

CROSSREACH NEWS

In this edition...



Dumbrook Runners



Employee Awards



Carol Concert

No Limits

OUR SERVICE AREAS

- Children and Families
- Counselling and Support
- Justice System
- Homelessness
- Learning Disabilities
- Mental Health
- Older People
- Substance Use

CROSSREACH

Care you can put your faith in

www.crossreach.org.uk



Hello and Happy New Year

At the end of last year it was my privilege to spend time attending a number of events, where, along with colleagues, we were asking questions of and listening to our supported people, their families and our employees, in order to understand better what is important to them. This will help us to think carefully about how CrossReach develops as an organisation in the future. In my view there is no better place to start than by involving those who understand what will be needed best – our people. Under a theme of 'No Limits', which came out of one of our conversations, we have been encouraging our people to help us think about how to move forward in a way which enriches lives and helps us to remain resilient in uncertain times. Later this year we look forward to talking about our future plans and sharing them with you.



Just before Christmas, our 'Winter of Light' short film series gave an insight into some aspects of the work of CrossReach. This is available to watch on the CrossReach YouTube channel if you haven't yet seen it. One episode focussed on what it meant to 'Care'. As I look through this edition, I am reminded about the very active nature of the word care, which is well understood by our employees. It's not simply about 'doing to' people - it is about making strong positive relationships so that all may live life to the full.

That theme is evident throughout this edition where you will read of an abundance of activity. Our residents at The Elms Home, supported by the team there, enjoyed a number of outings ranging from a trip on a barge to visiting animals at Edinburgh Zoo. Staff and supported people at Threshold Glasgow service staged a prom and had a lot of fun while enjoying a new experience; our remarkable team at Dumbrock House, set about raising funds so that the young people who live there could have some special Christmas treats. Netball, running and even beard shaving was on the cards, as the team demonstrated what care means to them- showing love in abundance.

The love and care shown by our staff to those they support is not unique to CrossReach, it is the very foundation on which good social care is built across our country. That hard work and commitment to building supportive relationships, which can help us all through the tough times, are what stops a very pressurised system reaching complete breaking point.

The value of this work, compared to the poor financial reward has been recognised by faith leaders across the country. They, along with other organisations who deliver social care directly, or have experience of what it means to be supported, have been lobbying the Scottish Government on the issue of fair pay. This needs to be reflected in the Scottish budget if it is to be achieved for the workforce. Last year half of the people who took up roles in social care subsequently left to pursue a career in another industry- not because they didn't like the work, but because the low wage paid for highly skilled work left them unable to balance income with the realities of day to day living. I would invite you to think about how you too might support this collective effort to achieve justice for the workforce, whether that is through understanding more about the issue so that you can influence local decision makers, through prayer, or by engaging with your local MSP.

I hope you find much to enjoy and to think about in this CrossReach News update. Thank you for your continued support, it matters, and it makes a difference.

Viv Dickenson
CEO, CrossReach



Faith Leaders call for Fair Work in Social Care

You may be aware from reports on the news that Social Care in Scotland is receiving a lot of attention and that people both accessing services and working within the sector are calling for change. The current system allows for uneven access to support and can undermine the way in which people choose to live their lives. There is inequality in the way that the system is funded which means poor choice of services in some areas and comparatively low pay for employees. CrossReach is working with faith leaders across Scotland campaigning for fair work in Social Care.

Primarily, the faith leaders are interested in the social justice aspects of this situation and would be keen to ensure that those depending on the system for support and those working in the system are recognised for their intrinsic worth and should be enabled to live their life in the fullest way possible.

June 2023

Faith leaders unite under a joint initiative hosted by the Catholic Church and the Church of Scotland. A declaration was formed, and faith leaders were invited to sign.



August 2023

Declaration reaches 400 signatures*. The CCPS (Coalition of Care and Support Providers Scotland) invited faith leaders to provide a focus week as part of their national campaign '4 Steps to Fair Work'



September 2023

Programme for Government announced. Issue of fair pay recognised but delayed implementation of £12 per hour until April 2024.



