A caring future for older people

CrossReach has been caring for older people since 1928, continually adapting to meet changing needs. Director of Services to Older People Marlene Smith looks to the future...

CrossReach has provided care and support to older people since 1928 in care home settings throughout Scotland. We have always aimed to deliver the highest quality of care, realising that our privilege has been to deliver that care ‘in Christ’s name’ and to His standards. We have achieved consistently high grades from the Care Inspectorate and have embarked on a programme of external quality accreditation, resulting in 27 services to date being awarded the Government’s external quality award, Customer Service Excellence. Older people’s services strategic plan links with Government policy and legislation. Documents such as Reshaping Care for Older People; Care about Rights; Dementia Strategy; Promoting Excellence Framework and the National Care Home Contract have all contributed and impacted on our strategic direction.

Over the years our Services to Older People (STOP) have adapted to socio-economic and demographic trends to meet complex needs of older people with mental health issues as well as the more challenging behaviours of those diagnosed with dementia. Our approach has been person-centred and our aim is to meet the needs of the individual and provide care in a homely setting - far removed from perceptions of institutionalised care of the past.

As well as 22 residential care home settings from Auchenlee in Campbeltown to Walter and Joan Gray in Shetland, we also support older people in 4 locations in Glasgow in a Housing Support and Day opportunities service. We run 7 day care services, some of which are attached to a care home, while others like Kinloch in Fife and Oasis Garelochhead are stand alone within a local community. At Bankfoot in Perthshire in addition to day care we offer home care and support to individuals.

Looking ahead, we hope to develop a ‘hub’ approach where each service will be able to offer permanent care, intermediate care and re-ablement. The increase in dementia rates in the population means that our expertise in this area will place CrossReach in a good position to provide care in all of our homes for older people to those experiencing changes in memory loss and behaviour and our experience is that a high number of service users experience these symptoms. Also in our strategy is the desire to support and care for people to the end of life’s journey and offer palliative care. Families have shared their wish with us that this continuity of care for their relative is what they would want.

We propose to make better use of technology like Digital Reminiscence, telecare as and when appropriate, and the internet for service users to keep in touch with family members who live far from the service user. For enjoyment many service users participate in Wii games and activities. (Day Care is featured elsewhere in this edition of Circle of Care). Traditional day care models when the service user was dropped off at a location from 9.30am until mid afternoon are being phased out and more flexible models to meet individual needs are being introduced.

We plan to expand our times of opening into evenings and weekends and link with other agencies to deliver a better service to local people. One example is Oasis Garelochhead where we will host (along with Alzheimers Scotland) the carers’ support group. This will mean when the support group is taking place CrossReach will provide a service to the family member with dementia.

Making closer links with local congregations is also a priority and the recently launched ‘Heart for Art’ project - adopted by the Church of Scotland Guild - will enable this to happen. The initial ‘Heart for Art’ group was in Stamperland Parish Church in Clarkston and thanks are due to Rev George MacKay and his congregation for enabling CrossReach to take this exciting initiative forward. The thinking based on research findings demonstrates how communication levels with individuals who have a diagnosis of dementia can be improved through art, and feelings which may have been lost can be expressed. Service users from two CrossReach services, Eastwoodhill and Williamwood, are amongst the first to benefit from this new project and thanks to the Guild funding it’s hoped this will be replicated in several areas across Scotland over the next 3 years. Evidence so far demonstrates many benefits including an increased sense of worth and achievement. Participants have also been able to renew old friendships which had been lost and make meaningful new relationships.

In order to provide flexible and appropriate services, recruiting Christian people for this work is essential. We provide a learning and development programme tailored to each staff member plus a range of benefits to attract and retain staff. If this work is of interest to you please contact your local service who will let you know about any vacancies or volunteering opportunities.

CrossReach has been providing a caring future for older people for almost a century, often as a pioneer of new developments such as specialist dementia care services. Many challenges and opportunities undoubtedly lie ahead and CrossReach’s STOP team will be ready to meet them.

Contact your local service who will let you know about any vacancies or volunteering opportunities.

Looking after older people has always been the mainstay of our work. Marlene Smith, Director of Services to Older People - and now Director of Community, says: "In Christ’s name we seek to retain and regain the highest quality of life which each individual is capable of experiencing at any given time.”

