SALFORD CROSSROADS CARE
ATTENDANT SCHEME

FIRST ANNUAL REPORT
1983 - 1984

Crossroads Office
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CLIFTON,
Swinton,
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JUNE 1984
CHAIRMAN'S INTRODUCTION

It is just over two years since the idea of a Salford Crossroads Care Scheme was debated at a local public meeting and the decision taken to establish a Steering Committee to consider how this might be achieved.

In introducing this Report of the activities of the Steering Committee which have led to the creation of the Salford Crossroads Care Attendant Scheme, I should like to express my thanks to present and former members of the Steering Committee who have helped to establish this Scheme. I should also like to acknowledge the advice and support received from the National Crossroads Care Attendant Scheme Trust, Salford Council for Voluntary Service, the City of Salford and Salford Health Authority.

On behalf of the Management Steering Committee I must express our sincere thanks to our team of Care Attendants who have helped make our Crossroads Scheme a practical reality, for many disabled people and their families, also to our clerical assistant and particularly to our Scheme's Co-ordinator, Mrs. Anna Harvey, whose hard work and commitment has created an effective organisation which, is providing a high standard of care and support for disabled people and their carers.

A.R. Stevenson
Chairman
BACKGROUND TO "CROSSROADS" CONCEPT

The name "Crossroads" is familiar to many people as the title of the popular Television series. It does however have a different meaning and to many families of disabled people it represents a unique and practical form of community care.

"Crossroads Care" is a new form of caring service which operates in conjunction with, but separate from, the National Health Service and Social Service departments.

The television programme "Crossroads" was involved in the setting up of the first Crossroads Care Attendant Scheme. Part of the Crossroads programme involved a young physically disabled man being cared for, at home, by his mother. As with so many relatives and carers in this situation, the right type of help was not available at the right time. A way of coping with the problem was written into the television series and later this fictional idea was turned into reality by means of a donation of £10,000 from the A.T.V. Company. This helped to fund the first "Crossroads Care Scheme" in Rugby in 1973 which was able to provide help for those who cared for disabled people in their own homes. This pilot scheme provided a "model" and ten years after this first Crossroads Scheme was established the original concept remains essentially the same:

"To provide help for those who care for disabled people in their own homes".

The carers are mostly relatives - parents of disabled children, sons and daughters of disabled parents, husbands looking after disabled wives, wives looking after disabled husbands, sometimes a whole family might be involved. Caring for a disabled relative can be both arduous and stressful for the carer. The central aim of Crossroads Schemes is to prevent a breakdown in the caring arrangements which might result in the disabled person having to leave home for a hospital or other institution.

By providing direct practical care in the form of Care Attendants, the Crossroads Schemes have helped to maintain "care in the community" for many disabled people and their families. Whilst it might seem surprising that with Community Nurses, Social Workers, Occupational Therapists, Home helps and Meals on Wheels, there remains an unmet need - but there does! A Crossroads Care Attendant provides a regular and reliable supplement to these existing services. Crossroads aims to complement rather than duplicate other services and can often be the crucial factor in determining whether or not a disabled person is able to continue living at home.
CROSSROADS PHILOSOPHY AND OBJECTIVES

Each Crossroads Scheme is autonomous and controlled by a local Management Committee. However, to be called a "Crossroads Care Attendant Scheme" the following objectives must be adopted by each new Scheme:-

1. To relieve stress:
   (a) of families or persons responsible for the care of disabled persons suffering from paraplegia, tetraplegia, multiple sclerosis or other chronic or disabling illness
   (b) exceptionally, in suitable circumstances of such disabled persons living alone.

2. To avoid admission to hospital or residential care of such disabled persons should a breakdown or other failure occur in the household.

3. To supplement and complement, not to replace, existing statutory services and to work closely with them.

4. To strive to maintain a high standard of care.

Within the Salford Crossroads Scheme it has been agreed that support would also be provided for the carers of mentally handicapped people who also had similar physical disabilities to those included above.

One of the most notable features of Crossroads Scheme is their degree of flexibility. Help can be provided when it is needed, whether early in the morning, late at night, or, in some cases, overnight.

The second aspect which makes Crossroads such a unique form of care is that the Care Attendant takes over as closely as possible the routine of caring provided by the relative (or other carer) they temporarily replace.

