

CROSSREACH NEWS

In this Edition...



Guild Partnership



Save the Date



Darren has hope -
Thanks to you

Working Together

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

The work we have done together has been life changing!

recipient of CrossReach Counselling Support

→ Welcome

Our future plan 'Love from CrossReach' makes a commitment to working with others so that we can bring additional benefit to the people we support. 'Working Together' one of our core values, allows us to appreciate another's contribution, make balanced decisions and achieve better results. Our current and future partnerships can look very different and will be tailored to individual circumstances. However they look, there is always joy in knowing that we are not alone in our aim to empower people to live a full and fulfilling life.

At CrossReach we are fortunate to have so many different people and organisations willing to offer their assistance. We are aware of a constant stream of prayerful and practical support from congregations across the country. Some of our external partners help us to access additional expertise when we need that, they may be partners who hold access to additional funding, or they may be crucial partners in our service delivery. Whatever role they play they walk alongside us and the people we support in a very tangible way. Some of our supported people only need our assistance for a short while, but for others it will be a longer journey. Our partners help us to be there for others, for as long as it takes.



This edition celebrates these moments. You will read about our ongoing partnership with the Guild. Darren shares his story of his time at CrossReach at various stages of his life, and we look forward with joyful anticipation at the upcoming opening of our new Gaberston service, after a partnership solution made the renovation work possible.

Each year CrossReach Sunday gives us an opportunity to feel these connections in a tangible way. Please note November 16th as the date and I hope you will enjoy reading about our plans for this special day.

Thank you for your continued support and if reading this edition of CrossReach News sparks new ideas about how we can work more closely together please do get in touch – we'd love to hear from you.

Viv Dickenson, CEO, CrossReach

→ Reflection

In this edition we reflect on 40 years of care at our [Glasgow Residential Recovery Service](#) – often known as 'Rainbow House'.

"I have been in a privileged position in my job to observe God working in the lives of broken people who have been ravaged by addiction and transform them to a life of abstinence and a trust in God in their lives. I am so thankful God has picked me to observe this and to be of use to him, in his name."

Peter Birnie Service Leader.



"Do you remember when you were wee and sang about whenever you see a Rainbow, remember God Loves you? This is the legacy of our service, where all come and find a safe place and remember they are loved. 40 years on we continue to be the place that people remember in their recovery and experience safety and change."

Cat McCabe Managing Co-Ordinator.

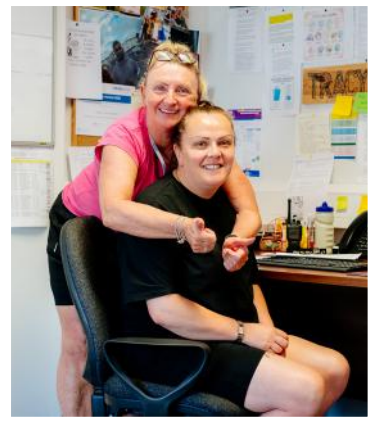


- There have been many dedicated, hardworking and inspirational staff many with their own lived experience. We are thankful for all that each person has brought to the lives of the individuals we support.
- Substance use does not only affect those in active use but impacts the whole family. We hold all those affected in our thoughts and prayers, being especially mindful of those who have lost someone to a substance related death.
- The Gaelic word 'Cianalas' describes people's connection to this place; the sense of belonging that does not go away. People return to volunteer here, work here and refer into the service. Our positive impact is far reaching, When the rain has gone the Rainbow appears. Let's continue for another 40 years...



Erskine Waterfront Campus receives ADHD Friendly award

At Erskine Waterfront Campus, the team continually look for ways to help all the students thrive in their education. Views were gathered from the learners with ADHD about what makes their learning easier and what makes it more challenging. The team took time to reflect on current practices, learn from others and as a result have successfully gained recognition as an 'ADHD Friendly School'. The award received from the ADHD Foundation neurodiversity charity recognises that the school pledge to:



- o Provide regular opportunities for all learners with ADHD to have access to physical activity and exercise
- o Provide opportunities to learn self-calming strategies such as breathing, progressive muscle relaxation or mindfulness
- o Provide tactile resources in every classroom
- o Produce a display for the school and hold an assembly to celebrate the achievements of people living with ADHD
- o Provide information and support for parents and carers of children and young people with ADHD

Heart for Art Launches in Strathaven



Strathclyde Trinity Parish Church have teamed up with CrossReach to launch a new Heart for Art group. Our experience tells us that these groups help bring joy to people living with dementia and that the creativity can stimulate conversation, aid concentration and even improve memory retention. Friends, family and special guests joined a morning of celebration to launch the group.

