

CROSSREACH NEWS

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OUR SERVICE AREAS



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

CROSSREACH

Care you can put your faith in

www.crossreach.org.uk

Celebration at South Beach House

Our warmest congratulations to Mrs Carson of South Beach House who celebrated her 100th birthday in October 2021. Residents joined and enthusiastically participated in the afternoon of live music and birthday fun.

Visited by her daughter and niece, Mrs Carson clearly enjoyed reading her telegram from Her Majesty The Queen.



Telegram from Her Majesty

Helping us help others

A huge thank you to Bruce Davies for giving of his time to help us continue to support people who are experiencing mental health problems. His fundraising concert on 20th November was a time to focus on the current mental health epidemic whilst enjoying top-class entertainment by a consummate professional!



Over £1,100 raised - Thank you!

And...it's open!

This really is a sight for sore eyes! After a power of work to fundraise, delays with building work, the noise associated with a building renovation and the general frustrations and challenges, we are delighted to announce the Spa Pool at The Mallard is officially open. Thank you – it's been well worth the wait.



Kiltwalking for Morven Day Services

"What a wonderful day, it's been really worthwhile doing something so simple but achieving so much that is worthwhile. We should do this every year!" – Feedback from 1 of the 13 Morven Day Services Kiltwalk(ers) who, thanks to Tom Hunter's generosity, helped raise £2140.50 for group work. We are SO grateful to all.



Prayer Points

Thank God for all the CrossReach staff and volunteers, and for the skills and gifts that He has equipped them with. May He bless and sustain them through all they face in their work and home lives.

Pray for our Board and ask they will be equipped with the wisdom and compassion that they need when making decisions.

Pray for our partner organisations across different sectors, who provide support that is needed for the people we serve. May we share a spirit of united determination to achieve the best for every individual and family that we care for.

Pray for those in national and local government making decisions about the future of social care. May they hear the voices that need to be heard and may love be at the centre of everything they do.

Douglas Hamilton
Board member

Our Mission Statement

In Christ's name we seek to support people to achieve the highest quality of life which they are capable of achieving at any given time.

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 The Church of Scotland
Social Care Council
Operating as CrossReach, Scottish Charity No: SC011353


www.crossreach.org.uk



New Year – new career?

A reflection from Vivienne Dickenson, CEO



Happy New Year and welcome to the first CrossReach News of 2022. You'll see it is jam

packed with stories which tell something of what we were up to at the end of 2021 and which we hope will brighten up some of these dark January days.

Every story is unique but tells of a journey undertaken, a difference made, a growing of confidence, an ability to rise to a challenge. From Little Marvels to the marvel of celebrating a 100th birthday, there is something in each which epitomises what CrossReach is all about- supporting people of all ages, and with varying needs, to live life to the full.

Look closely at many of the pictures, however, and you will see another tale to tell; that of our CrossReach employees who, every day, reach out a helping hand in order that others might succeed.

"Working with CrossReach there is a great team dynamic"

They may be in the background but they too can tell of a journey undertaken, a difference made, a growing of confidence and an ability to rise to a challenge. A career in care may not be an easy option but it is one in which personal growth is assured and where kindness and compassion are as equally valued as expertise and professionalism.

While it may have been a difficult couple of years for our staff teams, 2022 brings with it the promise of change in the form of legislation to introduce a National Care Service. A complete overhaul of social care is proposed with an emphasis on those who rely on services having more choice and control over the way in which their support is designed and delivered.

The legislation should also bring better opportunities for training, improved pay, terms and conditions, and a more integrated approach to career progression for the social care workforce.

However good all of that sounds, we know that you still can't legislate for love, which I hope also shines through in the stories featured and

which lies at the heart of all of our services. It helps create that 'family feel' and the best conditions in which staff and supported people can thrive.

"Amazing team to work for, always ready to help when needed"

It has been good, finally, to be able to catch up with staff in different locations over the past couple of months and to hear first-hand about their experiences with CrossReach. While not everything is rosy all of the time, it was great to hear many talk about the closeness they feel with their colleagues and the team spirit which exists in many of the services.

We are always keen to welcome new members to our CrossReach family and would love to hear from you if you would like to know more about working with us or giving of your time and talents in other ways. You will make a difference.

Thank you, as always, for your interest and support. May 2022 bring many good things. ■



Transitions

While the current climate is seeing the availability of Disability Day Services decline, in response to a highlighted need for increasing this type of support, our Transitions service in Edinburgh opened in July 2019.

