



CROSSROADS
Caring
for **C**arers
HARRIS

ANNUAL REPORT
2021-2022

CHAIRMAN'S REPORT 2021-2022

It gives me great pleasure to present our annual report for this our 37th year.

Though many challenges present themselves in delivering such a service, it is remarkable how with the dedication of care staff and the support of the committee members the organisation continues to go from strength to strength.

We are thankful that we are now emerging from the restrictions posed due to the Covid pandemic and adapting to more of a sense of normality. We are thankful we have been able to maintain the service albeit in a reduced capacity initially and now progressing to full capacity as staffing levels permit.

We were very sorry to bid farewell to Lisa MacDonald who had been our service manager for the past 3 years and wish her well in her new role.

We very much welcome Marion MacDonald who was appointed as Service Manager on 2nd May and trust she settles well into her new role. She brings to Crossroads a wealth of experience from having worked as a senior community nurse on Harris over many years. She will have many transferrable skills to bring to the organisation.

We are again indebted to Morag for taking over the role during Lisa's sick leave and supporting Marion to settle into her post. Morag continues to give so much of her time "behind the scenes" in her extensive role as secretary and we as a committee truly value her expertise and commitment in maintaining the service.

We are also extremely grateful to our treasurer Kathleen who works very hard, constantly keeping a meticulous eye over our finances. We sincerely thank her for all that she does.

We are again very grateful and thankful to our funding bodies without which the organisation could not be sustained.

Curam is slainte nan Eileann Siar; Robertson Trust; Catherine M Macleod Trust; Muaitheabhal Community Windfarm Trust; Councillors Ward Fund; Harris Charity Shop;

We are always overwhelmed by the generosity of our community and this past year has been no exception. Many private donations have been received and also generous donations from funeral collections and from local churches. These all highlight the appreciation of the community to the work of crossroads and a sincere thank you goes to all who contribute in any way.

To all our willing, dedicated care attendants who work tirelessly to provide the care and support to our elderly, frail and vulnerable service users we again thank you for your hard work and I know it is very much appreciated by all the carers who receive respite through your commitment in caring for their loved ones.

We had a very enjoyable evening with our care attendants in the Harris Hotel on 1st March to express our thanks and gratitude to them for their work. We also took the opportunity to bid retirement farewells to 3 of our care attendants, Cathy MacIntyre, Margaret Rose Mackenzie and Mary A Mackinnon, we wish them a long and blessed retirement and again thank them for their years of service.

We continue to send our good wishes to 2 of our care attendants currently experiencing health issues, Betty Gillies and Mary A Macleod. We trust they continue to make progress and look forward to them returning to join our team again.

Finally my thanks to all the committee for all their support and we look forward to be able to work together and continue with various fund raising events in the coming year.

Lily Maclean, Chair

SERVICE MANAGER'S REPORT

This is the 37th year of the Service, but the first year under its new legal status of a Scottish Charitable Incorporated Organisation (SCIO) and under the new name of Crossroads Care Harris.

The Service Manager moved to a new post in March and I wish her every success and happiness in her new venture. The Secretary took over the management of the service until the new Service Manager, Mrs Marion Macdonald, took over on 2 May 2022.

As with the previous year, 2021-22 has been difficult with regulations to combat the COVID 19 pandemic changing regularly as restrictions were eased and then re-imposed due to new strains of the virus appearing and spikes occurring. The service was gradually re-instated for the majority of service users, albeit at reduced levels in some cases. The pandemic involved the Service in a lot of additional reporting, eg weekly reports to the Care Inspectorate, risk assessments which had to be updated whenever regulations changed etc. The priority was always the protection of service users and staff.

COVID 19 had an impact on staffing with a number of staff testing positive and also some staff having to isolate due to being close contacts of someone who had the virus. This meant a reduction in staff capacity from time to time. Some facilities to which service users were being taken remained closed which meant that the service for some service users has not yet re-started.

Despite all the issues faced by the Service, 2,149 hours were provided. At the start of the year there were 25 service users on the books and at the end of the year there were 26. 6 referrals had been received during the year and five came off the books, two sadly passed away and three moved to Residential Care. There was one request for emergency overnight care.