We heard from two participants about their thoughts on the group:

“ I suffered a brain aneurysm nearly 5 years ago. I was a carer and I can't go back to work. Coming to this class really gives me something to focus on.”

Helen, participant

“ It's a terrific experience I'm very impressed by the friendliness, the encouragement that everyone has been given and I think it's a very worthwhile thing.”

Chris, Son in law of participant



The Strathaven Heart for Art group will be displaying their work at an exhibition on Saturday 4th October, 2pm - 4pm at Trinity Church Hall, Strathaven. All are welcome to come along.

Getting Together at our Homes



Welcoming families and friends into our care homes is an important part of daily life. Throughout the year, special occasions are marked and help make sure existing connections are maintained as well as providing new and interesting ways for families to meet and support each other. They also offer the opportunity for friends to financially contribute to the work of the home through fundraising initiatives.

This summer the Elms Care home in Edinburgh opened their doors for a Spring Fling, which included a petting zoo, pony rides, face painting and games. Meanwhile in Inverness, Cameron House fired up the grill for a BBQ. Delicious food was provided by in house chefs and with generous support from Bidfood.





CrossReach at the World Cup

A Glasgow dad pulled on his national team's colours as he represented Scotland at the Homeless World Cup.

William, who has been supported at our Glasgow Residential Recovery Services (CRRS), was selected to take part in the Homeless World Cup in Norway. The tournament, which took place at the end of August, brought together more than 500 players from across the world.

William was part of the Scotland team put together by Street Soccer, a charity which offers free, inclusive, trauma-informed football sessions in Scotland and London. He went through four months of training before being selected as one of the eight players to represent the nation in the tournament.

He told us about his experience with football and his journey with CrossReach.



“It all started when I was leaving CRRS and they had linked me in with Street Soccer to help me get good structure into my day when I left there. It was exciting being part of the last eight, it was a huge sense of achievement for the hard work I'd put in. I'm the Head Coach for my seven-year-old son's football team and it'll be great for him to see it. I'll hopefully have been a good role model for him and show him how much you get out of putting hard work in. Representing my country is going to be a huge honour and everything about my World Cup story so far is a huge part of my recovery and my life.

CrossReach have helped me massively and supported me through the process. I feel it's taken a long time to get myself to this stage in my life but I'm now prepared and ready to move on from Whiteinch Move On to my own home which I have recently been offered.”

Nevis House Opens in Inverness

An extra 22 placements for those on their recovery journey have been made available with the opening of our new Nevis House service in Inverness. This expands on existing work carried out at Beechwood House, located next door, offering residential rehabilitation, community outreach and social care to people affected by substance use.

The additional capacity will allow the service to support referrals from more remote parts of the Highlands alongside the Western Isles, Orkney and Shetland. The Scottish Government allocated £100 million to residential rehabilitation as part of the National Mission on drug deaths, including over £38 million which was made available directly to eight projects – including Nevis House – to increase residential rehabilitation capacity across the country.

The service was officially opened by Alcohol Policy Minister Maree Todd at an event in August.

She said: “Expanding residential rehab capacity is central to our National Mission on drugs and I'm grateful to all those who have worked hard to provide this additional service.” Mrs Todd met with residents on the day and discussed their journeys and plans for the future.

Service volunteers Vikki and Maggie told their stories of recovery through CrossReach and transition to volunteers. Maggie said: “Miracles have happened, my life has changed unbelievably. CrossReach has given me such a great opportunity. There's no magic wand, you have to work at it but I want to help others now.” While Vikki added that the recovery was like “going from darkness into light.” She added: “You have to want to do it for yourself. Other people can be a factor but you have to want to help yourself.”

