



annual report
2010|11



WELCOME

Hello and welcome to the Ceartas Annual Report for 2010/11.

Inside you will hear from our Chairman and Chief Executive Officer about what has happened this year at Ceartas and our plans for the next year.

Read on to find out about what services we offer, the views of people who use them and how we offer different *routes into advocacy*.

CHAIRMAN'S REPORT

Why am I involved in Ceartas?

Since I retired, I have been interested in issues involving senior citizens. I was asked to become a Director and realised that the independent professional advocacy which Ceartas offers to individuals and groups would give me a clearer insight into the many problems experienced by older people.

What convinced me I had made the right decision was when a service user said this about Ceartas: '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 and helps make sense of things'.

What has been memorable about this year?

When Ceartas met the requirements of the Investors in People standard. The report said, 'The expertise within your Board is beginning to be used more fully and is supporting your activities in governance and measurement'. For this I thank my fellow Board members.

Thoughts for the Future?

Now that Ceartas has established itself in many aspects of care services within East Dunbartonshire, I believe we are skilled enough to offer our expertise to other local authorities.



Chairman - Martin Brickley

Anything Else to Say?

I hope that Still Game, De Café and ABI Café go from strength-to-strength and we continue to offer our service-users an opportunity to publicise the work of Ceartas.

CEO'S REPORT

This year has been the most exciting period in the life of Ceartas as more people get involved with our projects and create more *routes into advocacy*.

What has been memorable about this year?

It has been great to see that whilst receiving a service, many people have taken the opportunity to participate in all aspects of the organisation. Service User involvement is the most important change and continues to challenge and improve our service.

Thoughts for the future?

We are ready for the challenges that are before us in terms of funding and increased demand for our services. We will ensure that all people who use Ceartas

will receive a high quality service. We will ensure that people have different *routes into advocacy* – such as groups and outreach services - and are aware of the difference advocacy can make. We will continue to promote Ceartas in our community to ensure people can get access to advocacy at the earliest stage.

Is there anything else you'd like to say?

I thank the Board of Directors, Volunteers, Service-Users and Staff for working so well together and ensuring that Ceartas continues to grow and exceed expectations. This teamwork can be seen so often now when we have every room busy with volunteers, service users and staff all working together with the goal of ensuring access to a service that promotes equality, fairness and justice for people in East Dunbartonshire.



Chief Executive Officer - Gordon Thomson

“ Service User involvement is the most important change and continues to challenge and improve our service. ”



ADVOCACY SERVICES

Here at Ceartas we pride ourselves in providing advocacy that is independent and professional. During the last year, our dedicated Advocacy Workers and Support Team have seen an increase in the number of people accessing advocacy services, leading to a growth of 15% in the number of new of active cases. The reasons that people contact Ceartas are shown on the next page. It is notable that 52% is for advice with legislation followed by 18% of people needing support on how to access services.



Our advocacy services continue to be accessed largely by people experiencing mental health issues (33%) and those with a diagnosis of dementia (30%). Through offering different *routes into advocacy* such as support groups like ABI Café, we now work with more people with Acquired Brain Injury than last year.

Spotlight: Advocacy

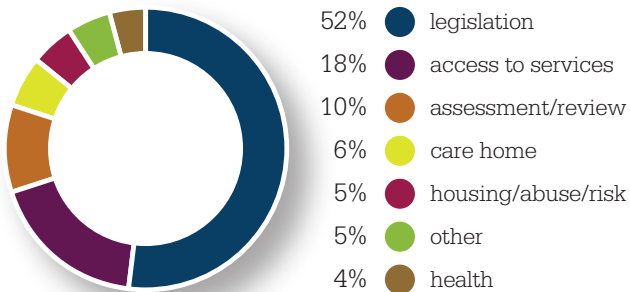
Daniel had been suffering from a medical condition for some time and was not happy with the treatment he was receiving. One of the consultants he saw disagreed with him, which caused Daniel to lose his confidence. He stopped engaging with health services as he felt that he was now being treated differently and he became quite ill.