ESTABLISHMENT OF SALFORD CROSSROADS SCHEME

Following their involvement in the Salford Committee for the International Year of Disabled People, a number of local individuals including some disabled people set up a "Disability Sub-Committee" of the Salford Council for Voluntary Service. This group aimed to continue the work established during IYDP and they soon identified the need for a Crossroads type scheme in Salford.

A public meeting was held in May 1982 which was attended by representatives of local voluntary organisations as well as the statutory health and social services. This meeting was addressed by the Chief Executive of the Crossroads Care Attendant Scheme Trust, Mrs. Pat Osborne, who had helped to establish the original Crossroads Scheme in Rugby. This meeting strongly supported the establishment of a Crossroads Scheme in Salford and a Steering Committee was formed to consider how this might be arranged.
(For membership of this Steering Committee - See Appendix A)

The Steering Committee has continued to meet on a monthly basis during the past two years. The following steps were identified to establish a Crossroads Scheme in Salford:

- assess the need and area to be covered
- obtain funding for the Scheme
- appoint Management Committee
- recruit Co-ordinator and Care Attendants

In its task of establishing a Crossroads Care Attendant Scheme in Salford, the Steering Committee received support and advice from the National Crossroads Office, the Salford Council for Voluntary Service, City of Salford and Salford Health Authority. This help and subsequent support was appreciated by the Steering Committee.

From statistics provided by the statutory health and social services, it was found that approximately 1000 families, within the Metropolitan District of Salford included a person with a "severe" or "very severe" degree of physical disability, or who had both a physical and mental handicap. It was estimated that a considerable proportion of such families would be able to benefit from a Crossroads Scheme in Salford. Evidence from the other Crossroads Schemes established throughout the country and research undertaken by the National Organisation, supported this view.

The Steering Committee noted that the Department of Health and Social Security:-

"strongly supported the development of Crossroads Care Attendant Schemes"

and regarded them as:-

"...a humane, effective and comparatively low cost extension of domiciliary care services"

(Hansard - Reply to a Parliamentary Question 9 November 1979)

The work of the Steering Committee was also supported by the member of Parliament for Eccles Constituency, Mr. Lewis Carter-Jones, who wrote expressing his support in November 1982.

Given the apparent need within Salford and recognising the success which had been achieved by other Crossroads Schemes, the Steering Committee decided in September 1982 to proceed with an application for funding from Manchester and Salford "Inner City Partnership" to establish a Salford Crossroads Care Scheme.

FUNDING AND STAFFING ARRANGEMENTS

An application was submitted to the Inner City Committee of the Manchester/Salford Partnership for initial funding in 1983/84. It was also agreed by the Steering Committee that an application would subsequently be submitted to the Salford City Council/Salford Health Authority Joint Committee for Collaboration for Joint Funding in 1984/85.
Approval was given in April 1983 by the Inner City Committee to this initial request and a non-recurrent grant of £21,000 was made for the period 1st August 1983 to 31st July 1984 (for details see 1983/84 Annual Accounts).

As soon as this approval was given, the Steering Committee immediately proceeded to advertise for a Co-ordinator for the Scheme. Following interviews, the Steering Committee was pleased to appoint Mrs. Anna Harvey to this position and she took up her responsibilities in July 1983, following a short induction programme when she met representatives from local statutory and voluntary organisations.

Arrangements had already been made for an office for the Scheme and the Steering Committee was pleased to accept the offer of accommodation within Willowbank Residential Centre for Physically Disabled, which had been provided by the Salford Social Services Department.

The initial funding enabled six part-time Care Attendants and a part-time clerical assistant to be employed in addition to the Scheme's Co-ordinator, who is also employed on a part-time basis. Shortly after Mrs. Harvey's appointment, interviews were held for the Care Attendant posts and as a result of their appointment, it was possible to start the Crossroads Scheme in Salford from 26th September 1983.

The Steering Committee submitted a detailed application for Joint Funding to the Salford City Council/Salford Health Authority, Joint Committee for Collaboration in October 1983. This application was for the period 1st August 1984 to 31st March 1985 and the subsequent four years to 31st March 1989. A formal reply is still awaited from this Joint Committee although it is understood, informally, that approval has been given to the application for 1984/85 but not beyond 31st March 1985.