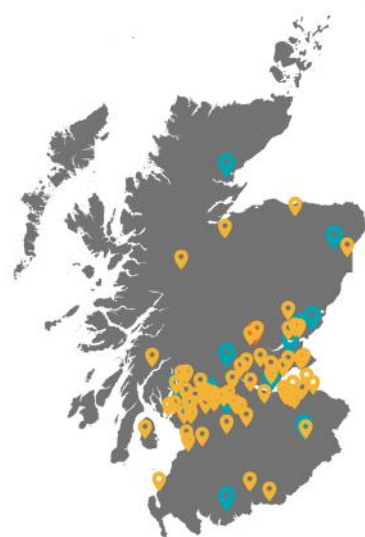
CrossReach CEO Viv Dickenson added: “Nevis House will allow the expansion of the work of CrossReach to allow greater capacity in our residential recovery services enabling a quicker response when people come forward for help. It will not only save lives, it will give people who have struggled with substance use issues a chance to rebuild their lives and look forward to the future with hope.”





Guild Partnership

CrossReach and the Church of Scotland Guild have started a 3 year partnership, called Playful Beginnings, which will see Guilds and Guild members across the country supporting children and young families through our Daisy Chain project in Glasgow and Perinatal Counselling in Edinburgh, Glasgow, Inverness and Moray.



Our team of staff and volunteers have thoroughly enjoyed meeting Guilds the length and breadth of the country to talk about how their support for young families will change, and even save, lives. By this summer we have had the chance to speak at:

- **1 National Gathering**
- **13 Regional Mini-Gatherings**
- **86 Guilds**

We know that there are hundreds more Guilds out there, if your church's Guild hasn't had one of us to visit yet, we'd love to come. Email fundraising@crossreach.org.uk or call **0131 657 2000** to book your speaker.

In the last year, Daisy Chain and the four perinatal counselling services have provided vital services to over 860 families, helping little ones get the best start in life.

Guild support through Playful Beginnings will help us to reach more families in need in the future.

Working in partnership with The Guild is a model we would love to replicate with other parts of the Church of Scotland, or with other churches in Scotland who want to make a commitment to tackling some of the challenges facing our communities that CrossReach are ideally placed to be a part of.



Thank you for the excellent presentation.
... hugely informative and indeed, shocking to learn the extent of need.

The Programmes must be a Godsend to young families.



The service has been life changing.

I have gained so much... it has helped me through a difficult time.

The work we have done together has been life changing.

I feel listened to... allows me to say how I am feeling without judgement.

I've noticed how happy and content my little boy is.

Daisy Chain is perfect.



We are thrilled that in just the first 6 months of the partnership, Guilds have raised or given nearly £25,000 to help young families have a Playful Beginning and the best start in life.





Annual Survey

Each year, CrossReach invites the people who use our services to share their experiences and views through our annual survey.

This is an important opportunity for individuals to tell us how their service impacts them, how they feel about the care and support they receive and what changes could be made to make things better.

The 2025 survey was made available across all CrossReach services and as with other years, the survey questions are based on the National

Health and Social Care Standards, with this year's focus on Standard 4: "I trust the organisation I get care and support from."

Additionally, participants were also invited to comment on aspects of the specific service they receive and to express their views in their own words.

The insights gathered from these surveys are vital in helping us review, improve, and shape the future of our services and our support across the organisation.

Questions based on Standard 4 of the National Health & Social Care Standards, 'I have confidence in the organisation providing my care and support'.

	Total positive responses
The organisation protects me and makes sure my rights are upheld	93%
I believe that CrossReach values & respects all people	91%
I can have a say in how to make the care and support better for everyone	86%
I am supported by people who get to know me well	91%
I know how to raise an issue or complaint	80%
I use/attend a service that is well led and managed	88%



Is there anything we could do better?

I am very happy with the care that I received.
 Staff are rushed sometimes, maybe more time to chat.
 Have more outdoor stuff, and computer games.
 I don't think anything could be better.
 I want to choose my support workers.



Is there anything else you wish to add?

I am really thankful and appreciate all the staff and I'm more understanding about what's happening.
 I feel great support from staff and feel safe and trust my key worker.
 I have the utmost faith in the service and the team and can see how much my child gets from it.
 The downside is the length of time waiting. The waiting lists are long.
 I feel listened to and it allows me to say how I feel without judgement.
 My family know I am safe and don't have to worry. I can do what I want here.