A Ceartas Advocacy Worker met with Daniel and explained how someone accompanying him to a doctor's appointment could help him feel more confident. Before an appointment, Daniel and his Advocacy Worker would plan what he wanted to be covered.

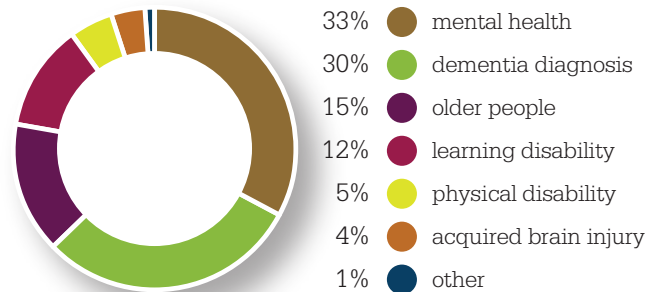
Daniel and his Advocacy Worker met with his doctor to discuss his care, concerns and finding a resolution. Once he started feeling more in control, Daniel was able to see his doctor on his own and no longer needed support.

Ceartas Advocacy supported Daniel to regain his confidence and to re-engage with his doctor.

Reason for Contact



Service User Breakdown





still GAME

STILL GAME

Ceartas recognises the importance of involving people who use our services in their current and future development as they have a unique insight, which is invaluable. Last year, Still Game was formed and met occasionally to give their thoughts about Ceartas and other services. Still Game now meets monthly with a growing number of people involved. The group have agreed what they would like to achieve over the next year which includes:

- Promoting Ceartas and its services to the community
- Developing publicity materials
- Getting more information about Ceartas and become ambassadors for the organisation
- Evaluating the journey of service users through Ceartas
- Forming Task Groups to focus on particular areas of development
- Participating in wider consultations

We plan to achieve these goals in the coming year to make Ceartas better for those who use our services. Members of the group have been able to speak regularly to Advocacy Workers at Ceartas and therefore the group has provided *routes into advocacy*. They have commented positively about their involvement with the group and how much they enjoy meeting others, having their say and contributing to the development of Ceartas.

John is a member of Still Game and told us about his experience with the group, *'I like Still Game and Ceartas as it allows me to have a voice... and communicate my view and opinions, thus improving my confidence and self-esteem'*.



“ I like Still Game and Ceartas as it allows me to have a voice... and communicate my view and opinions, thus improving my confidence and self-esteem. John ”

ABI CAFÉ

We provide support and information for people with Acquired Brain Injury (ABI) and their carers at ABI Café. The Group meets monthly, has regular speakers and a chance to meet with others who have an acquired brain injury. ABI Café is run jointly by Headway Glasgow and Ceartas with staff from both organisations in attendance to give help and information to the group.

Helen attends ABI Café and told us that, *'when you are in hospital, you are on a conveyor belt of care and there are a lack of services available to you once you come out. ABI Café gives social contact, reduces isolation, makes people feel important and lets you get support and vital information for you and your carers'*.



“when you are in hospital, you are on a conveyor belt of care and there are a lack of services available to you once you come out. ABI Café gives social contact, reduces isolation, makes people feel important and lets you get support and vital information for you and your carers”

**Join in:
First Thursday of each
Month 1:30 – 3:00pm
Kirkintilloch Baptist
Church,
52 Townhead,
Kirkintilloch, G66 1NL**



DE CAFÉ

Support and advice can be given in many ways. At De Café we enable people with a diagnosis of dementia and their carers to meet others in a similar situation. We invite speakers to give informative talks to those in the café which stimulates conversation and allows people to socialise. Carers Link are available to support carers who attend and Ceartas are on hand to provide information and support to those with a diagnosis of dementia and ensure people are aware of *routes into advocacy*.

Join in:

Last Friday of each Month 1:30 – 3:00pm

(except December when date is date is brought forward for public holiday)

Kirkintilloch Baptist Church, 52 Townhead, Kirkintilloch, G66 1NL



DEMENTIA ADVISORY CLINIC

If you have been diagnosed with dementia or are a carer of someone who has, why not come along to our Dementia Advisory Clinic?