Shaped around the Principles of the National Care Standards, Transitions' is committed to keeping young people's individual wishes, aspirations and needs at its heart.

People are encouraged to be involved in the decision making relating to every aspect of their lives and the user-friendly approach utilises pictorial, easy read outcome-focused support plans, and other paperwork, to optimise the shaping of each individual's service package.

With an understanding that consistency in support provides confidence and helps build relationships, customers choose when they want their service and as far as possible, the workers who provide their regular support.

It's a normal part of life to experience developments and changes in what we need, want and prefer and the service works responsively and flexibly to ensure the people that are being supported are at the front and centre of their service.

Regular training keeps the team equipped with the expertise and knowledge they need within their specific roles, and training is also provided for our customers to empower them to keep themselves safe and to enhance their confidence and ability to speak up and have their voice heard.

Following his recent visit to the service, Lord Wallace commented: "...one of the things that really struck me is

just how the service being provided is focussed on the needs and the particular needs of an individual. It's not as if an individual has to go to fit into the services there – no! The service is there and is tailored to the person's need." ■



'An amazing place'



"CrossReach is a charity organisation that has been of huge help to my special needs son Alex. he is 20 years old and was probably brain damaged at birth. He has learning difficulties and some autistic features. He has been at a special school since age 5.

CrossReach took Alex after he left school at 18 for 6 hours a day and five days a week. He loves it there. From an uncertain start he has become very settled and fond of the staff and other service users. His social skills, stress levels and communication have

all improved. He goes out into the community and experiences what it has to offer such as the gym, pool, cinema etc.

I am exceedingly grateful to the local authority funding Alex's placement and the wonderful committed CrossReach staff who work there. I would have been unable to continue working in the NHS if I had not had their support.

It is an amazing place where the young folk are safe and kept busy, hopefully acquiring some useful life skills. It is a very worthy cause and deserves support for the brilliant and kind work they do.

Thank you all."

Dr John Miller (Dad)
Consultant NHS
Edinburgh ■



**CrossReach Threshold
Edinburgh Transition
Service**





Gratefulness leads to community project

The Community Spirit project at Cunningham House was set up by residents, for residents, to give back something to the community.

We caught up with Lorraine Shaw, a Cunningham House senior support worker, who shared:

"It was the brain child of Chris (<https://www.crossreach.org.uk/news/the-skys-the-limit>), a current resident of Cunningham House. He suggested we do something for the community because he was aware of the amount of donations we were getting, especially during the pandemic.

"A group of residents got together with me and discussed how we could make an impact in the community.

"It was suggested that we could do something for the groups that had donated to us. I contacted Holy Trinity Church, Wester Hailes, Old Kirk Muirhouse Parish Church and the Forth Canoe Club to ask if they would like help in their gardens. It was also suggested that residents could make cards for the keyworkers of the churches that donated to encourage them during the pandemic. This was so residents who were a bit apprehensive about going out would be able to be involved in the group."

One of the key members of the Community Spirit group said:

"I've really enjoyed being a part of the Community Spirit so far. It's been fun to be out in the sun doing the gardening, especially after we've been shut in for so long and helping other groups is a bonus. I think it's important to try and make the most of my time here and contribute and learn what I can." ■



Chris in action



Read Chris's story here:



Practical challenges to climate change

Rt Hon Lord Wallace of Tankerness engaged with us in a special roundtable event convened by Eurodiaconia, to consider issues relating to net-zero carbon emissions for buildings, specifically those used for social care/diaconal services.

Members that were working on the common goal to safeguard the integrity of creation met and exchanged views and projects from different countries and different Christian traditions. The Church of Scotland and CrossReach shared some of our recent experiences and highlighted the importance of working to tackle the climate emergency. Eurodiaconia members in Iceland, Finland, Germany and Netherlands shared about the practical challenges and the role of faith and spirituality in responding to climate change and ideas discussed will feed into the Church of Scotland's Net Zero Work Group. ■



CEO Viv Dickenson and Lord Wallace engage in the Eurodiaconia discussion



On display: 3 images representing the climate emergency by Heart for Art's Church building based groups



Eurodiaconia - Net Zero carbon round table discussion:





Navigating over the wall

A few highlights from a Scottish Journal of Residential Child Care article, co-written by Paul Gilroy, Head of Service and Lawrence Waring



Paul Gilroy

Post war to present day Following World War II, CrossReach adopted the large residential school model of support for children and young people. This morphed to family style support within local communities in 2007 when we opened our first house (Millmuir Farm in Gargunnoch). Following its success and that of other houses, the service was completely restructured in 2014.

