receive a cheque for £4,200. We plan to use this money to provide free care for clients who may need additional help during a crisis.

Sources of Help for Carers

Alzheimer's Society

0845 300 0336

Age UK (was Age Concern)

0208 765 7200

Carers Bucks

01494 463536

01296 392711

Carers Milton Keynes

01908 231703

Carers UK

0808 808 7777

Mind

0345 660163

Parkinsons Society

0808 800 0303

MS Society

0208 438 0700

St John's Ambulance

01296 744360

Unwanted Mobile Phones?



If you have a mobile that you no longer want or use, we are looking to raise funds by recycling mobile phones. Please give it to your carer support worker who will pass it on to the office.

Crossroads Care Bucks and Milton Keynes

First Floor, The Geans, 3 Wycombe Road, Prestwood, Bucks HP16 0NZ

Unit 3, Stable Yard, Mount Mill Farm, Stratford, Wicken MK19 6DG