



### News from the Management Team

Our new **Day Centre** opening was a grand affair with the Mayor and Mayoress of Saffron Walden, carers, volunteers, staff and reporters from two local papers attending. Despite this, the number of carers using this facility has been disappointing. We still believe there is a real need for such a Day Centre and that it will be used by more carers and the people they care for as awareness of it is increased. Further articles have been submitted to the local press to publicise this new venture. We will subsidise the centre for six months and if numbers don't increase by then we will have to consider whether or not we are able to continue. Do please spread the word or pop in to have a look.

The new **Essex network** of Crossroad Care schemes has started operating with a part time co-ordinator who is negotiating, on behalf of all Essex schemes, with Essex County Council and Social and Adult services and with PCTs to secure funding and contracts.

Your board of trustees and manager continue to work very hard on the possible **merger with other Eastern Region schemes** to form a single delivery organisation capable of providing a broader service with the same high quality with which our name has become associated. This is close to becoming a reality and we are currently discussing the issues and

difficulties involved with ensuring the continuity of service to carers and security of employment for all our staff.

**Webroster** software is now being used in our office and we are going to add additional features, which will increase our ability to manage financing and invoicing.

In July we marked our **25 Years of Crossroads Care in Uttlesford** with a party in the Garden Room and Jubilee Gardens in Saffron Walden. There was a running barbeque, a jazz band in the bandstand, a handbell ringing group and several stalls. Despite the very heavy rain it was a great success.

We have formed a sub-committee to look at how we might broaden the **range of services** which we can offer to carers and those they care for.

At the national level talks are still progressing with a view to merging with **The Princess Royal Trust** to form a countrywide charity caring for carers.

*Graham Hamilton-Hopkins*  
*Chairman of trustees*

## DAY CARE CENTRE



To have a Day Care Centre has long been the ambition of the Trustees, and finally that dream has become a reality. Much as regular carers love and care for those they look after day after day, they do need a break and also the one cared for can benefit from a change of scene and a widening of their circle of friends.

The Centre is using the premises of the New Life Church on Shire Hill and is run and staffed by our fully trained, professional care support workers. The atmosphere is warm and



welcoming and there are a variety of activities for those who wish to take part. These range from games such as dominoes and draughts to the opportunity to learn how to use a computer, books and magazines to enjoy, and of course friendly conversation and company.

Much as we would like to offer this as a free service, it does need to be paid for and clients can use their own resources or use funds allocated to them through personal budgets. A half day (morning or afternoon) is £15 and £25 for a full day. Drinks and snacks are available as is a sandwich lunch for which a small charge is made to cover costs.



*Comments from Clients:*

‘...we enjoy the easy conversation and friendly atmosphere’..

‘.. it’s brilliant because it give me a break knowing that my husband is being cared for’.

‘... the premises are excellent, warm and with

## ANNUAL QUALITY SURVEY

During recent months I’ve spent a few days, with the aid of my SatNav, discovering some of the highways and byways around Saffron Walden. In fact my main purpose was not to enjoy the countryside – although that was a bonus - but to meet up with some Crossroad clients.

It is really important to Crossroads Care that the standard of service which it provides is of the best, and in order to monitor this a quality survey is completed every year by a random selection of approximately 20% of its clients.

This year, instead of posting the surveys, the other

trustees agreed that I should try and visit clients at home and complete the questionnaires with them.

It has been a pleasure to meet so many wonderful people coping with all kinds of difficult circumstances and I do want to thank them for welcoming me into their homes.

Every individual I met spoke highly of the service they receive from Crossroads and the ears of the Care Support Workers must often have been burning as their clients spoke of them with such warm enthusiasm. I was impressed!

*Margaret Malcolm*

# CHRISTMAS IS COMING!



## Christmas Lunch

Our Christmas lunch will be on **Thursday December 8th** at 12 mid-day. It will be held in the Saffron Walden Rugby Club, Henham and we are grateful to the Club for allowing us to use their premises free of charge. This is always a popular event and a good opportunity for members, trustees, staff, carers and supporters to get together. As well as the lunch itself there will be carol singers and a log fire.

Andrew, the husband of Sue who is one of our care support workers will be looking after the catering and you can be sure the meal will be every bit as good as it was last year. The tickets are £13.50 each and are available by phoning the office (01799 513496). They will be sold on a first-come-first-served-basis so please order them in good time.

There is an invitation and a menu enclosed with this newsletter.

## Christmas Cards

This year we are again offering our own Christmas cards in three different designs. All are sold in **packs of 10** at priced at **£2.50 per pack**.

The wording in the cards is **Season's Greetings**. Size 4¼" x 4¼"



## Christmas Puddings

A very small craft manufacturer in Cumbria makes the pudding and they are absolutely gorgeous. All the vine fruits are soaked in lots of brandy and dry sherry. Ingredients are top quality and include almonds, walnuts, stem ginger, apricots, cherries as well as the best raisins and sultanas.

**They come in two sizes: 1lb at £5.50 and 2lb at £9.50.**

***Cards and puddings available from the office, the Care Support Workers or a trustee***

## Christmas Carols

We do hope lots of you can join us on Tuesday 20th December outside Tesco, Saffron Walden where we will be singing Christmas carols from 11am to 8pm. If you feel like joining in and singing (particularly between 1 - 2pm and 5 - 6pm)

please contact Vic Ham on 01799 524816.

This is a great fund-raising opportunity for Crossroads.



## Diary of events

Date	Event	Venue
24th November	Friends' Meeting	Coach & Horses Pub, Newport
8th December	Christmas Lunch	The Rugby Club, Henham
20th December	Carol singing	Outside Tesco, Saffron Walden



## Fundraising

Rebecca del Tufo has just recently managed to secure a **grant of £2,200** from Veolia Water towards an After Care or Bereavement Service for carers, offering them 2 x two hour visits after their cared for has been taken into care or has died. It's perhaps also worth mentioning in this context that the Day Care Centre is of course an excellent facility which is available to such carers who often find it hard to readjust to life when, often for many years, they have been restricted socially by their caring duties.

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## Results of recent fundraising events and donations

Our **Cake stall outside Boots** in June raised **£ 165**

**Saffron Walden United Charities** has given the sum of **£ 1,500**

**Other Donations** totaling **£ 825**

**The Trustees are extremely grateful to all those who have given so generously, both of their time in fund raising and in monetary gifts.**

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## LEGACIES

From time to time people have been kind enough to leave legacies to Crossroads Care Uttlesford which have made a huge difference to the service we are able to provide. If you are in the process of making or updating your will would you consider leaving a sum to Crossroads Care Uttlesford? Of course leaving bequests to charities has another advantage too in that it can reduce your exposure to Inheritance Tax. If you would like to discuss legacies please phone the office and speak to Heather — 01799 513496.

AND FINALLY ... Someone has asked if money given to Crossroads goes to the national umbrella organisation. If your gift says Crossroads Care Uttlesford please be assured that all the money stays here!

Crossroads Care Uttlesford  
c/o Citizens' Advice Bureau, Barnard's Yard  
Phone/Fax: : 01799 513496  
e-mail: [uttlesford@crossroads.org.uk](mailto:uttlesford@crossroads.org.uk)  
Website: [www.uttlesfordcrossroads.co.uk](http://www.uttlesfordcrossroads.co.uk)  
Registered charity number: 1090844

**CROSS  
ROADS  
CARE  
FOR  
PEOPLE  
NOT  
PROFIT**