Evolving legislation From Angus Skinner's report in 1992 to the findings of the Independent Care Reviews: The Promise in 2020, the changes in Scotland's legislation has challenged CrossReach to think and deliver care differently.

The rally car principle

Claymore's keyworker likens support that's 'more like family' to being in a rally car: The pupil is the driver and the keyworker the navigator who gives directions and plots the route of the road that can get them to the desired destination.



Claymore's story



Community

CrossReach aims to build resilience in children and young people in its care and by supporting the young people in local communities, creates a greater connection with society and the world at large.



Seeds of love Despite the grandiose setting of Ballikinrain Castle, good relationships were built between staff and pupils. Darren (former pupil and now a priest and coffee entrepreneur) notes the lasting impact of the 'seeds of love planted' there following 15 years of a chaotic lifestyle.



Ballikinrain School



Full article



Interview with the authors



Go2 - Achieving together



Exercise classes

Originally set up to provide 30 hours of support per week for up to 5 young people that already attended The Mallard, Go2 now offers a range of support to 16 children and young people to help them achieve their individually identified outcomes. 1:1 support is provided by our trained and experienced staff. The majority of young people attending the service join after leaving school and utilise the service as a safe base from which to start and end their day. Young people are involved in a variety of experiences linked to achieving their individual outcomes such as cooking, accessing social activities, navigating public transport and accessing volunteering opportunities within the local community. ■



YOU CAN PLANT SEEDS OF LOVE IN THE LIVES OF OTHERS TOO. JOIN TEAM CROSSREACH!





Prison visiting - reopening the doors



We hear from many of the people who walk through the doors at our Perth Visitors Support & Advice Centre that the centre is their safe place – a place where they can safely and securely share the challenges and difficulties experienced at home, with our staff. The centre has been open for 15 years and helps family members affected by incarceration

advice, the doors were locked in response to COVID-19. The sense in the team was one of real loss.

Wasting no time, options were explored to facilitate re-establishing the connections via digital communications. Through the means of identified opportunities, staff were able to provide families with laptops and other digital equipment to keep these all-important connections live. In late 2021, our team were therefore excited to reopen the centre to families in, some of whom had never entered the prison establishment and others who hadn't seen their loved one for over 18 months.

As the new normal unfolds, we look forward to working with and supporting people into the future. ■

to get additional support. It also offers all-important times of play for children in an environment that is fun, feels safe and where they can build trust.

It was therefore a source of incredible angst to our team when, in keeping with Government guidelines and



Hear more about it from Paula Sheils, Head of Service for Children & Families – Counselling & Community here:



Little Marvels return to The Mallard

Families have told us time and again that they have felt lost in the early stages of their child's diagnosis, either from birth or in the early years. Our Little Marvels group, run as a partnership between The Mallard and Daisy Chain Early Years Project seeks to address this and join both parents and children together in a fun and stimulating play-based environment.

Sadly, the pandemic halted the weekly groups where parents and carers with children who have additional or complex needs and are under 5 come together to chat, to play and to seek advice and support from our experienced team. At the time of his visit, the group was just reopening and Lord Wallace saw first-hand something of the real benefits provided through Little Marvels. ■



Being a Board member, Christine Johnson



as one of the biggest social care charities in Scotland for over 20 years.

I've always been fascinated by the huge range of services it provides over the length and breadth of Scotland, ranging from caring for those at the beginning of life's journey to those at the end.

My passion is social justice and giving everyone equal opportunities in life. Our role in the Board is to ensure both members of staff and everyone we support is given this opportunity. I'm on the Board because of my background in raising funds and I'm there to support the Fundraising Team.

As Board members we're there to support CrossReach's journey into the future retaining our Christian presence in the Charity market, while dealing with the huge changes underway in social care. Our hope is we can continue to provide the range of care across the generations in Christ's name. ■

My career crossed the divide between the business and charity sectors, working for the Bank of Scotland for many years and ending up as the Director, Income Generation with Bethany.

