

CROSSREACH NEWS

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Daisy Chain Update



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Pursuing Hope

OUR SERVICE AREAS

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

CROSSREACH

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www.crossreach.org.uk

→ Keep Up To Date

With people at the heart of what we do, there is always a lot going on. It is important to us to be able to share as much of this with you as possible. Please consider spreading the word about us to friends and family. Support matters and makes an enormous difference to the work that CrossReach is able to carry out across the country.

Top Tips

- Follow us on social media. Throughout the week we post news, photos, stories and updates from all our services across Scotland. You will find us on Facebook, Twitter, YouTube, Instagram and LinkedIn.



- Read the latest news articles from our website. These stories are updated regularly and are a bit longer than our regular social media posts.
- Listen to Season 1 of our brand new podcast 'Chorus – CrossReach Voices' each episode provides a fresh insight into the work that is undertaken. It's a great way to get to know the people involved and find out a bit more of the 'behind the scenes' of daily life at CrossReach.
- Read our Impact Report. This highlights the differences that have been made throughout the year thanks to the work carried out by our dedicated teams and the hard work of the people we support.



You will find details for all the above at [Keep Up to Date | CrossReach](#)

As we move forward we are conscious about reducing the volume of print that we produce. Not only will this save costs but it will also help us reduce our carbon footprint.

Please consider switching to receiving 4 email updates a year in place of 2 printed publications of CrossReach News.

If you would like to switch please visit www.crossreach.org.uk/sign-up

We understand that for many people a printed magazine is still the best and easiest way to keep in touch. If you would like to keep receiving the magazine, there is no need to do anything. Unless we hear otherwise, we will keep sending you a copy.



→ Welcome

We have been thinking a lot about hope in this issue of CrossReach News. Both the importance of holding hope as well as giving thanks for realised hope. Hope can look very different for all of us at different times. Some of us are steered by big hopes and dreams for the future while for others it can be holding on to the very simple hope that tomorrow will be a better day.

In this edition we invite you to read about the work of our Dochas service on the beautiful Isle of Lewis. I was delighted to speak with the hugely committed teams of our Lewis St and Dochas services earlier this month and to hear first-hand of the work they are doing to make such a difference to the communities which they serve. You will hear about how the team are involved in the shaping and evolving of the programme to make sure that we can best support those who need our help. We also provide an update from our Daisy Chain service following the successful outcome of our emergency fundraising appeal earlier this year and for which we extend our thanks. As you read through this edition, please take some time to meet Rachael, our new Dementia Development Co-ordinator. You can read about her role and the hope that she can bring for residents, families and staff as they navigate the challenges involved in supporting someone living with dementia, together.

I would like to take this opportunity to thank all of you who have signed up to the campaign for Fair Pay for those working in Social Care. This critical campaign work is ongoing both with national third sector representative groups and with the Scottish Faith Leaders Forum and we continue to be hopeful for a fair and positive outcome from the Scottish Government for those involved.

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

Viv Dickenson
CEO CrossReach



→ Prayer Points

- Give thanks to God that amidst such change, uncertainty and a cost of living crisis many lives are being supported and sustained by CrossReach services.
- For God to uphold and help all those who work in the care sector that they too would know blessing and refreshment as they often have to do more with less.
- Ask God for the partnership between CrossReach, local Churches and Presbyteries to be strengthened – that new and exciting connections will be made that will give the services much needed encouragement and spiritual support.
- Pray for all in leadership, service leaders, the CEO, their various teams, and the board. That they would always be guided by the mission of CrossReach to offer Christ's love to all they encounter, and that they would feel supported when making difficult decisions that don't have easy or obvious answers.
- Give thanks for the opportunities CrossReach gives to so many to have employment with a purpose and to gain a sense of fulfilment with meaningful work.



Rev David Nicolson, Board Member



Pursuing Hope

It's probably true that many of us have, at some point in our lives, pursued hope and perhaps that is the case for you just now. However, I wonder if many of us can say that we know we have been pursued by hope – real, committed, flexible, trustworthy and non-judgemental hope.

In a report commissioned by CrossReach, Sarah Johnsen¹ highlights that Dochas, a small CrossReach service based in the Isle of Lewis and funded by the Western Isles Alcohol and Drug Partnership, offers just that – pursuing hope.

For over 10 years the small service has supported people impacted by alcohol and/or drug issues who are at risk of becoming, or who have been, homeless. During that time, the service has evolved from one that was time-limited and one where the support offered was conditional on the people actively engaging with the support, to one that is preventative and non-time-limited.