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**Well Wisers!**

**Heart for Art** has been chosen as one of the Church of Scotland Guild projects for 2012-15. 
*Find out more on page 4*

**Oasis Garelochhead** has been making wishes come true for some of their Day Care clients. *Read the story on page 2*

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**Prayer Points**

‘Heart for Art’ is published three times a year by CrossReach.
Please feel free to use any material or articles contained in this newspaper, with an appropriate credit.

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**Circle of Care**

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**Our Mission Statement**

“In Christ’s name we seek to retain and regain the highest quality of life which each individual is capable of experiencing at any given time.”

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**The Church of Scotland Social Care Council**

Operating as CrossReach, Scottish Charity No: SC0131353
**Ann’s story**

Oasis Bankfoot

Ann attends Oasis Bankfoot Day Care in Perthshire once a week: “I’ve come to Oasis for about 3 years and it’s one of the best things I’ve done in my life. It’s been good for me and I’m sure it’s been good for other people. I live with my daughter and her husband. I used to knit and things but I do far much more here than I do at home because you feel like doing it. And the company and chat is nice - it’s just everything about it. I look forward to coming on a Tuesday and I’m excited and have everything ready the day before. Well, we make cards and very often I’m not very good with ideas but Joanne helps a lot, so we enjoy that. Last week I made a card for my great grandchild’s birthday and he loved it – they all loved it because I made it. Joanne had helped me again, and if Joanne doesn’t, Lauren does. We’re not here and left alone – there’s always somebody here helping us to do things. I’m not on my own with having my daughter and her husband and grandchildren but Mary lives on her own and I think she really likes coming here. Imagine how she must feel if I feel good with it! I wasn’t going out for quite a while before I came here, so it really has given me a new lease of life.”

**GLASGOW HOUSING SUPPORT SERVICES**

Glasgow Housing Support Services was established in 2006 comprising of four services - Tolcross Manorhouse (a former care home which has been a Housing Support and Care at Home service since 2003), Buildalde Place and Bell Drive in Yoker and Glasgow Day Opportunity Services. GHSS provide direct care and housing support to people in their own homes and the service is a direct alternative to care homes.

Managing Co-ordinator Dorothy Millar explains more: “We currently provide services for 88 older people in their own homes throughout Glasgow. It could be as little as 2 hours support each week up to a maximum of 30 hours. The service is designed to meet the holistic needs of service users and their families. A keyworker is allocated to each service user, enabling a relationship of trust, mutual respect and understanding to develop.

Our service users receive help with personal care, housework, medication, accessing community based services or escorting to appointments, local clubs and shops. Housing support is offered to enable service users to maintain their own tenancy and we work in partnership with two housing associations, Shetlston and West of Scotland Housing.

By providing 24-hour support in people’s own homes we can tailor the service to their specific needs, plus facilitate continued access to their local community and activities. Most importantly, they aren’t required to move from their existing homes as services from the multi-disciplinary teams can be provided in their own homes.

At GHSS we aim to provide a high quality of care and support by involving our service users and relatives in our quality assurance group, and through issuing questionnaires and satisfaction surveys. We adopted the ‘You said...we did’ measuring tool and our regular service users’ meetings and newsletter give us an opportunity to feedback results of standard audits and results of surveys.

We were successful in gaining the Government award for Customer Service Excellence which was achieved by having a highly qualified, committed staff team who are focused on providing a service where Quality,Value and Respect, and commitment to own and promote the Christian Ethos of CrossReach are paramount.”

**DIGITAL REMINISCING at THE ELMS**

Staff at The Elms in Edinburgh recognised that some families found visiting difficult because conversation was limited due to their relative’s dementia. Having explored various options the management team agreed, in consultation with families, to fundraise to buy a digital reminiscence computer and software.

Service Manager Rhona Gardner explains more: “We held a silent auction which raised a fantastic £3,875, enough to purchase our first digital reminiscing computer and software last December. The software has three main categories which trigger interaction and memories and its easy to use programmes work via touch-screen technology. There are simple, engaging games and thousands of digital media content items, drawing on carefully selected photographs, television shows, music and film clips from the 1930s onwards - all specifically chosen for people with cognitive impairment, encouraging them to reminisce and share their memories. The technology allows service users to have their own personal profile and extra content that they particularly enjoy stored on it. Families have brought in their precious photographs to be uploaded allowing them to share these memories. Photographs from service users’ personal photo albums are also scanned and uploaded, then viewed on the 23” computer screen. The technology demonstrates the person centered approach and has greatly enhanced the quality of relatives’ visits. It’s also allowed intergenerational interaction, as grandchildren and great grandchildren are now eager to spend time with grandma or granddad. However, each individual’s journey through dementia is different; looking back at past memories may provoke negative reactions. The technology has an option to put a mark on media to indicate that the service user doesn’t like the content that was shown and that it may have caused some distress. The system remembers this and ensures that it won’t be shown again.