Staffing capacity continues to be a concern following the retirement of three long-term staff members. There are currently twelve staff, two are employed by Home Care and have very limited capacity, two are on long term sick leave, one is doing relief, and one is involved in tourism during the summer. This leaves six who are doing regular hours. A new care attendant has been appointed and will be available for work in September. Recruitment of care attendants continues to be a high priority. The Chair and Secretary attended a Careers Event in March in an effort to promote the service to prospective employees.

I would like to place on record my gratitude to the care attendants who have been so helpful and supportive during my interim management period and for their commitment to their clients and to Crossroads Care Harris. The Annual Survey shows how much they are valued by the service users and carers. There has been no Care Inspection for the second year in succession.

I would like to express my thanks to the Chair—she has had to be very hands-on this past year and I am grateful to her for her advice and guidance. I thank the Trustees for their support and especially the Treasurer, who must feel she took on a lot more than she expected!

Most of all I am grateful to God for enabling us to continue helping those in need of our services.

Morag Munro, Secretary

RETIREMENT OF TREASURER

The retirement of the Treasurer of 35 years, Mr Ronald C Morrison was marked at the final AGM of Crossroads (Harris) Care Attendant Scheme. Ronnie took over the responsibility of Crossroads Treasurer in October 1985 – three months after the inception of the Scheme.

Morag Munro who was Co-ordinator during the same tenure paid a warm tribute to Ronnie. He had been a faithful and devoted steward of the finances of the Service and ensured that the all the financial responsibilities were meticulously complied with. This was especially important during the formative years of the Scheme where there was no guaranteed source of funding. He steered the Scheme carefully through these times and developed it into the financially healthy and respected organisation it was today. The Scheme and the community in general owed him a huge debt of gratitude. He was presented with a token of the Scheme's appreciation and gratitude in the form of a small crystal inscribed clock to remind him of his work with Crossroads and a cheque to assist him to pursue his passion for stamp collecting! He thanked the committee and responded that he had enjoyed doing it and paid tribute to the committee and staff.



OUR NEW SERVICE MANAGER



Following the departure of our Service Manager, Lisa Macdonald, in March we were fortunate to be able to appoint Marion Macdonald, Cluer—better known as Nurse Marion—to the post. She started on 2 May. Marion comes with a wealth of knowledge, experience and qualifications. She has had 40 years nursing experience, first in a hospital context and then in the community. She is well acquainted with the health and social care sector in the Western Isles and knows the Harris community well. We wish her every success at a challenging time and assure her of the Trustees' support.

and .. OUR FORMER SERVICE MANAGER



We were sorry to lose our Service Manager, Lisa Macdonald, at the end of March. Lisa joined the Service in March 2019 and very quickly got to know the service. She slotted in to the post well and got on very well with service users, funders, committee members and staff. The Chair presented her with a small gift and flowers at the AGM with the best wishes and thanks of the Trustees.

DETAILS OF CARE PROVISION
1 APRIL 2021 – 31 MARCH 2022

MONTH	No of clients on the books at the end of the month	No of Hours Provided
April 2021	25	227
May 2021	26	141
June 2021	26	153
July 2021	27	186
August 2021	26	126
September 2021	27	183
October 2021	27	214
November 2021	25	226
December 2021	26	183
January 2022	26	153
February 2022	27	176
March 2022	26	181
TOTAL		2,249

CARE ATTENDANTS



Crossroads Care Harris held a dinner in Harris Hotel to thank their staff for their commitment and dedication over the past two years during the COVID pandemic.

The occasion was used to make presentations to two long serving care attendants who had retired and to pay tribute to a third retiring care attendant.



Care Attendants Cathy A Macintyre and Mary A Mackinnon after receiving their presentations.



Cathy Ann Macintyre was with the Service, almost from the beginning and served faithfully for 33 years. During her time she had played an enormous part in caring for carers and vulnerable people in the community with compassion and discretion. She cared for a wide range of clients, young, elderly, people with disabilities, etc. She provided emergency night care when required. She was always aware of the different needs of her clients and responded wisely – their welfare was her priority. She passed her SVQ with flying colours at a time in her life when others would have retired. As an experienced home carer she was an asset to the service and she is greatly missed.

Mary Ann Mackinnon joined the Scheme in 1997 and stayed for 24 years, taking on many different caring tasks and clients during that time. She was very versatile and flexible and no situation or task was too much to ask. Her previous experience of working in Harris House was extremely useful to the service. Her cheerful, matter of fact manner and commonsense approach appealed to her clients and often lifted their spirits. She was always willing to help and often assisted people who needed emergency overnight care. She will also be greatly missed.