Our Values

Working Together is one of our key values at CrossReach, but we also have 4 other aspects that guide all we do. These are especially important to us as they allow us to align who we are, what we do and why we do it. They express our Christian ethos at work and serve to enable love in action – every single day. If you are thinking about joining the work of CrossReach, you may be interested to understand how as a large team these values guide decision making, shape each of our smaller and unique teams and build trust, both internally within our organisation and externally with public, partners and donors.

We are looking for people to join our teams who align to these values. We provide many different services across Scotland – having shared values allow us to serve together, with a very special love.

Liza Mackenzie, Manager at Cameron House Care Home in Inverness shares what difference the values make to her as she goes about her work.



Let your light shine before others, that they may see your good deeds and glorify your Father in heaven. (Matthew 5:16)

“ My work at Cameron House is not simply a job but a privilege. I embrace the values expected of me by respecting our residents and my staff in full awareness that we are all created in the image of God. With regard to our residents that means willingly going the 2nd or 3rd mile to meet their needs while respecting their past life story and striving to meet their current needs – supporting both them and their families through their journey with Dementia.

I am deeply blessed to be supported by colleagues who share these values and with whom teamwork and cooperation is mutually beneficial. All disciplines of staff demonstrate empathy and partnership and are encouraged to develop professionally and spiritually – hence letting our light shine. As a team we take great personal and corporate pride in the care service we offer at Cameron House.

Our Values

Respect means listening, valuing people's choices, and recognising their life stories. It helps people feel seen and heard, and supports their independence. For us, it's a way of showing that every person has value, which is at the heart of our faith-based work.

Social care works best when people work together. Teamwork leads to more joined-up and person-centred support. We believe in partnerships with the people we support, their families, our staff, and other organisations. In social care, collaboration isn't just beneficial, it's essential.

People receiving care can feel vulnerable. A supportive environment helps them feel safe, recover, and build confidence. For us, being supportive means standing alongside people, offering strength, comfort, and hope when they need it most.

RESPECTFUL

WORKING TOGETHER

INCLUSIVE

SUPPORTIVE

Being accepting means treating everyone without judgment. It helps build trust and protect people's dignity. This reflects our Christian Ethos in caring for all people, no matter their background or circumstances.

ACCEPTING

Everyone deserves to feel welcome and have access to care, no matter their race, religion, sexuality, ability, or background. Being inclusive means breaking down barriers and treating everyone equally. As a Council of the Church of Scotland, we are committed to caring for everyone without prejudice.



Care Homes for Older People

The decision to move into a care home can be difficult for everyone involved.

Which home should you choose? Will you still have your independence? Will you make friends? Will your loved one be happy? Will they have enough to do? Will they be well cared for?

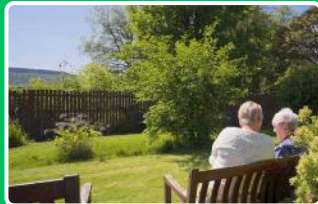
We can't make the decision for you, but we hope we can offer some reassurance about choosing a CrossReach care home.

All our care homes offer a loving and homely environment, where everyone is treated with dignity and respect. Our staff have specialist experience and an enhanced level of training that ensures we can make life as comfortable, stimulating and fulfilling as it can be.

Our aim is for older people to maintain their independence, while having as much support, friendship and activity as they want. Family can visit at any time, just as if it was their own home. If you would like to view more information about any of our care homes please visit www.crossreach.org.uk, call **0131 657 2000** or email info@crossreach.org.uk.

At CrossReach we have 15 homes across Scotland. In this edition: we wanted to spotlight 3 of these.

Adams House



Adams House is a specialist residential care home for 30 people living with dementia. Set in the quiet suburban area of Elderslie, at the foot of Gleniffer Braes, Adams House provides a supportive, caring and loving environment.

At Adams House, we promote dignity, respect and independence. Our staff team will work closely with you, to help you live your life to the fullest.

READ MORE

Oversteps



Oversteps is a residential care home for 24 older people. Located on the outskirts of the Royal Burgh of Dornoch, Oversteps sits within its own leafy grounds, surrounded by beautiful gardens and trees.

Our aim is to create a happy and homely environment, where residents are encouraged and supported to live as independently as possible.