In a recent CrossReach Chorus Podcast, Vic Walker, Director of Adult Care Services noted when he was Head of Service for Dochas, he had been intrigued and inspired by the arising international evidence for the effectiveness of the Housing First support model and that this evidence led to shaping the service into one more closely aligned to the principles of that approach. Sarah Johnsen's report concludes the service has a "Strong commitment to non-time-limited and person-centred support, extending beyond that relating to housing and/or recovery... Service users are able to exercise substantial choice and control over the remit and location of support received. Active engagement, harm minimisation, and a strengths-based philosophy shape day-to-day support delivery in tangible ways."

One of the service users interviewed told her "...at times I have actually thrown it back in [their] face and I feel awful for doing that but that's the nature of the drink, isn't it?...When I've been drinking, I won't reply to [their] phone calls, I won't reply to [their] texts, I won't answer the door...[They're] always the same to me. It's always the same [name of support worker] I get, regardless, and that makes it so much easier to be honest and open with [them], if that makes sense."

While the reasons for Dochas' effectiveness, including the intensive staff training, are documented in the report, the challenges are also highlighted. These include: the service has a small team of part-time workers (3 people); transport limitations;



Garry Beach, North Tolsta, Isle of Lewis

island based rural communities; funding. While much has been done to optimise the effectiveness of the service, with increased resources, more could be achieved.

A stakeholder emphasised, "The staff have changed over the years, but the level of support and the work that they do has been consistent throughout, and I feel that they are a huge asset. I would be very, very sorry if we didn't have them there, because as I said, they do work closely with us and we really benefit from their existence."

It's no co-incidence that in Gaelic, Dochas means 'hope' and in the context of this CrossReach service, hope consistently pursues the potential represented by each person – each life - it supports.

We are thankful for the report. The evidence gathered affirms what we had already believed about the service. It is therefore our hope the report will go on to be utilised by the international community when considering assertive outreach services in rural or island contexts.

Read the full report at crossreach.org.uk/keep-up-to-date

Listen at Spotify and Apple Podcasts



¹Sarah Johnsen is a Professorial Fellow in the Institute for Social Policy, Housing and Equalities Research (I-SPHERE) at Heriot-Watt University.

Transitions Service Open Day

Cheerful faces and colourful decorations met those in attendance at the Transitions Service open day held earlier this year in Edinburgh. Guests got the chance to explore the building and relax in the sun in the newly completed garden while hearing about how the service supports day opportunities for adults with learning disabilities. Part of the afternoon's festivities was a presentation thanking the event's sponsor, the Algrade Trust who have supported the service since it began. As Transitions made plans to begin operations in 2019, the Trust generously donated £8,000 for building works and the purchase of furniture for the building.

This year, an additional £5,000 was received to fund the service's garden project which includes the construction of a greenhouse and a wheelchair accessible path. These will allow customers a safe outdoor space to relax when the weather permits and grow vegetables all year round to use for their meals. A portion of the funding will be shared with the Slateford Green Community Garden who partner with Transitions to create community events and activities throughout the year.



Without the support and funding that we have been given, the Transitions Service would not have had this opportunity to do what we have done over the years.

Debbie Phillips, Senior Support Worker



Peer Volunteering

Volunteering gives me a purpose and gave me the confidence to go for other training. I have never completed anything so didn't believe in myself, but now I do, because others do.

Current Volunteer Peer Mentor

Feedback shows that making the decision to access treatment is one of the hardest parts of the recovery journey. We are thankful for a newly awarded three year funding package from the Corra Foundation.

This allows us to continue to mentor and role model recovery in action as an inspiration to people to access treatment after Rehab, as well as expand the scope of volunteering opportunities.

People we support tell us peer volunteers are a huge influence on behaviour and aspiration. Services that host peer volunteers tell us of the huge positive impact they have on current service users and the role model they provide, showing that change is possible for them. This can also lead to options for paid employment for some people following participation in the peer volunteer training. Peer volunteers build on CrossReach's experience of developing people in recovery and expand the effectiveness of work we already deliver.