A third retiring care attendant Margaret Rose Mackenzie was unable to attend the dinner, but received a presentation also. Margaret Rose joined the team in 1999 and although also employed as a home carer, she made a huge contribution to the Service in the early days, when home carers were not under as much pressure. She was always looking out for her clients and was responsive to their situations, coming up with practical solutions on how best to meet their needs. We wish her continued improvement in health and a speedy return to full strength.

DONATIONS



The Chair receiving a cheque for £3,000 from Aileen MacSween of the Catherine M Macleod Trust. The Trust has supported Crossroads on many occasions in the past and we are most grateful.



The Treasurer receiving a cheque of £2,500 from the Chair of Harris Charity Shop, Miranda Campbell. The Charity Shop have supported Crossroads with a donation every year without fail since we started in 1985 and we are indebted to them for their continued support.

CROSSROADS CARE HARRIS

CARER SURVEY 2021

Carer Questionnaires

10 carer questionnaires were sent out on 10 November 2021. 9 carer questionnaires have been returned. Due to COVID-19 and lockdown some carers did not require a service. Therefore questionnaires were sent only to those who were receiving a service during the year.

All respondents were very happy with the level of information. All agreed that it was available in a suitable language and format.

All 9 replied "yes" to the questions regarding the information received when the service started.

All agreed with the positive statements about the skills, conduct and service provided by the care attendants.

Comments were:

"I have no complaints, I am well looked after." "All the care attendants are very helpful, and so kind to me and my husband who has dementia." "Excellent care attendant – second to none." "All good. Speaking Gaelic is appreciated by my wife." "I am very happy with all the care attendants I have met. They are easy to talk to and will listen and respond accordingly when I discuss Dad with them."

All agreed with the positive statements about the co-ordinator's manner, listening, involving them in the service.

Comments:

"Lisa Macdonald is so approachable." "She is always there when you need her at a moment's notice. She will do her best to accommodate your needs. Excellent." "I find Lisa easy to talk to and will respond to my needs for cover for Dad as soon as she can."

All agreed that the service was provided at the times they wanted it and that it met their needs. All 9 were very satisfied.

Comments:

This service has helped me so much. I am so thankful to be able to get to Church and to appointments." "As a carer I get what I need and able to do what I do – a lot of walking. The service lets me do that." "Helps me to have free time for outside activities." "As I am not from Harris, I have no immediate family to help with Dad, so if I need to go out for any reason, I am totally dependent on Crossroads for cover when needed, otherwise I would be housebound."

In answer to the question in this years survey asking if they wished to be involved in a service support or participation forum 7 answered No and one was happy to participate in a forum and assist with recruitment of staff and one did not respond.

Comment:

"No change to service - excellent."

CROSSROADS CARE HARRIS

USER SURVEY 2021

User Questionnaires

17 User questionnaires were sent out on 10 November 2021. 10 User questionnaires have been returned. Due to COVID-19 curtailing the service, questionnaires were sent only to those who received a service.

All were very happy with the level of information provided,

All replied "yes" to the questions regarding the information received when the service started and all felt they were fully involved in preparing the plans. All knew they could ask for a review at any time.

All agreed with the positive statements about the skills, conduct and service provided by the care attendants.

Comments were:

"I'm delighted with my care attendant and look forward to her coming every Tuesday. She is so helpful and pleasant." "I am so lucky to have excellent care attendants – meets all my needs." "All good and Gaelic spoken is appreciated." "I am very happy with my care attendants. They do my shopping and are very attentive." "They are all good for me and I look forward to their visits."

All agreed with the positive statements about the Manager's manner and involving them in the service.

Comments:

"I find the staff very efficient and think it is great, having such a service in Harris. Excellent indeed." "Co-ordinator always asking how I am and anything she can do for me." "I am very happy with my co-ordinator, very good making sure I am well looked after."

All agreed that the service provided at the times they wanted it. All said it met their needs. All were very satisfied.

