

AT THE CROSSROADS

News from the heart of care in Argyll and the Isles

July 2014



Quality support and how we measure it

Elliot and Bette have been busy creating a draft Improvement Plan for 2014 to 2015.

We aim to involve everybody, (Carers, board members and staff) in an ongoing process of self-evaluation and improvement planning.

We want to look at the Care Inspectorate's and Crossroads' Quality statements and use these as tools for continuously evaluating and improving our work.

We want to be open and evaluate what we do well and what we can do even better.

QUALITY ASSURANCE/CONTROL AND INSPECTIONS

Edwin Wilkinson from Crossroads Head office is coming on Tuesday the 8th to inspect us. We are also waiting for the Care inspectorate to arrive any day now for an un-announced inspection. We are ready for this, with the knowledge that nobody is perfect, and we are open to learn and to change. Once the inspections have taken place we will add possible recommendations to our self-evaluation and improvement plan, and implement the recommendations with time limits and targets.

Fitness and Laughter Club open to new members.
Spread the word.

HELP HELP HELP
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We are in great need of more staff. If you know of anyone who would like to commit 5 or more hours weekly on a flexible basis over 7 days a week please ask them to give us a call. We pay a good wage and we train our staff well.



Colonsay

I have now been working with Crossroads (North Argyll) on Colonsay for 3 years and the job have come many delights, mostly in the form of wonderful people.

Colonsay is a tiny island of only 4 by 8 miles and has a population of 130.

One of the unique things about living and working here is that people are important to each other in a different way from on the mainland or in larger communities. When access to shops and services is restricted by geography, people depend on people. When one person leave the island or becomes ill or dies, the gap left by them is large and has a huge impact on the rest of the community. If one of those people was someone on whom people depended for something, it can be difficult to find a replacement.

When one elderly woman in the island recently lost the ability to drive, the repercussions were huge. Not only was she suddenly confined to her home, but two of her friends were unable to get out and about, as she used to drive them. The group went from having four weekly social meet-ups to having none. It is wonderful to be able to step in at times like these and give support to people through my work with Crossroads.

I sometimes feel that I have learned more about life in my few years on Colonsay than I did in all the years which came before. Living in such a small community, I feel how interconnected we all are. Here, I see, as if under a microscope, how my actions impact upon everybody else, and feel how I am affected by those of other people. Through Crossroads support for the island, I am lucky enough to see the positive impact a few hours a week can make on someone's life.

- Shonagh Musgrave, Senior Care Attendant on Colonsay.



Summer Days

*Summer days were full of fun
To skip and play and often run
Deep blue skies and endless heat
Were our joy and us did greet.*

*We loved the meadows and the
burns*

*With all their many twists and
turns*

*From dawn to dusk we had our fill,
And wish so much we had them
still.*

Ronalda Graham, Care Attendant



Feel free to add comments or articles to the next issue in September 2014 with whatever you want to say.

This is a free press, (bearing in mind that we want to keep it to one sheet). No censoring!

No bars held! (and that also means no bar, unfortunately)

This is your chance to spread your creative writing wings.

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We're having a lovely lunch at the Creagan Inn with the Fitness & Laughter Club.....Come & join us!!