September 2023

CCPS issue media statement:

'Programme for Government social care pay announcement fails to grasp reality and begs questions over timeline'.



October 2023

Real living wage announced as £12 from April 2024. This will mean that the uplift offered to social care staff will now be equal to what the minimum the Living Wage Foundation calculates is needed to meet every day needs.



November 2023

110 organisations from across civic society, including providers, anti-poverty groups, faith leaders, carers' representatives and equality organisations sign joint letter to First Minister calling on him to increase pay for social care staff.



December 2023

Representatives from the Church of Scotland, the Roman Catholic Church and Viv Dickenson, CEO CrossReach met with Michael Matheson, Cabinet Secretary for Health and Social Care.



December 2023

Faith leaders group write to Neil Grapy MSP, Cabinet Secretary for Wellbeing, Economy, Fair Work and Energy to request a meeting.

Scottish Government confirm budget of £12 per hour for social care staff from April 2024



*More than 400 faith leaders from all over the country have joined this call. This included the Salvation Army, the Free Church of Scotland, the Scottish Episcopal Church, and from the interfaith partners, Jewish Care Scotland and the Scottish Ahlul Bayt Society.

→ News Roundup

I never had a prom in school so it was great to experience what prom is like. I had a lot of fun.
Hira

Glitz and Glamour at Threshold Glasgow

A full-blown Prom with balloons, glamorous outfits, dancing and food was organised and thoroughly enjoyed by customers and staff at Threshold Glasgow.

Demi, a support worker at the learning disability service said, "It was a very special day, one I'll always remember in my career. To be part of the planning of the Prom, to try help it be the best experience for our customers, was really enjoyable. Many of our customers didn't get to experience prom because of not attending a mainstream school or college, so it was a very special day seeing all the customers enjoying the process of getting dressed up, eating good food and dancing. I can't wait to be part of the next prom committee to continue to make this an annual event for all customers to enjoy at Threshold Glasgow."



Days Out with The Elms

A talented resident at The Elms told us about a couple of days out they enjoyed.

Barge trip via Ratho.

"The van taking us, two carers, four residents, and one carer who was also a very skilled and safe driver - despite us going down some very narrow lanes! Her day did not start there, it began in Asda buying all the picnic food. A superb variety of sarnies, crisps, chocolate cookies and petite snowballs. Obviously mixed bottles of juice were included too. The two carers settled us onto the barge, some inside and some outside in the warm sun. On arrival we were offered either tea or coffee which was much appreciated. All the staff on the barge were volunteers and extremely knowledgeable and friendly. As we started the sail down the section of the union canal, we went past some lovely trees and landscapes. Walkers waved to us, the young and the not so young. We were put to the test when identifying the trees, the one that got us all was beautiful and was a willow. We berthed for lunch at 12:30, ate too much and recommenced our journey. Another successful outing!!"

Trip to the Zoo

"A few weeks ago, two young dynamic carers asked me if I fancied going to the zoo. I must say I was speechless (very rare occurrence) did they realise the effort it would take to arrange such a visit? They were not to be deterred. So the day of the visit came I was really looking forward to it and we had a sunny day. Two carers Cameron and Claire and three residents in total two requiring wheelchairs. I forgot how hilly Edinburgh Zoo is. Both carers never complained but were exhausted by the end of the trip. We had lunch and a rest and started up another hill. A fabulous experience."



Dick Stewart Service

In June, Glasgow HSCP announced that they would no longer be providing funding for CrossReach's Dick Stewart Service beyond December 2023. The Dick Stewart Service is CrossReach's only justice service and provides accommodation and support for men coming out of long term prison sentences to integrate back into the community. The project also provides a Home Leave service to the Scottish Prison Service for men who are close to release.

