



# annual report



year 2009-2010

# Chairman's Report

This is my first annual report since I took over the position of Chair following our last AGM. I was nominated to take on the role from Alasdair Lightbody. Alasdair, contributed greatly to Ceartas and handed over the reins of an organisation which was in a strong position.



As a Board we recognise that we cannot be complacent and have the responsibility, especially in these challenging times, to ensure that Ceartas continues to grow as an organisation.

The role of a director is to support, guide and when appropriate provide objectivity to assist the staff team. I would like to thank my colleagues on the board for their dedication in achieving these tasks. The wider economic situation has meant that tough decisions have and are being made and more than ever I know how much Ceartas has benefited from their skills and experience which have all been freely given.

I would also like to mention the departure from our board of Charlie Murphy who resigned due to pressures of work. Charlie was one of our founding directors who has contributed greatly to our work and we have missed his considered view and sense of humour and I wish him well for the future.

We remain thankful for the continued support of East Dunbartonshire Council that financial backing is essential for Ceartas to meet the demands of our service users.

Throughout the year I've been consistently impressed with the commitment of staff and volunteers and can say with confidence that they have and continue to make a positive difference for the people they work alongside.

I hope this report gives you a further flavour of the work that has been achieved and our plans for the future.

A handwritten signature in blue ink that reads "Martin Brickley".

*Martin Brickley*

# Chief Executive's Report



It has been another busy year at Ceartas. The enhanced advocacy service is now well established but not at the expense of our traditional areas of work. It has been especially pleasing to see initiatives like our joint work with GPs and De Café continue to grow as we try

and improve access to advocacy for older people.

Our core advocacy work has grown and I would like to personally thank the contribution of the staff team who have worked tirelessly for individuals. People who have been faced with difficult and complex circumstances

have been able to gain support from Ceartas over and above the call of duty and that is a credit to the staff's dedication.

The year though has seen some changes to the staff team, Beverley Lockhart has moved to a new position with the local volunteer centre, Charlie Slater has retired and sadly Aileen Peter left the service due to the ending of our Asist project funding. I would like to thank all of them for their work for Ceartas over the years and wish them well for the future.

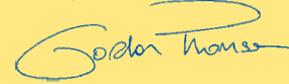
For me one of the most memorable things this year has been the input of volunteers to our work and the contribution of our service users and members to the making of our DVD and establishment of "Still Game". It has been really encouraging to see how so many

different individuals gladly give up their time and want to further the work of Ceartas locally. Our thanks go to all of them.

When times are tough as they have been and are set to be I think it emphasises the need for advocacy. We will continue to do our utmost to ensure that more

and more people in East Dunbartonshire receive the appropriate support so that people whose circumstances have made them vulnerable have access to and benefit from independent professional advocacy.

Gordon Thomson



# Advocacy Services

Ceartas provides independent professional advocacy as well as group advocacy.

During the period the service has continued to see a rise in advocacy casework. The number of issues being addressed have risen by over 40%, this reflects the complexity of individual referrals being addressed by the service. The biggest driver for advocacy support has

been legislation with Adult Protection work beginning to show its potential impact on increasing its demands on time for staff. Older people and people with dementia represent 40% of casework with 46% of service users aged 70 and above. Individuals with mental health issues represent 33 % of casework and this has been the biggest rise in usage by a service user group.

## Ceartas Services Update

ADVOCACY	2008/09	2009/10
Active cases	281	301 (+140)*
New cases	231	238 (+140)*
No of issues	436	621 (+212)*

\* additional number of short term advocacy/info casework i.e. <2days involvement

SERVICE USER BREAKDOWN	2008/09	2009/10
Dementia diagnosis	39%	30%
Older people	13%	10%
Other (total)	-	2%
Acquired Brain Injury	1%	2%
Learning Disability	18%	15%
Mental Health	23%	33%
Physical Disability	6%	8%

Age at Referral	2008/09	2009/10
-16	-	-
16-30	9%	11%
30-39	6%	9%
40-59	20%	24%
60-69	8%	10%
70-79	19%	19%
80-89	33%	22%

90+ ISSUES	2008/09	2009/10
Assessment/Review	10%	9%
Care Home	11%	4%
Health specific	5%	4%
Legislation(AWI/MH/AP) inc concerns re abuse/risk	47%	53%
Housing	10%	5%
Access to Services	6%	9%
Other	11%	16%

REFERRERS	2008/09	2009/10
Service users	9%	15%
Carers	5%	9%
Care homes	2%	1%
EDC SW	59%	55%
Health	7%	5%
Other inc Vol Orgs	18%	14%

*"Why Ceartas? Because it has given me confidence, making me feel important and at ease by helping me get over the hurdles in my life. It looks at the whole picture of the person. The advocacy worker helped me make sense of things. I really appreciate the help you gave me through difficult times."*

# Still Game

Ceartas user involvement group "Still Game" was established this year. "Still Game" is a group of current and former service users from Ceartas who have been working together to put forward their views. David Douglas from Heartfelt has worked with "Still Game" over the last couple of months building up their confidence and presentation skills. He also consulted the group on their views of the services they use and what their experience of using Ceartas has been like.

And why "Still Game"? The group chose this name as each have been through tough times in their lives but are still able to have a laugh! All want now to contribute to Ceartas, be supported to influence other services and ultimately have a real say in Ceartas.



# De Café

De Café celebrated its 5th birthday this year. The group also launched a booklet detailing the experiences of people who have used De Café.

"Our Stories" was developed as all at De Café agreed that it was important to ensure that the reasons why people got in touch with De Café and why they have continue to attend should not be lost. Our thanks go to all who contributed and our volunteer Karen Faull who collated all the individual stories. Karen met with De Café users and alongside Lyndsey collated peoples' experiences for the booklet. It is hoped that "Our Stories" as well as being a special reminder will also be used as a means of encouraging others to attend De Cafe.