Joe Turnbull who is the coordinator will work in partnership with WeAreWithYou to further improve journeys into and out of Rehab through joint after care provision and working together to prepare people for Rehab. In the past two years, Joe has made links with partner organisations. He will now assist those with lived experience to join other training in Recovery Communities, Elevate PSP, Scottish Recovery Consortium, Scottish Drugs Forum and Homeless Network Scotland with a view to employment and self-development. If you are interested in finding out more about volunteering get in touch with Joseph.turnbull@crossreach.org.uk



(Left) Joe Turnbull: (Right) Heather McKenzie and Danielle Bonini both peer mentors offering real support to the service and supported people. Sharing their recovery journey's with others as inspiration and motivation.



Daisy Chain

Serving Govanhill, Daisy Chain uses play, nurture, and family support interventions to improve the lives of children under 12, and their families, who are at risk of marginalisation and discrimination. Our dedicated play staff promote the development and wellbeing of children, whilst family support workers build relationships with parents/carers, supporting them to resolve difficult situations such as marital breakdown, isolation, domestic violence and poverty. We know that safe, healthy, included and engaged children with strong and resilient families provide the foundation for which they feel able to access support and play an active role in their community.

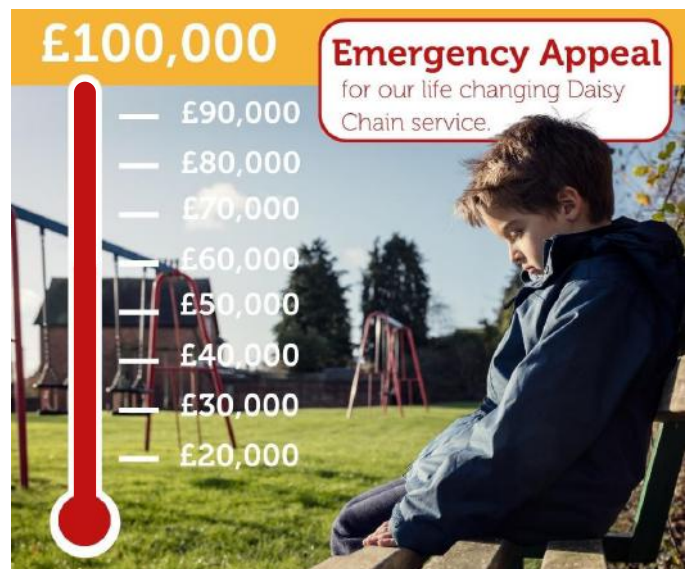
Loc de Joaca, means "place to play" in Romanian and is the name of our play sessions for our Roma community. With a focus on child development and opportunities for the families to strengthen attachment through play, we have a strong focus on language and literacy.

Little Marvels is a group designed for our children with additional support needs (ASN). A group that not only provides a safe space for children to play with a strong focus on sensory play, but a rare opportunity for parents to find that much needed support from the only people who can fully understand what they are going through - other parents on their own ASN journey.

Our school nurture groups provide an opportunity for children to take part in activities designed to increase wellbeing and emotional intelligence, supported by staff who are trained in Forest School

approaches, nurture principles and are trauma informed. Combined, these approaches help children develop according to Scottish Government wellbeing indicators, while focusing on areas such as managing risk, teamwork, communication, resilience, leadership skills and problem solving.

Earlier this year our Daisy Chain service entered a particular time of financial crisis which put the work of the service at risk. An emergency appeal was set up and we are very grateful to all those whose efforts, through generous financial donations and prayerful support, meant that our hopes were realised and the full amount of £100,000 was raised. This will ensure that the doors of Daisy Chain can remain open for another year allowing the dedicated support for children and families to continue so they can enjoy one of the most blessed times of their lives.



Art at the Start

A 3-year research, practice and evaluation hub is launching at our Palmerston Place, Edinburgh premises, in collaboration with the University of Dundee. Art at the Start is an art-based therapy which looks to address health inequalities and infant wellbeing whilst encouraging parents to become more emotionally attuned to their infants.

The project aims to deliver an art-based therapy that will make a tangible difference to infants and their families whilst also providing training and development opportunities. It is expected that a further 200-300 families a year will benefit from the training provided to other community teams and organisations who would like to integrate art therapy or art-based support into their practice.

The research will be aiming to develop the supporting case for art-based attachment interventions and in the first year the sessions will be delivered to 24 high-need families with 6 public engagement events to raise awareness of the project and the benefits of art-based sessions. For a glimpse into what Art at the Start looks like watch: <https://youtu.be/Ow5ga30cAl8>



Short Breaks

In October 2022, the difficult decision to shut our short breaks service for young people in Glasgow was made. However, as one door closed, another opened which presented the service an opportunity to move into a building previously occupied by the Garratt, inherit its staff and become a part of our Go2 service. The short breaks service reopened its doors to young people and their families on the 12th of June 2023.

