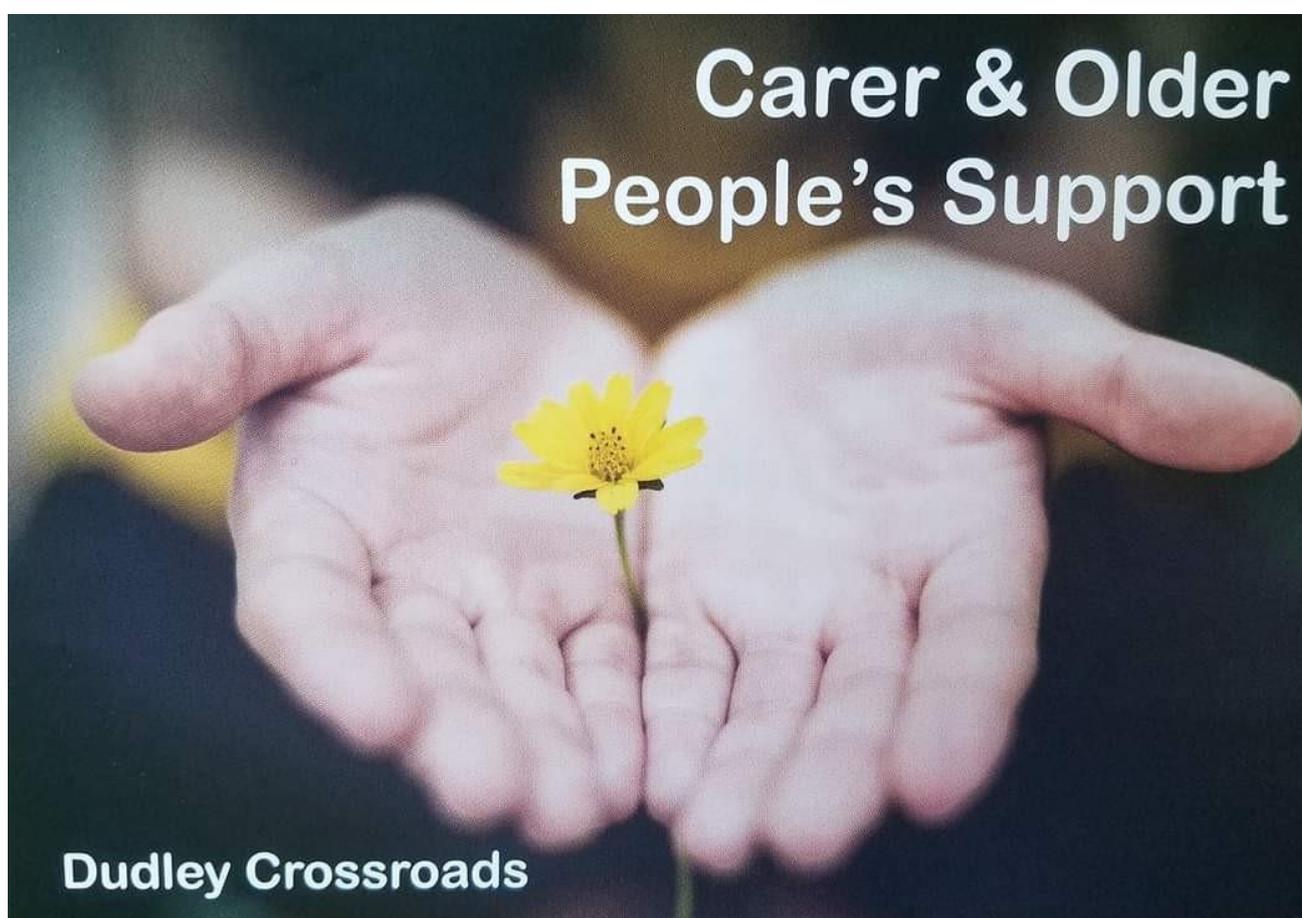


**DUDLEY CROSSROADS**  
**ANNUAL REPORT**

**2021 - 2022**



*A local caring service since 1982*

## SERVICE PROVISION

Covid 19 continued to curtail our services during the early part of this year, but we strived to continue to support people in any way we could. However, the demand for our services has greatly increased during this financial year with 43 referrals received during the period April 2021 – March 2022. We provided 5162 hours this year from our free service.

Dudley CCG ceased to exist on 31 January 2021, and became the Black Country and Birmingham CCG (a merger of Dudley, Sandwell and West Birmingham, Walsall and Wolverhampton CCGs) and on 1<sup>st</sup> April 2021 was formally designated as the Black Country Integrated Care System (Healthier Futures). Our funding for the Carer Support Service now comes from Dudley Integrated Health and Care NHS Trust, a member of the ICS, the first one of its kind in the country. Their motto is “community where possible, hospital when necessary” and we look forward to carrying on the good relationship we have had for many years with Dudley CCG. The funding for year 2022 – 2023 has been agreed and is for 4839 hours of respite care, which works out at 93 hours a week. This continues to be our main source of funds.