As a social service worker, you must protect the rights and promote the interests of service users and carers.”

The digital reminiscing technology includes activities other than just looking at past memories; there are games with sounds and colour, providing entertainment and interaction while enhancing a sense of well being and pleasant experiences.

The administration section, which records how long each individual spends working with the technology and what activities and sections they appear to enjoy, is a valuable tool at residents’ reviews. It acts as evidence of engagement and person-centered activity, no matter where a service user is on their dementia journey. A recent upgrade lets residents connect via Skype with their families and friends who live further away and are not able to visit often. They can see their loved ones through the use of WiFi and the webcam at the top of the screen. There is also a ‘Life Story Book’ option where families, service users and friends can bring in photographs and memories to be put together as an interactive book. One service user, who rarely talks and is often quite withdrawn, was using this package with his key worker and was talking happily about the photographs and his memories. This allowed the key worker and the gentleman to work together to compile his interactive book. The larger photographs and short text stimulate the service user and involve them in the biggest form possible; keyworkers are also given the opportunity to learn about their clients. There is no doubt that this technology has aided generational relationships between service users and younger family members as well as younger staff and helped them interact and learn from each other.”

**MAKING WISHES COME TRUE!**

Every weekday as many as 65 older people spend time at Oasis Day Centre in Garelochhead, with Tuesdays and Thursdays specifically tailored for people with dementia. Manager Mary Neal told Circle of Care: “I think the main benefits for our clients are to keep them as independent as possible for as long as possible and offering support to establish friendships and social contacts, aiming at all times to keep them in their own homes and involved in the community. All activities are person-centered and structured to individual needs, like life histories. At the Oasis, short-term rehabilitation and support is available for people recovering from a stay in hospital or a fall and transport is provided if required. Oasis also works alongside nutritionists to plan and provide a healthy two course meal with a choice of main courses. This forms a big part of the day where clients are able to catch up with each other and have a good chat.”

Mary says one simple idea that’s been a big hit is a wishing well in the lounge: “It’s taken off in a way we never imagined. Anyone who uses the service can write down their secret wish, with help from a family member or their keyworker if they need assistance. Our aim is to make their wish come true without costing any extra money. We have lots of wishes in the well at the moment. Sadly we couldn’t grant the wish of the service user who wanted to have perfect vision again, but we were able to grant Beth’s wish to go the cinema at Clydebank. On return from these outings it’s lovely to hear them discussing their special day.”

**Spotlight on Services to Older People (STOP)**

Providing a Caring Future:

- Children and Families
- Counselling and Support
- Learning Disabilities
- Mental Health
- Older People
- Substance Misuse

Our 8 Service Areas:

- Criminal Justice
- Homeless People
**Singing for the Brain**

Adams House in Elderslie has started a new singing group for people with dementia, plus their families, friends and carers. The group, called “You are my Sunshine – Singing for the Brain”, meets monthly and is co-ordinated by one of the resident’s daughters. Linda Kelly from Adams House explains more: “The people attending the group choose which songs to sing. It gives people with dementia the experience of taking part in a stimulating, meaningful and enjoyable activity and creates new and happy memories. Because the singing-takes place in a safe and friendly environment that supports social interaction and a sense of belonging, it can reduce any feeling of loneliness and isolation. The group stemmed from one already established at the local hospital in conjunction with Alzheimers

**KINLOCH DAY CARE, AUCHTERMUCHTY**

Kinloch Day Care is located in a modern bungalow in a quiet part of Auchtermuchty in Fife, facing the bowling green. The service began in June 1999, running 4 days a week with up to 10 clients.

Manager Rod McCall says: “We are client led in all our activities. After tea and toast, we do exercises, then hand/eye co-ordination activities. After lunch, dominos and bingo are the two most popular games. The clients have tea and cake before returning home. I’d say we have a happy atmosphere and get to know our clients very well – they quickly become part of the ‘Kinloch family’!

Our clients love outings - the last one was to a garden centre to buy plants to arrange hanging baskets. We feel that a good interaction and stimulation they get from attending the day centre helps keep them motivated. Spending a day with their peers gives them a chance to reminisce with people who have had similar lifestyles.”