*"De Café is supportive the staff make you feel at home. We quickly realised and appreciated that it wasn't just a cuppa and chat but it was also very informative about Ceartas."*



# Headway



the brain injury association

In Action for Brain Injury week in May, Ceartas and Headway teamed up to help improve services with people affected by brain injury in East Dunbartonshire. Together the organisations launched a leaflet to make sure people get the services and support that they need after a brain injury. We are keen to continue our joint work with Headway to improve the experience of people with brain injury in East Dunbartonshire and further enhance the services we provide for individuals living in East Dunbartonshire.

Simon Glen from Headway Glasgow commented, *"We are pleased to be working with Ceartas as they are one of the few advocacy organisations in Scotland which have a specific remit to work with people with brain injury. We plan in the future to work closely together in sharing information, training and in developing group work to ensure that people get the appropriate information and support at the right time."*

# GP Outreach

Ceartas are committed to providing a valuable service to people with a diagnosis of dementia and that is why we work in partnership with local GP Practices to ensure that at the point of diagnosis people are being given the opportunity to access information as well as local services. At each session, a member of the Ceartas team meets with patients immediately following their GP appointment and a checklist allows us to identify areas for further support. This meeting allows the person with dementia and their relative/carer to raise any concerns or issues they may have regarding the diagnosis

and be informed of other local services while building a relationship with Ceartas at a time outwith crisis.

We began providing this service with Regent Gardens Medical Centre in Kirkintilloch in 2007 and in 2010 following a presentation at the local GP Forum also established this service in Auchinairn Medical Practice in Bishopbriggs. We hope other practices will follow...



# Volunteering

Ceartas have a number of volunteers working in a variety of areas of the service. We have worked with the Volunteer centre in East Dunbartonshire to ensure that volunteers are properly supported so that any volunteer's time at Ceartas is a productive and positive experience.

People who have volunteered with Ceartas have done

a number of tasks including: assisting in the delivery of one of our training events; serving teas and coffees at De Café; assisting in the writing of magazine articles and working alongside staff in undertaking a survey of service users of the community addiction team. This is an area which we are keen to see develop further in 2011

# Telling Others About Advocacy

We think advocacy is a vital service for people who need that bit of extra support at important times in their lives.

Our service users have told us to get out and about as much as we can, so more people hear about Ceartas and have a better chance of getting the right help at the right time.

Autumn 2010 will see the launch of our new website, Facebook page and our DVD will be available on YouTube. We realise we can't rely on huge advertising campaigns or assume that everyone has a computer so we also place a priority on getting out and about.

We have delivered presentations across East Dunbartonshire and beyond as we promote Ceartas. These have included short talks to a wide variety of services from Care Homes to Social Work from Lunch clubs to

hospital wards as well as being invited to speak to local community and church groups. No event is too small!



Our New Website



You Tube information Videos



find us on Facebook

# Partnership Working

Ceartas has continued to place an importance in working in partnership with other agencies and this year has been no exception. Locally, we have continued to work alongside agencies to promote user involvement such as The Richmond Fellowship, Whitehill Bield daycare in Kirkintilloch and Oakburn daycare in Milngave.

As well as supporting the work of East Dunbartonshire CVS, Ceartas has participated in a number of strategic planning groups including: Adult Protection Steering

Group and Violence Against Women while nationally we have played an active role in the Scottish Independent Advocacy Alliance.

During the year we have agreed a Joint Operational Protocol with East Dunbartonshire SW which we hope will have a positive impact in our work locally. In addition we have delivered a series of seminars in partnership with the Office of the Public Guardian to raise awareness and uptake of Powers of Attorney

## Looking Ahead

We are pleased in the way that Ceartas has established itself in many aspects of care services within East Dunbartonshire but recognise that there is still much to do as we work to improve accessibility of the service.

- To identify & implement an internal quality management system in 2011
- To implement a new operational line of work database
- To source additional revenue streams in order to further our aims and objectives
- To increase awareness and uptake of advance statements
- To complete a PATH training programme which incorporates the views and vision of service users, members, directors and staff

*“Ceartas allows us as social workers to focus on the needs of the person. It encourages that way of thinking as sometimes other things get in the way. It’s a big thing moving someone into care, I take it really seriously, I know what it means for people and part of taking it seriously means bringing in advocacy.”*

*“From schooldays we are taught to know our place - it’s better to sit quietly and say nothing than to stand up and make a fool of yourself. We accept it rather than cause a fuss. In adulthood the principal is the same - we passively receive services rather than actually determining what those services are... people we care about being made to fit into services rather than services being re-designed to fit individual needs...that is why Ceartas is so vital so that individuals are given the right support at the right time.”*



# Ceartas Board of Directors

Lorna Ballard *(co-opted 24 May 2010)*

Valerie Breck

Martin Brickley

Allan Geekie

Alasdair Lightbody *(19 October 2009)*

Margaret Lynch *(co-opted 25 January 2010)*

Pauline McHugh

Charlie Murphy *(resigned 25 January 2010)*

Jennifer Roe

Shelia Traynor *(co-opted September 2010)*

# Ceartas Staff Team

Sharon Bairden

Gemma Graham

Patricia Ovens

Aileen Peter *(left post June 2010)*

Beverley Lockhart *(left post August 2010)*

Lynn McDonald

Lyndsey Macdonald

Susie Martin

Charlie Slater *(retired August 2010)*

Gordon Thomson

Andy Williams

***"We all have troubles and worries but for that hour and a half at De Café you can forget everything else when you are talking to someone. It is an open house for people with dementia and their carers and is a valuable service."***



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