Comments:

"I enjoy the company and someone to chat with." "I can depend on my care and happy with Crossroads attending a few hours a week to relieve my carer." "I enjoy having some company regularly." "I get out with my care attendants, going to shops and cafes and love touring, going to charity shops same as my Mum. I have independence away from the house and it is great socially too." "To broaden my views and help me with clothes and at meal times." "In every way that is possible." "I look forward to their visits. Find the service helps me and I enjoy the company."

In answer to the question asking if they wished to be involved in a Service Support or Participation Forum answered no.

Comments: *"Great service. Hope it will continue, excellent care attendants."*

TREASURER'S REPORT

The bank balance at 31 March 2022 was £98002.42. This figure is an increase of £976.75 on the balance at 31 March 2021. We are fortunate that we are able to keep the balance fairly steady.

We had grants from our usual sources, we appreciate these very much as they are really our main sources of income.

Fundraising events are still not up to our usual level. We did have a stall and café at the Charities Fayre in November which raised almost £900.

We produced calendars again, sales went well and we had a profit of £1325.

Three care attendants retired from the Scheme and we held a dinner for them at the Harris Hotel and the evening was enjoyed by all. The cost of this was £1400 (meal plus monetary retirement gifts).

Once again, we have received donations from various sources within the community and also from people with Harris connections who live elsewhere. We are very grateful to all concerned for their generosity.

As always, we are grateful to Judi at HVS for administering our payroll.

A thank you too to Danny McLeman, Borge, who kindly audits the accounts for us.

I, myself, am very grateful to Morag for her guidance and helping me keep on track.

Kathleen Macleod

Treasurer

6 June 2022

TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their report together with the financial statements and the independent examiner's report for the year ended 31 March 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name Crossroads Care Harris

Charity Number SC050188

Contact Address The Old Primary School, Tarbert, Isle of Harris, HS3 3BG

Current Trustees Mrs Dolina M Maclean (Chair)
Mrs Catherine I Morrison (Vice-Chair)
Mrs Kathleen Macleod (Treasurer)
Mrs Morag Munro (Secretary)
Mrs Catherine Morrison
Miss Mary Macaulay
Mrs Katie Macleod
Mrs Peggy Mackay
Mrs Elizabeth Struthers
Mrs Anne Broadbent
Mrs Ethel McNally
Ms Carolyn MacPhee
Mr Ronald C Morrison
Mr Angus Fraser
Mr Calum N Macleod

Independent Examiner Mr D McLeman, Borge Hall, Borge, Harris HS3 3HT

Bankers Bank of Scotland, Tarbert, Harris, HS3 3DB

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

Crossroads Care Harris is a Scottish Charitable Incorporated Organisation registered with OSCR on 28 May 2020 and was registered with SCISWS on 23 December 2020. The purposes and administration arrangements are set out in the constitution.

Appointment of Trustees

Trustees, minimum number 6 and maximum number 20, are appointed or reappointed by members at the annual general meeting which is held in May/June of each year. Membership is open to interested members of the Harris community.

Volunteers

The Charity is dependent on volunteers for their continued support. The Trustees wish to place on record their thanks to all who helped during the year to make the charity a success.

TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

PURPOSES

The organisation's purposes are generally to carry out, within Harris, the objects of the organisation and particularly to provide a high quality service in the community to enable carers to take time off when needed and to support those who live alone and struggle with ill-health or loneliness.

ACHIEVEMENTS AND PERFORMANCE

The Trust has continued to provide respite care in the home to 28 service users and have provided respite to 12 carers. They have also continue to support service users living alone, providing company, stimulation and combatting loneliness. Support has been provided for a young person with disabilities. During the pandemic, face to face training was not possible, but mandatory staff training plus training geared to user needs has been provided online using Careskills Academy. Practical Training has been provided in service user homes. The Service is facing staff shortages and recruitment of staff has been targeted.

FINANCIAL REVIEW

Summary

The balance at the bank on 31 March 2022 was £98,002. There was a small surplus of £977. An invoice for £3,200 admin support was received from HVS after the end of the financial year and will appear in next year's accounts. There is a cheque for £300 which has not been cashed. The result of these transactions is to reduce the bank balance by £3,500 to £94,502.

Reserves Policy

All the funds of the Scheme are held in a Current account with the Bank of Scotland. The Scheme holds no separate reserve fund. The Management Committee is satisfied that the balances held £98,002 is sufficient to cover 12 months of ordinary operating expenditure which is very satisfactory, as our policy states that we should hold sufficient reserves to continue operating for six months in the event of funding sources coming to an end. We expect to receive around £33,000 from Western Isles Integrated Joint Board, a similar amount as last year.