I'm a member of the CrossReach Board and have known about CrossReach as the Church of Scotland's social care arm and



Go2 and Little Marvels at The Mallard:



▶ Celebrating our employees

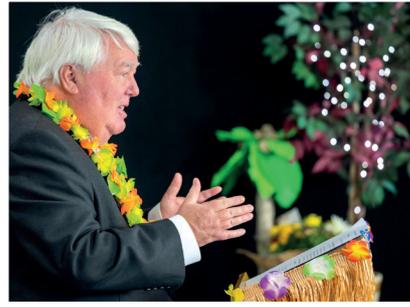


Claire Hay –
Director of HR & OD

With feasts of delicious cakes, mocktails and favourite snacks, and bedecked in colourful leis, flowers and clothing, employees the length and the breadth of Scotland joined together via live link to celebrate and to recognise the many and various achievements of the CrossReach Team: achievements in learning and development; in going the extra mile to support others; in innovating and excellent service; in loyalty and commitment to the organisation, and all this despite the COVID-19 challenges of the past 20 months.

We were joined by special guests Sarah Wood, vice convener of the CrossReach Board, The Right Honourable Jim Wallace, Moderator of the General Assembly of The Church of Scotland and event MC Brian Taylor, political editor and columnist for The Herald.

Special messages of thanks to the workforce from Professor Jason Leitch (National Clinical Director, Healthcare Quality and Strategy) and Elaine McKenzie Ellis (Actress) were also played during the event. ■



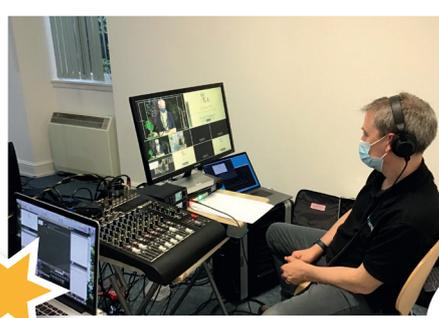
MC - Brian Taylor



Mr & Mrs Taylor with Lord and Lady Wallace



Celebratory orange juice mocktails



Making it all happen



Ian Manson Award for Excellence:
Michelle Howard (Erskine Campus)

Adult Learner of the Year:
Miriam Rana (Daisy Chain)

Employee of the Year Adult Care Services:
Heather Peberdy (Morven Day Services)

Employee of the Year Children and Family Services:
Caroline Kerr (Daisy Chain)

Employee of the Year Corporate Services:
David MacPherson (Charis House)

Employee of the Year Older People Services:
Donna Shields (Williamwood House)

Volunteer of the Year:

Joint winners –
Elizabeth Dalgliesh (Daisy Chain)
Recovery Peer Voluntary Team (CRRS)

Staff Achievements Recognise 2020/2021:

- 1 x BA
- 7 x Professional Certificates
- 1 x Counselling qualification
- 1 x Diploma
- 3 x HNC
- 55 x PDA
- 98 x SVQ (2, 3 and 4)

**BE PART OF OUR
EMPLOYEE FAMILY**



Moderator's Time 2021-22

We are appreciating the opportunities to share our work with The Rt Hon Lord Wallace of Tankerness QC (Jim Wallace) in his capacity as the Moderator of the General Assembly 2021-22.

Visits have varied enormously – from Europe wide discussions about climate change and the challenges around net-zero carbon and building based social care to orange juice mocktails at our Employee Awards 2020/21 – and many things in between. Undoubtedly, the impact of COVID-19 on the people we support and our staff has never been far from the discussions, but in the midst of it all Lord Wallace has noted over and over again that it has been clear the people served by CrossReach are at the heart of what we do.

We have been incredibly touched by Lord Wallace's generosity in his request that donations be made to CrossReach on his behalf during his year in office and we hope you enjoy this small selection of photos from the visits so far, and from the videos. ■



Leading Devotions at St Margaret's House



Enjoying the visit at Transitions



Sheila Gordon, Director of Children and Family Services with Lord and Lady Wallace, staff and a parent at The Mallard



Arts and crafts at Transitions in Edinburgh



Discussions with Allan Logan, Director of Older People Services, and his Senior Team



Little marvel



Discussions with Allan Logan, Director of Older People Services



Lord and Lady Wallace chat to Elspeth McPheat, manager, St Margaret's House



St Margaret's:





Lives dedicated to the service of others (40 years service article)



Glen Brady (Morlich House Service Manager) and Mary Davidson (Cumnor Hall Senior Care Worker) were recently recognised for 40 years of continuous service with CrossReach and we thought you might enjoy reading a snapshot of their career journeys.