The service has provided excellent support for over 20 years and recently received grades of 5 (good) and 6 (excellent) after an unannounced inspection. Efforts are continuing to find alternative funding to retain the expertise of the staff team and continue to provide vital support to service users into the future.

Gift for South Beach House

At the heart of our work in each of our care homes is the desire for each life to be lived to the full, regardless of age or diagnosis. In November 2023, South Beach House, our residential care home in Ardrossan, received a donation of £10,000 from the members of The Guild at St Cuthbert's church in Saltcoats. The generous gift will be used to furnish the home's new Namaste therapy room, which has been introduced to provide life-enriching sensory experiences for people living with advanced dementia. We are really grateful for this gift and for the benefits it will bring to our South Beach House residents and to their loved ones.



Fundraising at Dumbrock House

Staff team members Philomena, Jackie and Ross, who are also teammates at the local Knightswood Netball club, organised a netball tournament with games, raffle prizes and home baking. Support practitioner Ross has received international recognition as a netball player having been selected for both the Scottish and English men's national sides. Their team efforts raised over £800 and contributed towards the young people enjoying a holiday.

The end of September saw the Dumbrock team get their trainers back on again, this time to take part in the A J Bell Great Scottish run – just a quick 10k! Again, the team raised over £800 towards planning Christmas activities for the young people.

And finally, in the spirit of showing love to others, team leader Sandy and a young person from Carraig View, another of our children's houses, made a deal that Sandy would grow his beard for 6 months and let the young person shave it off for charity. They both chose causes that were close to their hearts and as a result, the Friends of Kilpatrick and The British Heart Foundation both received £200. Sandy commented "These are two amazing charities, one huge one and one local but both equally important to whoever needs them!"

20 Years of Sunflower Garden

In recognition that children with a parent who uses substances need their own support, in 2003, in partnership with Edinburgh young carers, we planted the seeds of a pilot project to support 8 children. 20 years on we recently celebrated the growth of Sunflower Garden and the tangible benefits experienced by the children attending.

Sunflowers are remarkably resilient flowers that seek light and can adapt and blossom despite environmental challenges. Like the flowers from which the service takes its name, with the appropriate support, children's lives can grow and thrive despite the difficulties they face and you can read more about Sunflower Garden on our website.

Being able to go to somewhere like the Sunflower Garden gave me a chance to be a child. It enabled me to breathe. To do normal things. To make friends. And to do things for me. It enabled a safe space for creativity and play.





We were delighted to be joined by Rt Rev Sally Foster-Fulton, The Moderator of the General Assembly of the Church of Scotland. During her time with us she visited services and joined us for key events.

Simpson House, Counselling

CrossReach Counselling East provides a wide range of therapeutic support and counselling for individuals and families via three specific services. Support is delivered from two Edinburgh city centre premises as well as over the phone and online. The Moderator heard from the teams about the invaluable contributions that volunteers make to the service.



The Elms

The Elms is a large Victorian mansion set in its own extensive grounds in the Grange area of Edinburgh. It offers specialist residential care for older people with dementia in a safe and homely environment. During the Moderator's visit a 'Heart for Art' session was taking place which the artistic residents were enjoying.

Polmont Prison Visitor Centre

The Visitor Centre aims to support any family or friends visiting a loved one in HMPYOI Polmont. There is a children's play area, and opportunity for visitors to have refreshments and a talk with our experienced staff about any concerns or information about prison visiting. Discussions with the Moderator included the importance of nurturing and supporting families of those with loved ones in prison.



Allarton

Allarton is a residential service for adults experiencing mental health issues. With 14 bedrooms, the spacious house is designed to provide round-the-clock care, but also promote independence and choice. The service encourages residents to become part of the wider community and also offers a number of activities within the service.

Learning and Disability Forum

One of the highlights in the CrossReach calander is the National Forum Day for our adult learning disability services. The event brings together people and workers from across Scotland for a day of celebrating success, enjoying activities together and feeding into the ongoing development of CrossReach services.