DEVELOPMENT OF THE SALFORD CROSSROADS SCHEME

The Salford Crossroads Care Attendant Scheme is managed by the Steering Committee which includes representatives of local voluntary organisations, Salford Health Authority and Social Services department and potential "consumers" of the service (i.e. carers) - for details of current membership of the Management Steering Committee see Appendix A. This Steering Committee will be replaced at the Inaugural Meeting for the Scheme to be held on 25 June 1984 by an elected Management Committee. The activities of the Scheme's Management Committee will be subject to the "Rules of the Salford Crossroads Care Attendant Scheme" which have initial approval by the Charity Commissioners. The Scheme will in future be a registered Charity with the objectives as specified in the Constitution or "Rules" of the Scheme, as agreed at the Inaugural Meeting.

The day-to-day administration of the Scheme is delegated to the Scheme's Co-ordinator, Mrs. Harvey who is responsible to the Management Committee and who reports regularly to the Committee on the Scheme's progress. There has been a steady increase in the number of referrals each month.
During the nine months in which the Scheme as been in operation in Salford over 100 referrals have been made in respect of potential users of the service. Approximately half of these requests have originated from statutory service (i.e., community nursing services, social workers etc.) and the remainder have either been direct requests from carers or have come from other voluntary organisations. Each request or referral is followed up by the Scheme's Co-ordinator who assesses the degree and type of support required and whether the referral is appropriate for Crossroads type care, some 35 requests have had to be declined as inappropriate referrals because they did not meet the criteria for care laid down in our objectives. These were usually problems of age-related infirmity rather than physical disability or referrals being received for persons resident outside the Metropolitan district boundaries of the City of Salford. Unfortunately, some 10 families who were assessed as suitable for Crossroads Care subsequently declined the offer of help. It may be difficult for some carers to accept help in caring for a disabled relative or friend if they have been managing to cope over a number of years. It is to be hoped that some support may be able to be provided for such carers in the future and that their reluctance to accept assistance may be only temporary and can be overcome.

Since the establishment of the Salford Crossroads Scheme over 50 families have received support from a Care Attendant on a regular and continuous basis (see Appendix B for details). Visits are usually on a weekly basis although quite a few families receive two or three visits each week. The average time spent on each visit is 3 hours but can be as short as 30 minutes or as long as 7 hours. As has already been mentioned, flexibility is one of the key features of the Crossroads Care Scheme.

The range of disabilities is equally varied and includes the following, sometimes these conditions are combined as a multiple handicap:

- Arthritis
- Amputees
- Adrena-Leuce-Dystrophy
- Brain damage (accident)
- Brain Tumour
- Cerebral Palsy
- Cytro-Megla Virus
- Mental Handicap
- Motor-Neurone disease
- Multiple dystrophy
- Multiple Sclerosis
- Parkinsons disease
- Stroke
- Tetraplegia

The age range for disabled persons provided with care is from 1 - 90 years and the age range for carers provided with support is almost equally as wide, with many carers over retirement age.

The Scheme operates in all parts of the City of Salford including the Inner City, Swinton, Little Hulton, Walkden, Eccles, Worsley, Boothstown, Irlam and Cadishead areas.
PUBLICITY

To ensure that the Scheme becomes known to potential users of the service, efforts have been made to publicise the Salford Crossroads Care Scheme. Leaflets describing the Scheme have been distributed to Voluntary bodies with an involvement in disability as well as the local statutory services providing care to disabled people and their families. Publicity material has also been circulated to health centres, surgeries, libraries and post offices in order to bring the Scheme to the notice of potential users. The Scheme's Co-ordinator has talked to groups of community nurses, health visitors, social workers, home helps organisers and other professional groups to advise them of the Scheme. Discussions have also taken place with local groups for disabled people and other community groups to publicise the Scheme.

During November 1983 the Mayor and Mayoress of Salford met with some of the Management Steering Committee, the Scheme's Co-ordinator and the Care Attendants at the Salford Civic Centre, to give their support to the Scheme.

The Management Steering Committee recognise the need for further publicity for the Scheme, to ensure that carers of disabled people throughout Salford become aware of the service which Crossroads can provide. This will be a major task for the Management Committee during the next year.