Many people “top up” the free hours we are able to provide for them by purchasing extra hours at a not for profit rate. We have not increased this rate since 2019.

We do provide extra free respite care by drawing on our charity reserves, and looking forward to year 2022 – 2023 we expect to use a substantial amount of our free reserves to keep up with demand for such a valuable service.

We continue to provide our self- funded “Home Support” service for the elderly, again on a not for profit basis. This service includes housework, shopping, transport to appointments and company.

We appreciate the numerous donations, which we receive regularly from grateful clients. This year this included two very generous legacies totalling £72,921 from previous clients.

We continue to look for funding options, however this year we have had a lot of free reserves that have excluded us from many opportunities. In year 2022-2023 we expect the reserves figure to be greatly reduced.

Our ‘Time to Talk’ telephone befriending service which is run by a volunteer is still really popular, and we would like to recruit more volunteers to expand the service if possible.

Assessment of the service we provided shows positive outcomes for the well-being of both carers and those they care for. We have had many compliments with remarks such as

“Dudley Crossroads has improved the quality of my life”

“I look forward to Tuesdays, perhaps more than any other day”

“the service we get is second to none”

We intend to resume our annual survey during 2022 – 2023 as things get back to normal, post pandemic.

We have not had an inspection this year for the Care Quality commission (CQC) but they continue to monitor us remotely and they rate us as “good”

On 1<sup>st</sup> April 2021 Julie Weeks who has been our finance officer for many years, took over as Manager from Carol Law. Carol has continued this year as Registered Manager on a part time basis, whilst Julie Norman undertakes training to replace her when she retires.

The social activities we have organised for our service users have been much anticipated, well attended and enjoyed by all.

This year we were able to take a coach party of service users to Bridgnorth for the morning followed by a carvery lunch. This was made possible by a grant of £1,000 from “Movement for Good”



We also had a Christmas Lunch at the Lodge in Dudley



We took a group to the British Oak in Kingswinford for lunch to celebrate one of our service users 100<sup>th</sup> birthday.



And had a picnic in the park for Carers Week!



We have also been able to give our clients small gifts. We provided a pack of afternoon tea cakes for Carers Week in June and a box of biscuits and a card for Christmas from our 'Social Fund'.

Alongside Dudley CVS we run a bi-monthly Carers Walk Group, meeting at Himley Hall and Mary Stevens Park. These walks are attended by current and bereaved carers and provide opportunities for new friendships and support.

We have had many positive comments about these walks including;

"The walks give me information, advice, support and fresh air. What more could you have?" C.

"The walks are nice as you get to meet people and have a chat. They help me get out of the house as I now live alone" M.

"The walks mean getting out of the house, meeting other people and having discussions about life. Also learning how other people deal with losing someone" J.

"Walking always lifts my spirits. When I feel down, like this morning, it makes me feel better" R.



## Report of the Chair

Thankfully we have emerged from Covid dominated 2020 - 2021 and worked our way back into normal working, though still taking Covid precautions.

We received support from Dudley Integrated Health and Care NHS Trust for which we are very grateful and also two legacies during the year which have increased our reserves. We continue to provide respite care for the carers of people with a disability and to help some frail and elderly people tackle their health issues. We still believe that with more committed support and collaboration we could help to ease the pressure on the over-pressed statutory services. We have been getting new referrals and been able to recruit and train staff, but with referrals still increasing we may need to seek additional funding support in the future. We plan to spend some of our reserves during 2022 – 2023 to increase our service.

I must express my gratitude to the whole Crossroads team, Trustees, Managers, office staff and the wonderful care staff for their work in the past year.

Hugh Norris  
Chair

## Treasurer's Report

Balance the books – is that all?

No. While we do that, we must also

- Retain an adequate reserve in responsibly held deposits.
- Consider all staff in the situation
- Meet the wishes of those who buy our care.
- Respond to both our Independent Examiner and to those who donate in a variety of ways to Dudley Crossroads.

Clients can purchase care from us if they require, we welcome our funding from Dudley Integrated Health and Care NHS Trust.

We run occasional events, and have widened our concept of care (e.g. telephone befriending, coffee mornings and walks in the park)

Julie and her team deal with all these areas most efficiently. They deserve the thanks of all trustees. The future is perhaps an uncertain one, but we are confident.

Mike Carpenter  
Hon. Treasurer

## **Who are we?**

We are a small local charity operating in the Dudley Borough. Our office is on the Pensnett Trading Estate in Kingswinford.