Risk Management

Given the funds stated in the Reserves Policy plans and the agreed funding over the next 12 months, the Management Committee is satisfied that there is no immediate financial risk to the ongoing operations of the scheme. The ongoing situation, as described in the Treasurers written report, is monitored regularly at Management Committee meetings and the members are satisfied that the systems in place would identify any major risk at an early stage.

Approved by the Trustees on and signed on its behalf:

DM Maclean

Dolina M Maclean

Chair

date *30.04.22*

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Independent Examiner's Report to the Trustees of Crossroads Care Harris

I report on the accounts of the charity for the year ended 31 March 2022 which are set out on pages 6 to 8.

Respective responsibilities of Trustees and Examiner

The charity trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 ("the 2005 Act") and the Charities Accounts (Scotland) Regulations 2006 (as amended) ("the 2006 Regulations"). The charity's trustees consider that the audit requirement of Regulation 10(1)(d) of the 2006 Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1)(c) of the 2005 Act and to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

My examination is carried out in accordance with the Regulation 11 of the 2006 Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent Examiner's Statement

In connection with my examination, no matter came to my attention:-

- 1 which gives me reasonable cause to believe that in any material respect, the requirements:
 - to keep accounting records in accordance with Section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Regulations, and
 - to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Regulationshave not been met or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.


D McLeman

Independent Examiner

**STATEMENT OF RECEIPTS AND PAYMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	2022
Receipts		
Grants – IJB		£33,163
Muaitheabhal CWT		5,000
SG Furlough grant		1,409
C M Macleod Trust		3,000
Councillors Ward Fund		2,100
Harris Charity Shop		2,500
Carers Winter Pressures Fund		<u>500</u>
		£47,672
Donations	5	£13,765
Spot Purchase		£3,148
Fundraising		£3,673
Total Receipts		£68,258
 Payments		
Cost of charitable activities	6	£67,246
Governance Costs	7	<u>£35</u>
Total Payments		£67,281
 Surplus (Deficit) for the period		 £977

The notes on page 8 form an integral part of these accounts

STATEMENT OF BALANCES AS AT 31 MARCH 2022

2022

Funds Reconciliation

Cash at Bank (01.04.21) (Transfer from Crossroads
(Harris) Care Attendant Scheme £97,025

Surplus (deficit) 977

Cash at Bank (31.03.22) £98,002

Cash and Bank Balances

Cash at Bank **£98,002**

Other Assets

Equipment - computer and printer	£250	
Office furniture	£50	£300

Liabilities - none

The notes on page 8 form an integral part of these accounts

Approved by the Trustees on and signed on their behalf by

DM Maclean

**Dolina M Maclean
Chair**

Kathleen Macleod
**Kathleen Macleod
Treasurer**

Date *13/6/2022*

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1 Basis of Accounting

These accounts have been prepared on the Receipts and Payments basis in accordance with the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

2 Fund Accounting

Unrestricted funds are those that may be used at the discretion of the trustees in furtherance of the objects of the charity.

(a) Restricted funds may only be used for specific purposes. Restrictions arise when specified by the donor or when funds are raised for specific purposes. The charity does not currently have any restricted funds.

3 Taxation

The charity is not liable to income tax or capital gains tax on its charitable activities. Irrecoverable VAT is included in the payment to which it relates.

4 Related Party Transactions

(a) The Secretary was paid £2,809 to cover the Service Manager's term of Sick Leave.
(b) The Treasurer was paid an honorarium of £500. No other trustee or anyone connected to the Trust received any expenses during the year.

5 Donations

2022

Anonymous	£2,847
Sale of Anna CDs	£2,820
Funeral Donations	£2,230
Churches	£835
Organisations	£5,033

6 Cost of Charitable Activities

Staff Costs – Care attendants	£38,106
- Service Manager	£13,819
- Travel	£7,969
Administration (postage, telephone Photocopying, consumables)	£588
Insurance	£1,630
Training	£359
HVS and WICCF membership	£95
Professional fees (PVG, SSSC, Care Inspectorate, ICO)	£916
Presentations, retreats	£2,639
Printing of calendars	£1,125

7 Governance costs

Room hire for meetings	£35
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