With the two services becoming one, demand within the community has risen but it's nothing the service cannot handle.

The increased space has allowed Go2 to offer extra support and explore new ways of play. Its building has undergone renovations to include a library, soft play space, a games room, and the construction

of a gym. For the first time, the service piloted a summer club providing one-to-one support for school aged children. Many exciting plans are on the horizon, and we are excited to see Go2 embark on its new journey.



The next period in the service will be a period of expansion and growth and looking at how the service can meet the needs of children with additional support needs.

Ainsley Carmichael, Service Manager



Meet our Dementia Development Coordinator

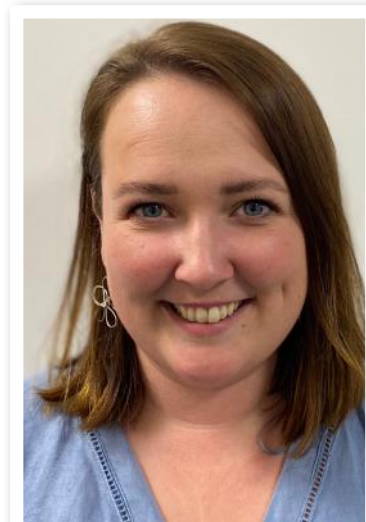
My name is Rachael McMurchy, I have recently joined the team as a Dementia Development Coordinator supporting the Older People Services within CrossReach. The team support staff training aligned with the Promoting Excellence Framework developed by NHS Education Scotland and Scottish Social Services Council. We work with staff across all of our services to develop knowledge and skills to confidently support people living with dementia, and their carers.

We utilise tools such as the Kings Fund Enhancing the Healing Environment Audit tool to ensure that our services promote positive interactions; purposeful activity and ensure wellbeing for the people who use our services. The audit also looks at how we support eating and drinking well, personal care and support needs and mobility around the service.

Within each service, Dementia Ambassadors strive to improve the lives of people living with dementia, their families and carers. Ambassadors work closely with colleagues to support the development of knowledge and skills, increasing awareness and promoting learning opportunities. The ambassador is a mentor to new staff and guides them through their initial "Informed about dementia" session as part of their induction. A dementia ambassador resource folder has been developed and is available as a resource in each service to support staff and carers.

Recognising the value of this role, Ambassadors are given dedicated time to implement initiatives and attend regional meetings to share learning and develop leadership skills. This benefits the service as there is a direct link with the Ambassador and the dementia team ensuring best practice can be implemented and shared.

The team also provide dementia clinics which give families and staff time to speak about practice and ways to enhance quality of life for people living with dementia. CrossReach is proud to promote and support the Dementia Ambassador programme over the last decade.



Rachel McMurchy,
Dementia Development Coordinator



Joanna Kerr, Dementia Ambassador,
Williamwood House

South Beach House bench

A heartfelt thank you goes out to the family of Mrs. Brown for the beautiful bench donated in her memory.



We are very grateful for the loving care and attention mum received at South Beach. She was well looked after and enjoyed the many activities on offer, also making new friends. We've bought this lovely bench in her memory and hope that the residents will enjoy using it in the good weather."

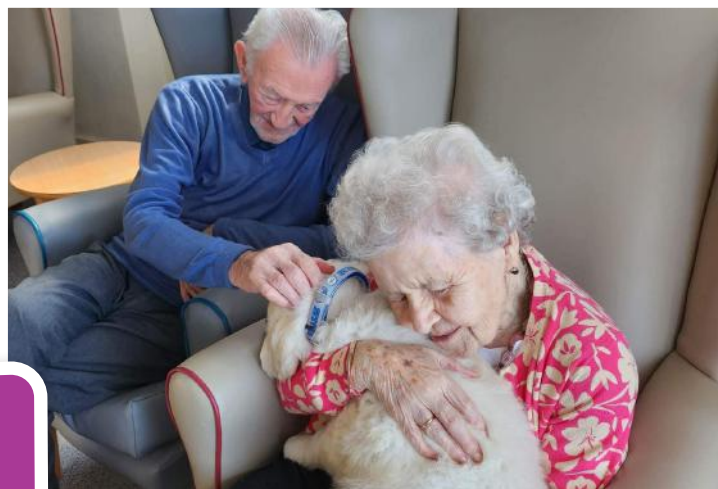
Mrs. Brown's daughter

Therapets

Many friendly and familiar visitors walk through the doors of our Older People's houses every day. Whilst all important, there is something about our furry, four legged visitors that brings a special kind of joy to those who reside in our homes. Pet therapy provides loving comfort for residents, who are able to interact with animals in a safe environment.