Winter of Light

During the Moderator's time with CrossReach, the short film series 'Winter of Light' was made. This ran each week in the run up to Christmas with each episode carrying a different theme. In Episode 2 staff and volunteers from across CrossReach were asked what does the word 'Care' mean to them.



Diane
Senior Care Worker, The Elms

'Looking after people, assisting as best you can, helping them get out to their clubs and activities. – Just making someone's day a bit brighter!'

Sam
Part Time Relief Administrator, Simpson House

'It's about commitment and consistency. It's about listening to people, doing your best to be there for people regardless of the circumstances.'



Derek
Service Manager, Allarton

'The most important part of our job description is the word care and to do this job you have to have that care and empathy within you'

Viv
CEO, CrossReach

'Caring is an incredibly active thing. It means giving something of yourself. Putting yourself in someone else's shoes and thinking about listening and responding so that they can have the best quality of life that they are able to'



Roy
Threshold Glasgow

'It's about supporting somebody. Putting your arm around them and being there for them wherever they are.'

Susan
Operations Development Officer

'It's supporting people to be the best they can be. To walk beside them and help them live their best life. It's not about doing for people, it's about going along with.'



Watch the full series of Winter of Light

With over 1700 staff and volunteers working at CrossReach there are so many opportunities to get involved. Have a look on the CrossReach website to view all the current vacancies.





In November we took time to celebrate with our CrossReach family and shine a light on the many achievements of our staff and volunteers to ensure that we can deliver care and love to people who require our support. As well as marking special award categories, we also took time to thank our long service staff members as well as those who had gained training and qualification awards throughout the year. The ceremony was hosted by Brian Taylor and the Moderator of the Church of Scotland. It was also celebrated across many of the CrossReach services in different ways, including afternoon tea parties and special lunches.

It was a very special day for CrossReach as we marked all our shining stars and heard from their colleagues about what it is that makes them so remarkable. Congratulations to all our winners, here is what their nominators said about them

Employee of the Year: Adult Care

Winner: Joan MacDonald

Joan is a remarkable person who embodies the essence of care going above and beyond in her work everyday. She stands out for her unwavering commitment to the wellbeing of others whether it's offering a comforting word or simply lending a listening ear, she consistently demonstrates exceptional care and genuine concern. She works hard to foster an environment where residents and colleagues alike feel valued, respected, and supported. Her infectious positivity uplifts spirits and inspires all to work for the best outcomes for residents in Cale House.

Finalists: Clint Stevenson, Martine Mayberry, Natalie Deafley, Sharon Zblewski



Employee of the Year: Children and Families

Winner: Frances Turnbull

Frances has been with Daisy Chain since the beginning. Never once has she run out of ideas, lost her creativity or resourcefulness. She works so hard to create safe and loving spaces for the families of Govanhill and everything that she does is magical, she leaves sparkle everywhere she goes. She never forgets a name, a face, or a story and for many families she is the lasting memory of Daisy Chain as a project. She has changed so many lives and she unites the team at Daisy Chain through her kindness, generosity and humour.

Finalists: Gillian Redhead, Martin Walsh, Sarah MacLean, Sasha Groves



Employee of the Year: Older People Services

Winner: Isobel Sorley

Isobel is the most committed, hard working and compassionate person who works in St Margaret's and possibly the whole of CrossReach. She has worked at St Margaret's for the last 23 years and she works harder than most people even half her age. Lots of the relatives rely on Isobel for all sorts of things. One relative commented that when he was away and his mum was in hospital, Isobel was able to fill him in because he couldn't get through to the hospital on the phone and Isobel had gone to visit and make sure his Mum had everything she needed. In short – she's an absolute treasure and we don't know what we would do without her.