READ MORE

Clashfarquhar House



At Clashfarquhar House, within a bespoke environment we offer care to older people living with a range of support needs. Overlooking the stunning Stonehaven Bay, residents enjoy the panoramic views of the surrounding rolling countryside.

READ MORE

Other CrossReach Care Homes:

- Balmedie House
- Bellfield, Banchory
- Cameron House, Inverness
- Cumnor Hall, Ayr
- Morlich House, Edinburgh
- St Margaret's House, Polmont
- South Beach House, Ardrossan
- The Elms, Edinburgh
- The Walter and Joan Gray, Shetland
- Whinnieknowe, Nairn
- Williamwood House

Find out more about becoming a resident at one of our care homes at www.crossreach.org.uk



Gaberston House

An exciting new chapter is about to begin for Gaberston House – one of our mental health support services. This is made possible by a £3.2 million loan from the General Trustees of the Church of Scotland.

The original house was demolished last year as part of plans to update the accommodation and promote opportunities for independent living in purpose-built apartments instead of the previous shared accommodation.

The old building had been home to 14 people, but it was tired and in need of refreshment. It was also limited in terms of allowing people to experience the joy of having their own front door to welcome them home.

Since 2004, attempts to find a suitable replacement for the service have proved fruitless. However, a solution was found in redeveloping our current site, demolishing the old building and creating new purpose-built accommodation.

Our Estates and Facilities team have worked with architects and a design team to realise this new facility. Funding from the Church of Scotland has helped turn the ambition into reality.

The new build design will not only meet CrossReach's need for quality accommodation but will allow for an expansion of the work, increasing capacity to 16 and adding a community hub for people living in apartments and for those who may need support in the surrounding areas, but live in their own house.



One resident explained how the mental health service had supported them over the last 15 years. They said:



I believe I wouldn't be here if not for the support and safety I feel of being in Gaberston. Before I lived in my own flat with a small care package. I struggled daily as I have voices that are horrible and tell me to hurt myself, they make me paranoid and depressed. I wouldn't leave my flat for days running out of money and food. I felt worthless and suicidal all the time.

"When my social worker brought me to see Gaberston I was welcomed it felt safe and warm, I moved in and had staff support to manage my medication and finances and, most importantly, someone to talk to whenever I needed.

"Now I have my own savings, a full cupboard, and my own daily routine where I can go confidently into the community or join in many of the Gaberston social activities and projects such as the garden group."

CROSSREACH SUNDAY

Let light shine out of darkness



Be The Light on CrossReach Sunday

16th November 2025

This year, we invite you to be part of something deeply meaningful—CrossReach Sunday. It's a special opportunity for people across Scotland and beyond to come together in support of the life-changing work that CrossReach carries out every day. From helping those struggling with mental health to supporting older people, children, and families in need, CrossReach is a vital expression of Christ's love in action.

By taking part, you're not just raising awareness—you're helping bring hope, healing, and dignity to lives across our communities. Whether through prayer, giving, or learning more about CrossReach's ministries, your involvement can make a real difference.

Your CrossReach Sunday pack contains:

- Information Leaflets and Posters
- Sermon Notes and Service Ideas
- Sunday School Materials
- Fundraising Ideas

Request your pack today by emailing fundraising@crossreach.org.uk or calling **0131 657 2000**

...or register and interest online at www.crossreach.org.uk/crossreach-Sunday

Together We Can Be The Light For Brighter Futures



Special Fundraising Event

As dawn breaks, take part in a moving journey from darkness into light—a walk that symbolises hope, healing, and the brighter future we can help create together. This CrossReach Sunday, we're asking participants not only to join the walk, but also to raise funds that will directly support CrossReach's vital services for individuals and families across Scotland.

Full details will be in your pack, and online in the autumn.

- Have Fun
- Share Fellowship
- Raise Funds
- Be The Light





Darren Has New Hope – Thanks To You

None of us know what the people around us are going through. We each face hidden challenges, either from our past or our present circumstances. Studies have shown that approximately 1 in 4 people in the UK will experience a mental health problem each year. For many people, the consequences can be devastating. People seeking counselling from CrossReach's Counselling Services today are presenting with more trauma and distress than at any other time.