“Dependable, diligent and person centred.”, and “Innovative and creative in driving forward his service,

and his attention to detail and quality shines out in his excellent Care Inspectorate.”, are a few of the affirming comments about Glen received during the Employee Awards 2020/21 preparations.

It was on a chilly January morning in 1981 that Glen embarked on his career path with CrossReach (then the Church of Scotland Board of Social Responsibility). Stepping through the doors of Mayburn House, he quickly settled into his general duties role within the manpower services commission. Having impressed his seniors with his dedication, skill and work ethic, he secured a full-time care assistant role six months later.

Several ‘acting up’ contracts followed and in July 1992, Glen successfully applied for the role of Senior Care Officer (later redesignated as Team Leader) at Morlich House and Varrich House care homes. With an obvious passion for leadership, when the role of Service Manager became vacant in 1999, following interview Glen secured the appointment. Having continued in this role to date, he also ‘acts up’ as Head of Service when required to do so. His employee file holds many notable and positive comments about his skilled professionalism including very positive feedback about his effective ambassadorial role on behalf of the organisation during an Advertising Agency procurement project.



Described as a “happy person in her work, spreading her skills and joy around Cumnor Hall to both residents and staff.” Mary began her career in the residential care home in October 1979. Her duties back then were those of a domestic worker and the rate paid at that time was £1.03 p/h! A few years later Mary successfully applied for the role of General Assistant and in August 1983, she became a

Care Assistant, having impressed the Officer in charge of Cumnor Hall at that time with her meticulously diligent work. She continued to work her way up through the ranks and in 1992 temporarily moved to CrossReach’s The Walter and Joan Grey residential care home in Shetland for 3 months as Assistant Officer in Charge.

Back in Cumnor Hall, in 1994 she successfully took on the role that is now known as Senior Care Worker and has remained in that post to date.

It is clear she is well respected by all and her ability to communicate with residents, staff, family members and other professionals is a valued asset in the home. Her line manager told us that, “Mary is a very hard worker who has the residents at the heart of all her duties. She is a very willing and good listener and her shift is always arranged to perfection.” ■

INSPIRED?

Take a look – there could be the perfect career opportunity for you with CrossReach!



Employee Long Service 2020/21:

47 employees = 20 years

14 employees = 30 years

2 employees = 40 years



Total = 1,440 years continuous service

Over 18,000 hrs of Continual Professional Development completed by employees and delivered by our People Development Team



Speaking out through art

Heart for Art featured an artwork display as part of the St Cuthbert's Parish Church exhibition in Edinburgh between 26th – 30th October 2021.

Our artists used a variety of artistic styles and mediums to honour the natural beauty of our planet: the geographical features and creatures showcased are frequently put under threat by climate change and urbanisation.

Launched as a lead-in to the UN Climate Change Conference 2021 (COP-26) through artwork, the exhibition amplified the voices of people of all ages and backgrounds in their response to climate change. Consequently, the contribution from our Heart for Art artists was all the more significant, as their work promotes environmental awareness and their love for our planet. ■



Queen's Green Canopy

Symbolising the nurture and growth of the children and young people we support, recognising the benefits and necessity of trees for our welfare and that of our planet, and in celebration of Her Majesty The Queen's Platinum Jubilee, two of our Children and Families services planted trees in Autumn 2021.

The Rt Hon Lord Wallace of Tankerness QC (Jim Wallace) braved the weather and planted a tree at The Mallard during his visit there and following a kind donation to our Erskine Waterfront Campus of a tree by the Erskine District Rotary, Class 1 planted it amongst the sunflowers.

We look forward to watching them grow! ■



 **To get your own Heart for Art image, head over to the webshop:** 

Make A Donation Or Find Out More

TITLE NAME

ADDRESS

POSTCODE EMAIL TELEPHONE

Please complete the correct options below:

- Please contact me as I want to find out more about leaving a legacy to CrossReach
- I wish to make a gift of £..... to CrossReach and enclose a cheque
- I wish to make a regular donation to CrossReach of £ monthly or annually
- Boost your donation by 25p of Gift Aid for every £1 you donate.

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year at no extra cost to you.