For Elspeth McPheat, Manager at St Margaret's House in Polmont, "it offers people who are cared for the opportunity to offer care to animals who are vulnerable and need attention. It also seems to have a calming effect on those who are a bit anxious and lightens the mood".

This season, our residents have enjoyed the company of bunnies, kittens, rabbits and dogs amongst many more. For homes such as Whinneknowe in Nairn, residents are able to enjoy the company of Jenny and Tilly the dog every couple of weeks.



There really is very little substitute for the warm, calming therapy pets can bring.

Tracey Mackintosh, Manager South Beach House, Ardrossan

The Elms

No two days at The Elms are ever the same, what with outings to safari parks, live music in the extensive garden and four legged visitors dropping in for family fun days!

The Elms, situated in the Morningside area of Edinburgh, offers person centred care and support, exclusively for older people living with dementia in a homely and comforting environment where friends and family are welcome to visit any time. Residents enjoy daily structured activities based around their individual needs and preferences, including Playlist for Life and Our Organisation Makes People Happy (OOMPH!) – an exercise class that promotes a holistic approach to wellbeing.

In addition, residents enjoy creative arts groups facilitated by our Heart for Art service and can have the opportunity to see their work displayed in online and in person exhibitions. The positive impact of the groups for those living with dementia is being seen by both staff and residents' families, providing an opportunity to start conversations through reminiscences.



The staff team at The Elms are highly trained in all aspects of dementia care through the Promoting Excellence Skills Framework and are registered with the Scottish Social Services Council. They're also very passionate about providing the highest quality of care so that residents can live their life to the full.

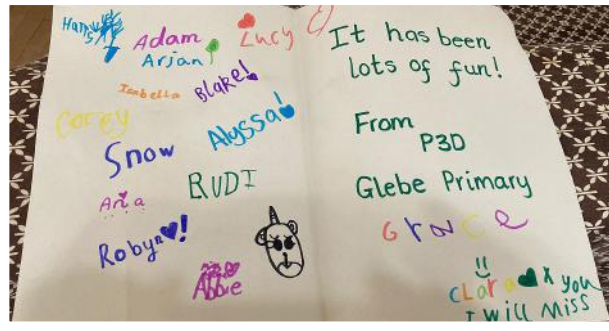
Care is excellent (this is the most important thing). The staff are genuinely fond of the residents. Clearly, all residents have individual, often very specific needs, and they are all met. My mother has been at The Elms for more than two years and I have no regrets about the choice. (Plus, it's a lovely building with a wonderful garden).

Jane S

→ News in Brief

CrossReach Recovery Services

The Move On gang from our CrossReach Recovery Services enjoyed the great outdoors and fellowship together on the Cairngorms Residential Week break. With glorious weather, the action-packed week away included fishing, a visit to the Highland Folk Museum and Loch Morlich as well as swimming in Loch Uaine. There was also a spot of being up close and personal with some bovine friends!



The Umbrella Project

The Umbrella Project, a group for people experiencing mental health issues in Ayrshire, has completed another successful session of its intergenerational gardening project with Glebe Primary School and Irvine Old Parish Church. Described by the primary school as an 'enriching experience' the project seeks to break down barriers and promote inclusion in the local community. One of the children who took part in the project said "I learned that mixing with people in the community is fun!".



Erskine School

Hospitality has been a great learning activity this year at Erskine Waterfront Campus. Pupils in Class 4 turned their classroom into a restaurant, complete with musical ambience to suit the meals served. As well as developing skills in budgeting, shopping and preparing a dish, the pupils developed their communication skills by sitting together and chatting as if they were in a real restaurant. At the end of the meal the pupils offered their opinions on the dish that was prepared, learning how to offer and receive constructive criticism.



Prison visitor services

Our Perth and Polmont Prison Visitors Centres both held open days as part of the 2023 National Prison Visitors Centre Roadshow. Both events were well attended and provided a great opportunity to share stories of hope and encouragement from the teams who come alongside those with loved ones in custody to offer practical and emotional support.