We were founded in 1982

We are run by a board of Trustees.

We have 18 care and support staff who are all trained, insured and DBS checked and 4 office staff. We all work part time.

## **What do we do?**

We provide respite care to informal (unpaid) carers in the Dudley borough. This can be anyone looking after a relative or friend in their own home who has a physical disability. This can include heart problems, Stroke, Sensory impairments (like deafness), Parkinson's disease, MS and many other conditions. We can help by visiting the home for a 2-3 hour call a week and staying with the person with the disability while their carer goes out. While we are there, as well as looking after the cared for, we can do some housework, prepare meals and drinks, or other things that help the carer. Sometimes this is the only time the carer is able to leave the house as their caring responsibilities are so extensive.

We also run an elderly support service. This can involve taking people shopping, helping them with housework and meal preparation or just a bit of company. This is for people who live on their own and have no one to care for them. Often they are very lonely and unable to get out of the house.

We like to arrange trips – sometimes out for a meal, sometimes even to the sea!

We also have a telephone befriending service. This is run by volunteers who will call carers and elderly clients for a chat every week or so.

## **What about money?**

Our service is free for carers.

We get some funding from the local health body (Dudley Integrated Health and Care NHS Trust) and we can only spend this money on providing respite care to adults 18+.

We rely on donations and grants to fund the rest of our service.

People are able to buy extra care from us if they would like more time than we can afford to give them. As we are a not for profit organisation this is much cheaper than normal care agencies.

Our service is not very well known. People often say they wish they had found out about us sooner. We really need to make people more aware of our charity and what it is we do.

We always need fundraising! Any money we receive goes directly into the charity. We especially would like to have more funds to do social activities for our clients, and sometimes give them treats like cakes and boxes of biscuits.

### Case Study 1

Mary looks after her husband George. They have been married for 60 years and their children live a long way away.

George has Parkinson's disease and Mary cannot leave him on his own.

They have a neighbour who will pop in occasionally and sit with George while Mary goes shopping but when this happens Mary has to rush round the shops as she doesn't want to take up too much of the neighbour's time.

Mary contacted Dudley Crossroads, and it was arranged that Elaine, one of Dudley Crossroads' support workers would visit every Wednesday morning between 9 and 12. She will stay with George, keep him company and make him drinks and a snack. While she is there, she will do any little jobs like washing up or ironing that will help Mary.

Mary can now take her time while she is out, maybe meet a friend for coffee, go to the hairdresser or even arrange a doctor's appointment for herself knowing that every Wednesday morning George will be safe.

George is really happy too – he worries that Mary doesn't have any time for herself and he really enjoys the time that he spends with Elaine.

### Case Study 2

Maureen lives on her own. She doesn't have any family and although she used to be able to go into town to do a bit of shopping or have a coffee, she hasn't got the confidence anymore to do it. She doesn't drive and needs a stick to get around.

Someone from the doctors realised how isolated Maureen was feeling and contacted Dudley Crossroads for her.

Jean, one of the support workers, now goes to see Maureen every Tuesday afternoon. Sometimes they go out for a coffee or to the shops, sometimes Jean helps Maureen in the house, or takes her to health appointments. Sometimes they just stay in and have a good chat.

Maureen thinks of Jean as her friend, they have built up a lovely relationship.

A couple of times a month our telephone befriender rings Maureen and they enjoy chatting on the phone.

### Case study 3

Amanda looks after her mum Denise. They do not live together but Amanda really worries about her and has to go round every day. Denise has slight dementia caused by a stroke and sometimes she forgets things.

Amanda has a job, and a young family and she finds it hard trying to cope with everything.

She phoned Dudley Crossroads and it was arranged that Pat, a Crossroads support worker would visit every Tuesday from 11 – 2. She makes Denise some lunch, helps her with anything she needs doing and checks that she is OK. Although it is only for one day a week, Amanda knows that on that day she doesn't have to worry. Denise really enjoys having the company and looks forward to Pat's visits.

\*Names have been changed

## **MANAGEMENT TEAM**

Manager	Mrs Julie Weeks
Registered Manager	Mrs Carol Law
Service Support Officers	Mrs Lorraine White
	Mrs Julieann Norman

## **BOARD OF TRUSTEES**

Chair	Dr Hugh Norris
Vice Chair	Mr Harry Freisner
Hon Treasurer	Mr Mike Carpenter
Secretary	Mrs Janet Head
	Mr A Miller
	Mrs K Shaw

Our 2021 – 2022 AGM will be held at 6 Watt House on  
Friday 4<sup>th</sup> November 2022 at 10.00

Copies of Audited Accounts will be available at the AGM or after that time on application to the office.

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Our independent Examiner

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