“We recently had a gentleman in that had fallen in his home. He had lost his confidence and ability to look after himself. He came into the care home for a set time and a personalised care plan was put into place. Staff spent long periods with him during his first few days but over time they were able to withdraw their support as he regained independence. He returned home and is now able to look after himself with minimal help. He attends the day centre twice a week so we can continue to encourage him. Each day centre client has a personal plan which can continue with them if they come to the home for respite. They can also continue to attend the day centre.”

“The Scalloway community are very involved with us. A local crofter brought in young lambs for service users to feed and cuddle. One group that pay us a visit every year during the Scalloway Fire Festival are the Scalloway Vikings who sing to the service users and share stories then enjoy a cup of tea with us. Because our service users are frail and some have dementia, the contact with the outside world keeps them alert and active.”

**CROSSREACH**

- CrossReach’s Chief Executive Peter Bailey was one of the finalists for the ‘Director of the Year’ award, organised by the Institute of Directors. Although he didn’t win, Peter said he felt honoured to have been nominated by his colleagues in the Corporate Management Team.
- The Tom Allten Centre in Glasgow celebrates its 50th anniversary on 8th June with a Service of Celebration in Renfield St. Stephen’s Church. Meanwhile, two care homes also have special anniversaries – Inverreck in Dunoon is 65 on 18th May and Auchnilee in Campbeltown is 60 on 21st July.
- CrossReach will be taking part in ‘Heart and Soul 2012’ in Princes Street Gardens on Sunday May 20th. As well as an information and creative marquee, Circle of Care Trading Company will also have a range of children’s merchandise. Come and see us!
- Lynne Campbell of Tynepark buried a time capsule in the grounds prior to its closure. Director of Adult Services Calum Murray said it was a day of mixed emotions – sadness about Tynepark closing, but happiness reflecting on the many people that the service had helped over the past 20 years.
- Elizabeth Hay has been appointed as Head of Service for Business Development. Elizabeth comes to CrossReach from the role of Divisional Business Manager with Boots the Chemist.
- Sunflower Garden in Edinburgh has been awarded a grant from the ‘Cashback for Communities’ fund toward the cost of running a Dance Group with children and young people affected by substance misuse in their families. Look out for an event at the Scottish Parliament later this year.
- Happy 100th birthday to Mrs. Nan Tannahill, a resident at Eastwoodhill in Glasgow (pictured) and also to Miss Lena McKeilgan who stays in Balmede home near Aberdeen.
- Three pupils from Ballikinrain and Geilsland schools recently assisted with the catering and serving at a hospitality event which helped them gain core skills such as business planning, customer service and entrepreneurship.

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**CARING across SCOTLAND**

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‘HEART FOR ART’ PROJECT LAUNCHED

A CrossReach project has again been chosen by the Church of Scotland Guild to support over the next three years. ‘Heart for Art’ was developed and piloted by Williamwood House in Giffnock and Older Peoples Services in the West of Scotland. The creative arts project for people with dementia has been launched with the intention of expanding into other areas of Scotland in partnership with local churches.

There are currently more than 82,000 people in Scotland with a diagnosis of dementia. That figure is expected to rise by around 75% over the next two decades. Since the early eighties, CrossReach has built a reputation for providing high quality dementia care. CrossReach is delighted to announce this exciting new partnership with the Guild, aimed at breaking down the barriers which exist in society around the care of those with dementia in Scotland.

‘Heart for Art’ is currently based in the South Side of Glasgow and provides Creative Art opportunities for people with dementia and their carers. The project provides a forum for people with dementia to express themselves through the medium of art, whilst providing support and information to carers. The initial group has been established within Stamperland Church in Giffnock and connects Social Care, the Church and the wider community.

Marlene Smith, Director of Services to Older People for CrossReach, which has provided specialist dementia care since Williamwood House opened in 1983, said: "I would like to publicly thank the Guild for agreeing to financially support this exciting and creative new venture for the next three years. ‘Heart for Art’, in partnership with the Guild, will provide an opportunity to break the barriers of misconception and discrimination which surround a diagnosis of dementia. The project will focus on creativity and achievement, which can have very positive outcomes for people with dementia and their families. Our future aim is to have ‘Heart for Art’ groups partnering churches around Scotland.'

Many people have already benefited from ‘Heart for Art’ including John, who was right-handed until he had a stroke, causing paralysis of his right side. After finding a new talent for art he was determined to do this with his left hand. He is proud of himself for discovering different techniques using his left hand and does some art every day as well as attending the ‘Heart for Art’ sessions.