LINKS WITH NATIONAL CROSSROADS

As has been previously mentioned, the national Crossroads organisation, the Crossroads Care Attendant Scheme Trust, provided advice and support to the Steering Committee in establishing the Salford Crossroads Scheme. Contact has been maintained with the national organisation which operates from Rugby and with the Trust's Regional Development Officer for the North West.

Informal contact has also been made with neighbouring Crossroads Schemes within the North West of England and two meetings have been held during the last year between members of the Crossroads Schemes' Management Committee within the Region. Similar contact has been made by our Scheme's Co-ordinator with her colleagues in other schemes in the Region including Study Days for Co-ordinators and Care Attendants. These meetings provide opportunities for an exchange of ideas on common problems and information on how different schemes are developing.

One of the Management Steering Committee members from Salford attended the national Annual General Meeting in Rugby.

FORWARD LOOK

The Salford Crossroads Care Attendant Scheme has made significant progress during the past year and has clearly demonstrated the need for such a Scheme within Salford.

During the next year the Management Committee will need to continue the work which has been developed and in particular ensure that
the Scheme is well publicised both to the carers of disabled people and to the voluntary and statutory services who are in contact with potential users of the service. Consideration will also need to be given to the future arrangements for funding the service from 1985. It may be necessary to consider whether alternative sources of funding can be found to supplement the joint finance provided by the local health and social services.

The Management Committee, to be elected at the Inaugural Meeting to be held on 25th June, 1984, will inherit from the Steering Committee an organisation and a team of staff committed to the Crossroads philosophy:

- To provide support to the carers of disabled people.

A.R. Stevenson,
Chairman
MEMBERS OF MANAGEMENT STEERING COMMITTEE

APPENDIX A

Mrs. B. Banning
Assistant Director
Social Services Department
City of Salford.

Miss L. Forsyth
Community Nursing Services
Salford Health Authority
(from May 1983)

Mrs. M. Geraghty
Community Nursing Services
Salford Health Authority
(until February 1983)

Mrs. P. Holt
Principal Officer Domicillary Services
Social Services Department
City of Salford

Mr. K. Hyett
Union of the Physically Impaired
Against Segregation

Mr. J. Mansfield
(Honorary Secretary)
Salford Health Authority

Dr. J. Munro
Specialist in Community Medicine
(Social Services)
Salford Health Authority

Mr. A.R. Stevenson
(Chairman) - Carer

Mrs. M. Stevenson
SEXUAL

Mrs. F. Stryker
Eccles MENCAP Society
(Also a carer)

Mr. R. Tingle
(Honorary Treasurer)

Mrs. M. Winter
Salford Community Health Council
(from October 1983)

Mrs. C. Green
Advisers from Salford C.V.S.

Mrs. M. O'Connell
APPENDIX B

NUMBER OF FAMILIES RECEIVING SUPPORT FROM SALFORD CROSSROADS SCHEME

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<tr>
<th>Month</th>
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<td>12</td>
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<td>Dec</td>
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<tr>
<td>June</td>
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### SALFORD CROSSROADS CARE ATTENDANT SCHEME

#### EXPENDITURE

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<td>Wages</td>
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<td>Travel</td>
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<td>Misc.</td>
<td>148.71</td>
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<td>Total</td>
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#### INCOME

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<td>I.U.P.</td>
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<td>Donations</td>
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<td>Total</td>
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**Balance as at 31st March, 1984** £6616.84

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R. TINGLE  
TREASURER  

JUNE 1984
The Executive Committee has been asked by one of the local schemes to raise the question of future voting procedure for the appointment of the Executive Committee. As members will recall, the procedure which has been adopted in the past is as follows:

When nominations have been received the members of the Company have been circulated with brief pen portraits and voting papers. These have been returned signed to the Crossroads headquarters and have been counted and elections declared at the Annual General Meeting. This year as there were only four nominations for the four vacancies such elections were not necessary.

It has been suggested by one scheme that the elections should be secret and that voting papers should not be signed by members of the Company. The Executive has considered this suggestion on two occasions and did not deem it necessary to change the procedure but has, at the request of the scheme, agreed to put the matter before the Annual General Meeting.

The alternative procedure would involve a double envelope system with an unsigned voting form.

The Annual General Meeting is asked to decide whether to retain the existing procedure or adopt the alternative.