



# WINTER NEWSLETTER 2015



## CHRISTMAS IS NEARLY UPON US

As we near the end of yet another year, one which has been very challenging for you and ourselves alike with all the recent changes within Social Services, I would like to thank you all for your patience and understanding through this time. We are now able to look forward and focus on what is at the heart of our organisation, you, the carers and the people you are supporting. I would like to take this opportunity to wish you all a very Merry Christmas and a Happy New Year!

*Valerie, Scheme Manager*

### **CHRISTMAS CLOSURES**

Please note the office will be closed from 1pm on 24<sup>th</sup> December and will reopen at 9am on the 29<sup>th</sup> December - should you need us during this time please use the out of hours mobile number which can be found in your care plan

### **GROUP CARE CLOSURES**

Our group care will be closed from Tuesday the 22<sup>nd</sup> December 2015 and reopen again 4<sup>th</sup> January 2016

### **VOLUNTEERS NEEDED**

Do you or any one you know have a few hours to spare a week to help us within our Group Care Centre in Mansfield?

We are looking for people who could spare some time between 11am and 2 pm on either on a Monday, Tuesday or a Thursday who enjoy craft activities, woodwork, gardening and the occasional visit to the pub to!

**PLEASE GET IN TOUCH ON 01623 658535**

## **PUTTING QUALITY AT THE HEART OF WHAT WE DO!**

Opportunity to be involved in a sub group to support our development and management of Crossroads - whether you a carer or a user of the service, everyone is welcome.

Becoming a member of Crossroads gives you a vote and a say in the way services are delivered, receive our annual reports and feedback and also put your questions to our trustee, who is head of Quality - Sue Marriot. Our next meeting is 18<sup>th</sup> May 2016 at 10.30am - 12pm, so feel free to come and join us at the Mansfield Office



## **ANNUAL QUESTIONNAIRE 2015**

Our annual questionnaire went out earlier in the year and as always we value your feedback, comments and suggestions for improvements. So we would like to thank all those who took the time to fill out the form and return it to us.

The feedback we have received has highlighted the area we need to improve and we are striving to meet your expectations in regards to communication and updates. We are pleased and proud that every single one of you who responded would recommend our organisation and we will ensure we continue to make Crossroads Care North Notts organisation a service we can all be proud of! Please see the website for the full evaluation of the customer questionnaire and annual report.



## **PLANS FOR 2016**

**WE WOULD LOVE TO HEAR FROM YOU IF YOU ARE INTERESTED IN ATTENDING A CARERS EVENT LOCALLY. CROSSROADS CARE NORTH NOTTS ARE LOOKING TO ARRANGE SEVERAL CARERS SOCIAL EVENTS THROUGHOUT 2016, SO WHETHER ITS HAVING A NATTER OVER A CUPPA OR JOINING US AS WE HEAD OUT INTO THE DERBYSHIRE DALES WE WOULD LOVE FOR YOU TO JOIN US. MORE INFORMATION WILL BE PROVIDED ONCE DATE HAVE BEEN ARRANGED BUT IF YOU WANT TO BE INVOLVED THEN PLEASE GET IN TOUCH!**

**01623 658535**