To find out more about the work that happens within the Centres listen to the CrossReach Chorus podcast episode with Sasha Groves. www.crossreach.org.uk/podcast



Thank You

A big thank you to Moyness Nurseries for a very generous donation of plants for our adult care gardening projects.

Budding residents from Kirkhaven, Dick Stewart, Threshold Edinburgh, Rankeillor Initiative and Morven Day Service have been enjoying planting out the fruit bushes. We look forward to following the gardens as they progress!

→ Become part of the CrossReach Family

There are many ways that you could become more involved with the work of CrossReach. Here are a few ideas:

Join our growing team of staff and volunteers

Because of the type of organisation we are and the breadth of our service, we have a wide variety of jobs, career paths, and voluntary opportunities available across a range of flexible working patterns, 7 days a week, 24 hours a day. Take a look at our website www.crossreach.org.uk/careers or simply get in touch with us at recruitment.team@crossreach.org.uk



Become a member

By setting up a regular gift with CrossReach, no matter how much or how often, you will be helping us plan for the future. That means we can be there for even more people across Scotland who desperately need a lifeline. You will receive a special gift of recognition when you sign up and throughout your time with us, as well as regular updates and invitations to events throughout the year. To find out more email supporters@crossreach.org.uk or visit www.crossreach.org.uk/become-a-member

Leave a lasting legacy

It's not something we talk about day to day but it's so important to have a will in place to protect our assets and family. Every gift in a will has the potential to enhance a life, change a life and even save a life. If you are interested in updating yours and think you could leave something to CrossReach we would love to have a chat. Email supporters@crossreach.org.uk visit www.crossreach.org.uk/lasting-legacy



Pray for us

You can download our prayer diary 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. [Prayer Diary | CrossReach](#) 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

→ Supporting people in Scotland to live life to the full

At CrossReach we offer loving care to 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.

Today we are one of the largest care providers in Scotland, with experience across a broad range of services.

CrossReach is a brilliant organisation who make you feel part of something and when you leave their Service they still keep in touch with you and continue to support you. I was in a very bad place abusing drugs on regular basis for number of years, they saved my life.

Our services include...

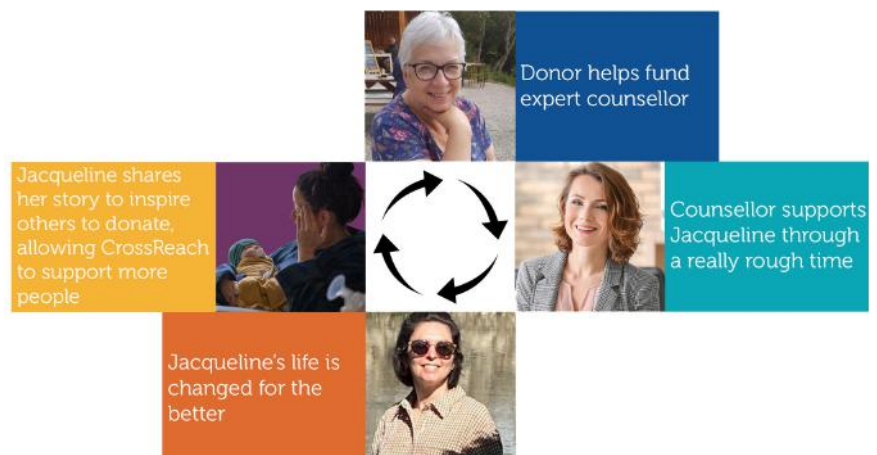
- Residential care and education for looked after children
- Residential care, short breaks and activities for young people living with disabilities and long term complex health needs
- One-to-one counselling, and perinatal counselling for parents
- Play-based interventions for children under 8
- Accommodation and support for ex-offenders, and support for prison visitors in Perth and Polmont
- Accommodation and practical support for those facing homelessness
- Residential care, at home support and day opportunities for young people and adults with learning disabilities
- Accommodation and support for mental wellbeing, including local groups
- Care for older people from day support to respite care and residential care homes
- Creative arts groups for people living with dementia
- Substance use recovery including residential rehabilitation, move on accommodation, and support for families

Explore all our services at www.crossreach.org.uk

How Your Support Helps

Your support can help fund activities, resources and expert support in our services. Together we can enhance, change and save lives. Please consider supporting the work of CrossReach.

www.crossreach.org.uk/supportus



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