I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to CrossReach. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Signature: Date:

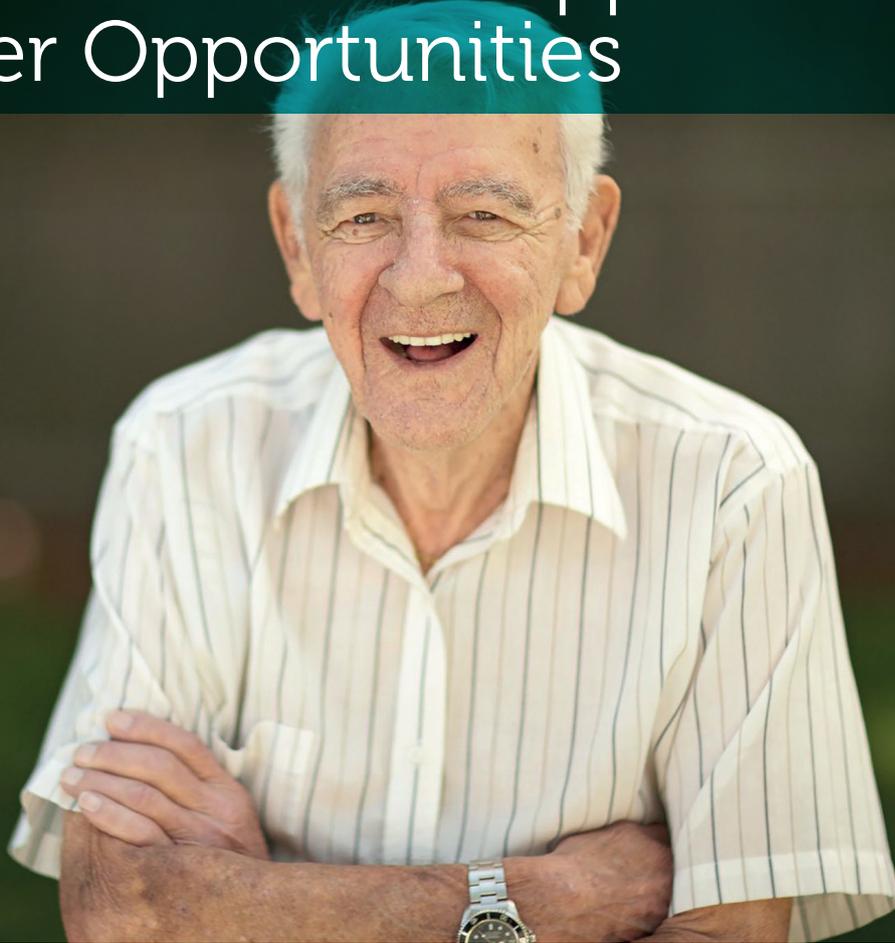
Any questions about donating, please call 0131 454 4374 or go to our website where you can donate online at <https://www.justgiving.com/crossreachchurch/donate>

We take the security of your personal information extremely seriously and have in place appropriate physical, technical and organisational measures to protect the personal information we have under our control, in both electronic and paper form, from improper access, use, alteration, destruction and loss. We will keep your information for the purposes for which it was given and will not keep it any longer than is required to fulfil these purposes, unless required to do so to fulfil statutory obligations. Full information at www.crossreach.org.uk/privacy-policies

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THANK YOU FOR YOUR SUPPORT!

Recruiting Now!

Care Worker and Support Worker Opportunities



Are you a caring person who wants to make a difference? Are you looking for a new career or part time job that offers job security, great benefits, and a supportive team environment? Then we can provide the support and training you need to become a Care Worker or Support Worker for CrossReach.

As one of Scotland's largest social care charities, we offer care to people in need of a helping hand, supporting them to live life to the full whatever their circumstances. Our team comes from all walks of life. Some have worked in care all their lives, others join us from completely unrelated jobs or straight from school. Join us, and you'll be part of a supportive like-minded team, who are there for each other as well as the people in their care.

We offer support to gain free SVQ professional qualifications, and great benefits including health care, a generous company pension scheme, plus numerous other rewards designed to show how valued you are. Working for one of Scotland's largest voluntary social care charities, you'll also be able to develop your careers within our network of 60 services across the country. And with a range of full and part time roles available, we're sure to have an exciting opportunity near you.

To find out more and apply, please visit www.crossreach.org.uk/careers. If you would like to talk to someone about the types of opportunities we have, or have any other questions, please contact recruitment.team@crossreach.org.uk.

