

Grant Ref Code and Name:

Crossroads in East Lancashire 2017-05-C019

Grant Details:

Total Grant: £67,599.00
Amount funded to date: £67,599.00
Amount remaining: £0
Start date: 1 November 2017
End date: 31 October 2020
Date of Report: 2 December 2020



Grant Summary:

Crossroads Care East Lancashire (CCEL) provides respite care via service contracts. In an effort to expand the support offered and increase contract income it plans to train support workers to become specialist dementia carers. This specialised respite service is in demand by statutory commissioners to improve the mental well-being of dementia carers and help their loved ones stay living at home for longer. In addition CCEL will secure unrestricted income by selling the dementia care training to other carer organisations.

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1. Progress made towards the first expected key achievement?

10 selected Carer Support Workers to have successfully completed the advanced dementia training course each year. 4 staff to have completed train the trainer training to be able to deliver the training to another 20 staff and potentially other organisations on a fee basis.

Measures for this achievement		Target date	Progress towards these measures
1a.	10 Carer Support Workers certified as completing the training course.	01/02/2018	10 staff have completed the training course.
1b.	4 staff certified as having completed the train the trainer advanced dementia course.	01/05/2019	Due to holiday pressures the 4 staff to be certified as completing the train the trainer advanced dementia course has been deferred to 01/01/2020. These 4 staff completed the train the trainer course in December 2019. Our intention to role out the training for other organisations has been curtailed because of the coronavirus pandemic.

1c.	20 additional Carer Support Workers certified as completing the training course	01/02/2020	We have had an additional 24 Carer Support Workers who have completed the training course by the target date.

2. Progress made towards the second expected key achievement?			
A group of 4 – 6 volunteer ex-carers/ carers of those living with dementia recruited to attend regular meetings with trained Carer Support Workers and senior staff. The volunteers will provide additional advice and understanding based on their experience of caring for someone living with dementia to enhance the formal training staff receive. There are benefits for the volunteers; making new friends, increased support network as well as making a contribution to the future support of carers of those living with dementia.			
Measures for this achievement		Target date	Progress towards these measures
2a.	4 – 6 volunteer ex-carers / carers recruited.	01/02/18	5 volunteers who are either ex-carers or carers have been recruited to provide additional advice and understanding based on their experience of caring for someone living with dementia.
2b.	First meeting	03/03/19	The first meeting had to be cancelled due to the adverse weather.
2c.	Subsequent meetings	01/09/19 01/03/20 01/09/20	This timetable was revised for the reasons stated above. We had meetings in August 2019 and February 2020 however the August 2020 meeting was cancelled due to the coronavirus pandemic. Instead we arranged a Zoom meeting with those who could access the internet and were available.

3. Progress made towards the third expected key achievement?			
Over the three years we will deliver services to 34 new service users and their families providing 816 hours of support. With these new service users and new referrals we expect to increase our existing weekly delivery of hours by approximately 256 hours a month that will, after the initial 12 week period, be funded by local authority, CCG, continuing health and/or self-funded.			
Measures for this achievement		Target date	Progress towards these measures
3a.	34 new carers of those living with dementia receiving support	01/10/20	We continued to promote the service with health professionals and other voluntary sector organisations who support those living with dementia and their carers. Since November 2018 we have now supported 39 new carers of those living with dementia.

3b.	816 hours of carer support delivered	01/10/20	We have delivered 936 hours of carer support, however due to the coronavirus pandemic a number of carers involved in the final stage were shielding, therefore 138 hours were delivered remotely by telephone. The carers were spoken to on a weekly basis, we discussed their health and wellbeing, we sorted out anything they needed support with, such as food and medication, as well as checking on their mental health and trying to reduce their feeling of isolation.
3c.	256 hours a month delivered to carers of those with dementia funded by local authority, CCG, continuing health and/or self-funded.	01/01/20 - ongoing	We are currently delivering 226 additional hours of support per month that is funded by local authority, CCG, continuing health or self-funded. 62% (24) of project beneficiaries have continued to receive carer support with funded hours ranging from 1 hour to 18 hours per week.
3d.			

4. Optional – please detail any additional expected achievements you would like us to know about.

5. If the success of your strategic plan submitted during the application process is dependent on your organisation obtaining income in addition to the Triangle Trust grant from other sources during the grant period, please summarise total additional income you expect to achieve each year.

This can be presented as a total figure for each grant year or as a total figure for each financial year that covers the grant period – whichever works best for you. The total figure should include all income sources eg. Trading, contract, grant etc.

	Start date of year	Total additional income		
		Expected at start of grant	Reforecast	Received to date
Year 1	01/11/17	£1080	£0	£0
Year 2	01/11/18	£15480	£12,220	£12,220
Year 3	01/11/19	£38400	£42,740	£37,740
Year 4 (if required)		£	£	£

6. Did any aspect of the grant delivery not progressed as expected and have any subsequent changes been made? Please answer in no more than 150 words.

Due to the global coronavirus pandemic, we have had to adapt over the past 9 months. The Government advice that those who are vulnerable need to shield, resulted in any direct

support being delivered with full PPE and for those carers who didn't want direct contact, we supported them over the telephone with weekly welfare calls. The telephone calls proved to be effective and we expanded this across all service users who were shielding and cancelled direct contact visits.

7. Has the grant achieved the expected results overall or did anything need to change?

The grant has achieved the expected results overall.

8. What are the future plans for the development funded by this grant? (include details of any further funds secured to continue the work)

We will continue to train and develop our Carer Support Workers so they can deliver expert dementia support for carers and those living with dementia and allow us to develop our service further.

9. Is there anything you have not included elsewhere in the report that you feel we should know? E.g. you might have some wider reflections about the impact of the grant overall both within your organisation and beyond. Please answer in no more than 150 words.

The grant has had a positive impact on our organisation and its development as a provider of expert support for carers and those living with dementia. We are now able to train new Carers Support Workers using the staff who have completed the train the trainer course, and we are receiving referrals from a wide variety of organisations who are aware of the expertise of our Carer Support Workers.