There is no need to book an appointment at this drop-in clinic, where you will be met with a warm welcome and offered support and information about dementia over a cup of tea or coffee. The service has a wide range of knowledge as the key partners of Ceartas, Carer's Link, East Dunbartonshire Social Work and Alzheimer Scotland, work together to open doors to services for those who attend.

Join in:

Tuesday 2:00 – 4:00pm

**Kirkintilloch Health & Care Centre,
Saramago St, Kirkintilloch, G66 3BF**

LINK WORKER PROGRAMME/SERVICE USER MEETINGS

In East Dunbartonshire, there was recognition of a gap in advocacy provision for residents in Care Homes, particularly in relation to support at reviews and any concerns or information needs residents had in relation to their care. Ceartas are keen to promote awareness of advocacy within Care Homes and the appointment of a Link Worker provides a named point of contact within Ceartas for residents, relatives and staff. Ceartas meets with older people who access Day Care at Oakburn, Whitehill, Twechar, Anand Bhavan and Birdston Care Homes. We seek the views of these older people to find out what parts of the Day Care they enjoy and what needs to be improved.

MEMORY GROUP – POST DEMENTIA DIAGNOSIS SUPPORT

We also work with staff at the Woodlands Centre in Kirkintilloch to offer support and information to people with a diagnosis of dementia and their carers. The group meets once a week over six weeks to find out more about the dementia diagnosis, to get advice on what support there is for people with a diagnosis of dementia and to receive support from others in a similar position. The group decides which topics they would like covered each week and a Team Member from Ceartas, Alzheimer Scotland or Woodlands facilitate the sessions. Members of the group are also taken to De Café where on going support can be provided to those who wish to attend.

GP OUTREACH

If you have a diagnosis of dementia we are here to help. Ceartas currently works with two GP Practices in East Dunbartonshire to provide post dementia diagnosis support to patients who attend their annual review with their GP. The GP supports you with the condition and Ceartas provided advice and information tailored to your needs. This includes advice on power of attorney, council tax exemption and day care opportunities. The Ceartas Team can also make referrals or sign post on to other organisations such as Social Work and Carers Link.

VOLUNTEERS

The work of Ceartas is supported by our dedicated team of volunteers who perform many different roles which help us to meet the needs of our service users. This includes volunteer roles in marketing, research, administration support and more. Anne is an ABI Café Support Volunteer, which involves helping to set up and clear the café, talking with service users and their carers to make them feel welcome and encouraging them to speak with Ceartas and Headway for further information and advice.

Anne said, 'having recently retired from midwifery and having more time at my disposal, I find it rewarding to be involved as a volunteer with Ceartas'. As mentioned, there are different roles for people who volunteer with Ceartas. Robert enjoys being a Still Game Support Volunteer where he gives a warm welcome to people as they arrive and encourages participation in the group.

“ having recently retired from midwifery and having more time at my disposal, I find it rewarding to be involved as a volunteer with Ceartas. ”

Robert told us, 'I was apprehensive about being involved with the Still Game group and did not know what to expect. Pam encouraged me to come along and see how I felt about getting involved. Being with the group and seeing what they were achieving for themselves was great and helped me feel more comfortable. The Ceartas Team have really encouraged me to lead activities. I really enjoy being involved and feel much more relaxed, comfortable and confident now'.



SOCIAL WORK STUDENTS

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Glasgow School of
Social Work

Ceartas hosted two Social Work students from the Glasgow School of Social Work earlier this year. The students accompanied the Ceartas Team on visits and meetings with service-users and saw our team in action. We see this as an opportunity which allows students to equate their learning with real life situations and help them to hone their skills. More importantly, it raises the profile of advocacy to students and how this can be used positively with people they will engage with when working in Social Work.



CEARTAS TEAM MEMBERS

Team Members - Andy Williams • Gemma Graham • Karen Heath • Lyndsey Macdonald • Pam Thomson
Patricia Ovens • Sharon Bairden • Susanne Martin • Lynn Macdonald • Gordon Thomson.

Board of Directors - Lorna Ballard • Allan Geekie • Pauline McHugh • Jennifer Roe • Sheila Traynor •
Martin Brickley.

Get in Touch...

By Letter

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