

NEWSLETTER SPRING 2009

"Crossroads has given me my life back"

Volunteers!

We are always looking for volunteers for administrative tasks! Ours is a friendly office, with a desk, a chair and cups of tea or coffee! If you have a few spare hours, for example, to help stuff envelopes, we should be delighted to welcome you.

Keeping in touch with our Care Support Workers

From time to time we do need to communicate with our Care Support Workers, during their care working hours. We should like to apologise if these mobile phone calls or text messages appear intrusive, and to assure you that every effort is made to keep these calls to a minimum, unless urgent.

SURREY MERGER

On 1st February, 2009, we celebrated the creation of Surrey Crossroads. Our Chairman of Surrey Crossroads Trustees, Jim Scudamore, who, formerly, was Government Chief Veterinary Officer, has likened the merger process and birth of Surrey Crossroads to the gestation period of an elephant— long but rewarding! And like any new infant, it will need help and support to face the challenges ahead. Jim Scudamore said:

"Guildford and Waverley Crossroads Care has an enviable record of providing services to carers in the two boroughs over many years. However, circumstances change and, over the past two years, we have been considering the advantages of merging the six Crossroads' schemes in Surrey.

This came to fruition on 1st February, 2009, when Guildford and Waverley Crossroads merged with the other five schemes in Surrey to form a county-wide organisation. The other schemes which merged are Mid-Surrey, East Surrey, Elmbridge, Spelthorne and Woking & Surrey Heath. The creation of Surrey Crossroads will help us to provide greater support to an increased number of carers across the county, with a wider range of services.

There is growing demand for trained carer support, and we have many families on our waiting list. We are hoping that Surrey Crossroads will help us to raise additional funds from a greater variety of sources, so that we are able support more carers.

Be assured that we shall remain a local, community-based organization, close to the carers whom we serve. Our Care Support Workers (CSWs) will still be based in our Guildford and Waverley office in Ash. The merger will make no change to the service we provide, and carers should not notice any change in the service they receive. The same CSW will continue to visit for the same hours, working to a customised and professionally drawn up care plan."

And the winner is.....!

We are thrilled to announce that one of our Trustees, Nick Bettes, was awarded "Best Impact" prize at the 2009 IT Volunteering Awards' ceremony in London this month. Andrea Watson, our Manager, put forward Nick's name for his outstanding work with our care work IT system, and to our, and his, delight, Nick was voted a winner! The judges said "GWCC provide high quality home based respite care for carers, but they had a rostering system that was running them. Thanks to Nick, some previous tasks which took staff four hours, are available now at the click of a mouse." and thank you, Nick! As well as a trophy Nick won a £500 donation for the scheme.

Donations

We should like to thank our many and generous supporters—we greatly value your support. As a new organisation—Surrey Crossroads—we have a new bank account. Enclosed with this newsletter are Standing Order and Gift Aid forms. If you current donate by standing order, please will you complete this form. If you would like to make regular donations, again please complete these forms. Send the Standing Order form to your bank, and the Gift Aid form back to us. Thank you.

“A message” from Andrea, our manager

The last year has been a busy one. Many staff and Trustees from Guildford & Waverley have been actively involved in our successful merger, to become a branch of Surrey Crossroads. We have also introduced the opportunity for those of you who would like additional support to purchase this from us direct—which many of you have done.

2009 will see changes to our charging structure with the introduction of a flat rate hourly fee of £14. Whilst this is an increase on current charges, it still only covers the costs of providing one of our highly trained Carer Support Workers for the additional time you request.

New Staff

There have been one or two changes. Sam Fabian has joined Vicky Berlis on the Care Management side. Sam is a very welcome addition, with an invaluable background in both nursing and I.T. Sharon Cross has left us for a career change but we were pleased to welcome Karen Terry, our newest CSW recruit. It is reassuring confirmation of our Care Support Workers' commitment and loyalty to Crossroads that many of our team has been with Crossroads for over 10 years, including Carol Richardson, Debbie Hiscock and Sonia Redpath.

Our CSWs are highly trained, and many of them not only have years of experience working in the care giving sector, but are also NVQ qualified.



MEET THE TEAM! GUILDFORD AND WAVERLEY CROSSROADS' CHILD PROTECTION TRAINING DAY IN JANUARY.

Spread the word for Crossroads!

At the end of 2008, three exciting fund-raising events took place on our behalf. Mrs Patricia Squibb, one of our carers, held a very successful 'charity breakfast' event, with lots of bacon and eggs and all the trimmings. Mrs Nancy Smith, a former carer, organised a lively 'evening of light music', in Shalford, beautifully performed and kindly donated by the Onslow Singers. And, in December, volunteers from the Holy Trinity Amenity Group braved the cold and the Christmas rush in Guildford, to collect on behalf of Guildford and Waverley Crossroads. Hard work, but rewarding, so thank you, one and all!

All donations towards Crossroads' work are always very welcome - we rely on the generosity of ordinary people to support us in our valuable work. You might want to consider holding a coffee morning, cake sale, tea party, race night, cricket match or organise a clothes swapping event with donations going to Crossroads. The amount raised is not the most important: to have fun, get to know people better and raise the profile of Crossroads' name and the work we do IS! Please let us know YOUR money-raising ideas and we will do all we can to help you have a successful fundraising event. Remember, every little bit helps!

Please let us know if you no longer wish to be on our mailing list. Our office number is 01252 313323 and our e-mail is "enquiries@gwcc.org.uk". Many thanks.