Your partnership with CrossReach can and does change that. Your gifts and prayers mean that people like Darren can find their way out of the darkest of situations and find new light and hope for their future.



I'm writing my story because the wounds we carry, and the journey to heal them, need to be shared. I needed someone to help me navigate the tsunami of emotions I'd buried since childhood. And I've learned that wading through pain, with the right support, can offer hope to others still trapped in its grip.

I grew up in a broken home and entered care at 11. I spent my teenage years at Ballikinrain, a CrossReach children's home and school. My time there was mostly positive, especially towards the end. The staff were like parents to me, always believing in me. The unit I was in became like the family I never had.

Last year, the wheels came off my life. I lost my job, my home, and my will to live. After the total disintegration of my marriage in 2022 due to a long battle with alcoholism, this was the final blow. The future felt full of regrets, as the shame of my past raged to belong in my present. I relapsed into chronic substance abuse, nearly ending my life. It wasn't the first time suicide seemed like the only escape, but this time, I was committed to seeing it through. Fortunately, people in my life caught me before I fell too far.

CrossReach had helped when I was young, I knew they could help again.

The fear of confronting my inner pain was paralysing. Letting someone see behind the walls I'd built, letting them peel back the scabs of my emotional scars, felt impossible. When they offered counselling, I agreed, hesitant at first, but desperate. It turned out to be the most important decision I've made in 30 years.

My therapist became the cushion at the bottom of a deep pit I'd fallen into, but she also threw me a rope to climb out. I'd found a safe space to confront the animals in my head. The inner journey was mine to take, but with a guide to help me. After all, when life feels like a ship tossed in a storm, we need someone to anchor it.

After many months of therapy, my vessel is back at sea, charting new territory. My therapist is no longer on board, but the tools and wisdom she left with me are being put to excellent use.

It takes courage to name our stuff and vulnerability to accept help. But it can—and does—save your life. Trust me, I know.

I'm rebuilding my life one day at a time, and in a far more balanced way.

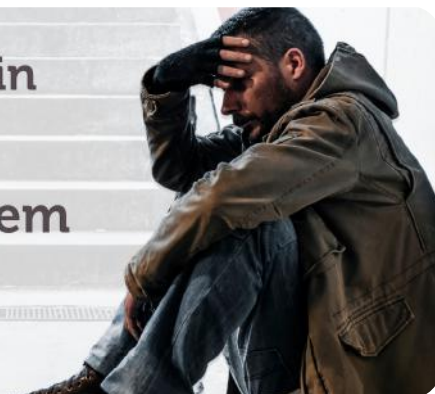
Darren is proof that your love and support for people across Scotland is making a real difference. People you will never meet, people facing difficulties and challenges that none of us would ever choose, are being lifted up thanks to you.

Thank you for caring, for giving and for praying. Thank you for partnering with CrossReach to change and save lives today.



Regret. Shame. Rage. Pain

**You can defeat all of them
and give hope**



DONATE



→ CrossReach App

We have been working hard to update our CrossReach app so you can receive up to date news, devotions and prayers in the palm of your hand! Simply scan the QR code to visit the app story for apple and android phones and download our app today.

Google Play Store



Apple App Store



You can also:

- 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, X, Youtube, Instagram, LinkedIn and Bluesky.
- Read our latest news articles from our website. These stories are updated regularly and are a bit longer than our regular social media posts.
- You can stay up to date with exciting news and opportunities by signing up to our mailing list. It's also a chance to have your say on what we send and how we send it in future – your feedback means so much to us.

How do we keep in touch with you?

We would love to hear from you about the best way for us to keep you informed and updated about the work of CrossReach.

As we think ahead we are reviewing the print production of our magazine, and considering what other opportunities may be better to ensure that we are able to keep all our friends and supporters updated in a way that suits them best.

We would welcome any feedback and thoughts that you have. Would you like to hear from us more, less or perhaps about different things. What do you like to read about – and what is of less interest.

If you have any views we would really like to hear them.

Drop us an email at info@crossreach.org.uk – give us a call on **0131 657 2000** or write to us at: **CrossReach News Team, CrossReach, Charis House, 47 Milton Road East, Edinburgh. EH15 2SR**



The Church of Scotland
Social Care Council

Operating as CrossReach, Scottish Charity No: SC011353



www.crossreach.org.uk