Finalists: Jill Slater, Ursula Jones, Toni Sneddon, Kirsty Henderson



Employee of the Year: Central Services

Winner: Mark Beautyman

It's not Mark's financial skills that earned him this nomination, those were never in doubt by anyone. It's Mark as a person that made this inevitable. His kindness, compassion and friendship are abounding and absolutely obvious. He is inquisitive when it's needed, and he injects humour just at the right time - when everyone is flagging. The main thing is he gets alongside people to enable them personally, not just enabling the finances for their service but for them as their thought leader. He is an inspiration to all he meets.

Finalists: Craig Govan, Gary Martin, Gordon Thomson



Volunteer of the Year

Winner: Walter Henderson

Walter is dedicated to the CrossReach Residential Recovery Service. His work ethic is noticeable, he is hard working, flexible and he'll do overtime if he can. He'll work round things to make sure things can happen for the people that he supports. He has a calm persona so people feel able to talk to him. They know they can trust him. He is consistent, you always know how Walter will be.

Finalists: Chrisanna King, Esther Maclean



Team of the Year

Winner: Daisy Chain Early Years Project

It is no exaggeration to say that the impact and the difference that Daisy Chain make in the life of their service users can be tangibly seen. From seeing confidence grow in young mothers to seeing real joy in the faces of children. People come carrying the pain of their vulnerability and the weight of the world on their shoulders but leave carrying hope. Daisy Chain are the unsung heroes of Govanhill because they have worked tirelessly to ensure that in a community that is marked with poverty and social challenges, there is a place where those who often feel forgotten can feel heard and loved.

Finalists: Dochas Recovery Workers, Finniescroft Farm



New Recruit of the Year

Winner: Shona Paxton

Shona has very quickly had such a fantastic positive impact. She has become a much valued colleague supporting clients, counsellors, volunteers and the wider team, always upholding the CrossReach values and ethos. Shona has been a brilliant innovator too. Her diligence and attention to detail has been a huge help in monitoring and boosting income. Most importantly, Shona puts her clients at the heart of everything she does. Her calm and friendly manner puts clients at ease. She is definitely a shining star.

Finalists: Melissa Skinner, Rebecca Travers



Outstanding Contribution

Winner: Craig Govan

In a year that presented great opportunities and arising ideas on how to fulfil them, we needed a plan to present to potential funders that would give them confidence in our expertise to deliver what they were looking for. Craig Govan stepped forward and skilfully pulled it all together in such a way that we were able to bid for and secure over £5million pounds for two projects! However, it's not just his skills for which we are grateful - it's about his attitude and willingness to do whatever it takes to get things over the line. We have all appreciated his approach and the work he has put in to this and we know that the people who use our services will benefit hugely because of his work.





Carol Concert

On Thursday 7th December, we hosted our first Christmas Carol Concert at Greyfriars Kirk, Edinburgh. Featuring incredible performances from The Castle Chorus, Edinburgh Police Choir and CrossReach Makaton choir, we were treated to an uplifting selection of songs, putting a smile on all our faces. We also heard from inspiring speakers including Raymond, Elspeth and colleagues across the Charity.

Thank you to each and every one of you who joined us to celebrate and raise vital funds and awareness for our life changing and life saving services in Scotland.

Here are just some of the photos from the night.





Winter Appeal

We are incredibly grateful to everyone of you, who have supported our Winter Appeal featuring Andy's brave journey to turn his mental health around following a difficult childhood. Andy, a 59-year-old from Buckie, Scotland is a dedicated employee of a national roadwork company and in the winter he works tirelessly to keep the roads clear as a snowplough driver (thank you Andy!)



He told us...

"I have been married to my best friend for 39 years and have 2 children and 5 grandchildren. After a horrible childhood with no happy memories and endless battering and put downs, I was left with horrendous memories and a really bad case of anger and hatred towards people. I want to share my story so other people especially men in my age bracket who were brought up the same way as apparently it was the done thing then which I totally disagree with. After losing a close relative who was like a mother to me, I was at rock bottom.

My wife who knows me so well sat me down and got me to open up a bit. She recommended counselling which I thought was for people worse than me, she recommended CrossReach which has a office next door to her work.