Isabella is another person who attends the ‘Heart for Art’ classes. She always liked painting but was very surprised that she could do it herself. When she started ‘Tulips’ she thought it was going to be good, but when she finished it, she was so proud of it that she used it as a Christmas present!

If your Guild or church would like to come and talk about ‘Heart for Art’, please contact Laura Barnett on: 0131 454 4380, or e-mail laura.barnett@crossreach.org.uk.

How YOU can support the mission of CrossReach

Our mission statement is: "In Christ’s name we seek to retain and regain the highest quality of life each individual is capable of experiencing at any given time." You can be part of helping us achieve this great mission by supporting us.

I would like to support □ The general work of CrossReach □ Services to Older People

Name (Title/First/Surname) ____________________________
Address ____________________________________________
Post Code ________________ Telephone ________________ e-mail __________________________

I would like to make a monthly gift of £   £   £   £   £   £   £   £   (£ please circle one)
Starting on the ___ day of the month thereafter, until notified otherwise.

Instruction to your Bank.

Pay to CrossReach: Sort Code 80-41-21 Account No: 00227186 the amount shown above.

Your Bank Name ____________________________
Address ____________________________________________
Post Code ________________

Bank Sort Code ________________ Account No. ________________
Name of Account ____________________________
Signature of account holder ____________________________
Date ___ / ___ / ___

I would like to give a single gift of £   £   (£ please circle one)

Please debit my Visa/Maestro/Mastercard: Card Number ____________________________ Security Code ____________________________

Start Date ___ / ___ / ___ Expiry Date ___ / ___ / ___

I enclose a cheque (please make payable to 'CrossReach')

Cardholder’s name ____________________________
(expiry last 3 digits on signature strip) Switch issue No ____________

I declare that I am at least 18 years of age and am buying this gift directly from CrossReach.

Thank you! ____________________________

Please complete and return this slip to: Supporter Relations, Charis House, 47 Milton Road East, Edinburgh, EH15 2SR. For more information, please e-mail us at supporter-relations@crossreach.org.uk, or phone us on: 0131 657 2000.

The winner of the CrossReach Christmas Card Competition has been revealed! The winning design (pictured right) is by Andrew Johnston from Edinburgh. Andrew’s card design will be printed and feature in the ‘CrossReach Gift Collection 2012/13’ catalogue. As always it has been both a pleasure and a difficult task choosing a winner from the many great entries. Thanks to everyone who took part.

The CrossReach Gift Collection 2012/13 is coming together and will feature a new range of Christmas cards, many of which will be unique to CrossReach. We are also working on new and exciting gift ideas for all the family as well as carefully selecting the twelve stunning Scottish landscapes for our 2013 calendar. Look out for your copy of the CrossReach Gift Collection 2012/13 catalogue in early September.

Planning is underway to start regular e-mails updates to our supporters and customers. These will feature exclusive special offers and discounts on our web shop. To make sure you don’t miss out on these great offers drop us an e-mail to: webshop@crossreach.org.uk with the words ‘Internet Offers’ and your Firstname Surname in the subject line and we’ll make sure you are among the first to hear of the exciting new offers.

Do you have any comments about the CrossReach Gift Collection? We’d love to hear from you by e-mail: webshop@crossreach.org.uk; post: Circle of Care Trading, 47 Milton Road East, Edinburgh EH15 2SR; phone: 0131 454 4374.

Fathers Day is on Sunday 17th June and we have a range of gifts that may help. Look under ‘gifts, gifts for him’ in our web shop at: www.crossreach.org.uk/shop to see the selection. You can also find a huge range of gifts from high street shops by visiting: www.spendandraise.com/circleofcare.

PRAYER POINTS

- Give thanks for the care given by CrossReach staff to hundreds of older people in residential care homes and day care services across Scotland.
- Father, we are so grateful that the Guild has chosen ‘Heart for Art’ as one of their projects to support for the next three years.
- Please remember the Corporate Management Team of CrossReach in your prayers and give them wisdom.
- Lord, we give you thanks for the work of the Tom Allan Centre in Glasgow, Inverock in Dunoon and Auchinlee in Campbeltown as they celebrate anniversaries in the near future.
- Please remember the Corporate Management Team of CrossReach with your prayers.
- To receive our free Prayer Letter 3 times a year, please call: 0131 657 2000.