I made the call which changed my life.

I had a fantastic counsellor who listened and never judged me. She gave me the tools on how to stop things in my head, hearing the voices which kept putting me down. She guided me in telling my wife, then my children some of my stories so maybe they could understand why I was always angry and stressed. They truly helped me. It was at that point I could say for the first time in my life, I was proud of myself.

Andy's journey is an inspiring tale of resilience, hope, and the capacity for transformation, this journey is only possible because of you. One in four Scots are suffering with their mental health, nearly half of men have negative thoughts and 1 in 3 consider suicide. Our expert counselling services are vital to our communities, supporting families at breaking point.

We have spent the last couple of months sharing motivational and uplifting messages to promote wellbeing and give people following us, a new perspective or approach to self help. Its been fantastic to see you sharing these messages to help spread the positive word in the hope it helps even one more person.

Last year CrossReach provided over 15,000 counselling sessions to people who may have otherwise had nowhere to go. As it costs over £75 to hold each session and as the times are increasingly challenging, it's more important than ever to keep supporting these community lifelines.

Whether you have prayed, shared or donated towards the appeal, we can't thank you enough. There is still time to change a life if you are able.

You can donate or become a member by visiting www.crossreach.org.uk/andys-story or contacting our friendly team.



In the last year alone, CrossReach has provided over **15,000** counselling sessions to people and families just like Andy's.

You can be be a hero by supporting, working or praying for us.

Employee Representation Group

"My name is John Proudfoot and I recently commenced the role of Lead Representative within the Employee Representative Group.



The Employee Representative Group provides a joint forum for the leadership team at CrossReach to consult and seek the advice and views of the workforce, and I have already had the pleasure of visiting a number of services and meeting with colleagues. The Employee Representative Group also ensures that all employees across the organisation are heard and treated fairly, and in line with CrossReach values and policies. We are also here to offer advice, support and representation through any formal process, which include disciplinary hearings, investigation hearings and attendance management hearings. This support is by no means mandatory, but is available to all members of staff.

The Employee Representative Group also represents staff in the negotiation of pay, benefits, conditions, formal consultations, and any other matters affecting your employment. I am also very fortunate to have the continued support and commitment from my Employee Representative Group colleagues, who are an elected group of Service Representatives, Elected Representatives and Senior Representatives who give up their valuable time to ensure the best possible outcomes for staff.



Each CrossReach Service can appoint up to two Service Representatives, who will attend regular Service Representative meetings, and provide the opportunity for the two-way flow of information between their Service and the Elected Representative Group. The Service Representative Group meetings will be held remotely. Should you be interested in taking on this role, you will be required to be nominated by two colleagues from your Service.

Pray for us

In the busyness and demands faced by life, it can be easy to lose sight of this essential and invaluable resource available to us. Yet, as part of the Church – local, national and global – we know that "the prayer of a righteous person has great power as it is working" James 5 v 16.

We need God's strength, wisdom, insight, protection and provision as we serve in Jesus' name. Join with us in asking Him for His ongoing help to enable us to effectively continue to help the people choosing CrossReach services for their support needs.

You can download our prayer diary from our website to your phone. Each week we highlight a different service area and share areas for thanksgiving as well as areas that need help. Print versions of our prayer diary are also available, and you can also add a widget to your Church website to allow friends to also keep up to date.



If you aren't sure how to set this up we'd love to help.
Call us on **0131 657 2000** or email info@crossreach.org.uk

At CrossReach we offer loving care to support people of all ages who are in need of a helping hand, supporting them to live life to the full whatever their circumstances. We aim to show the practical side of our Christian faith by reflecting Christian love to those we support. The Church of Scotland's Social Care Council is accountable for the work of CrossReach. We have been at the forefront of high quality social care for over 150 years. During that time we have worked hard to understand the needs of the people who turn to us for help and with them have been pioneering services which have literally changed thousands of lives for the better.

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