



## WELCOME TO THE SPRING EDITION NEWSLETTER

This is a **very challenging and unsettling time for everyone**, so many of you will be facing new levels of pressure in both your work life and personally. However, I am truly heartened and humbled by the **commitment of my colleagues** to continue to **provide the vital work** that we do.

We are most certainly working to our **VALUES** even more so in these challenging circumstances:

Those whom we are providing care and support to are putting their **TRUST** in you that support continues to be provided, despite our own personal concerns. You are seeing a lot of anxiety being displayed by those we are supporting caused by the uncertainty of the current situation. The **RESPECT** and **EMPATHY** you are showing whilst visiting is a huge comfort to our vulnerable client group, much more than you can imagine. The commitment I am seeing from my colleagues demonstrates that you are

**RELIABLE** and **CARING**, clearly putting others before yourselves.

**Team spirit** throughout the organisation I have to say is **amazing, upbeat and committed to protecting and taking care of each other**. Vitally important for, I suspect, even more challenges which will present themselves over the coming weeks.

As we all look forward with uncertainty, **resilience, kindness, resourcefulness** and **empathy** will go a long way to **helping everyone through this crisis**. We are all working towards these values daily. My **best wishes and thoughts are with our colleagues** who are currently absent from work as they are 'shielding' from possible contact with the virus as they have underlying health reasons which makes them more vulnerable.

**My office door is always open**. If you have any thoughts or concerns regarding your work position please let me know and **I will do my best to help** with anything I can.

Alex Gilchrist, Gateway General Manager

### news >

#### TAKING CARE OF EACH OTHER

**Special thanks to all of you** for supporting the organisation and the work we do at this stressful time – look after yourselves and **stay safe**.

#### GOLD STATUS

Some of you may be aware that we recently carried out an interim **Investors in People assessment** and I am delighted to say that we maintained our **GOLD status**. Well done to everyone who took part in the assessment process. Following the assessment, the Assessor noted that she 'wishes she could clone the organisation, **the enthusiasm, passion and commitment of staff is just amazing**'.

#### SOMETHING TO THINK ABOUT

Sometimes it is easy to walk by because we know we can't change someone's life in a single afternoon. But we fail to realise that **simple kindness can go a long way toward encouraging someone who is in a desolate place**.



*Alex*

General Manager

### A BIG THANK YOU TO ALL OUR HEALTH CARE WORKERS



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### DUNCAN WHIPPED UP SOME DELICIOUS HOME-BAKING

He also raised a whopping **£200 to help the homeless**, which he generously donated to **Gateway**.

## SUCCESS STORY

**Davie McLaren:** "I like living in **Acair** cos it's the most **safe place** to stay in. **Great help, great staff, great support**, and I think if u need help the help is here when you need it."

It's all about living in a **safe environment, good neighbours, peaceful people** around here. When I was 18 I got welcomed to **Gateway Homeless Trust**. I didn't like it at first but got to know people and am 22 now and am learning how to live on my own."

**THANK YOU**  
for all your help

more  
success stories  
on page 9



Duncan helps raise money



★★★★★  
**GATEWAY TEA PARTY!**  
Celebrating 5 star success. See page 7

£1.09  
per serving

see page 6 for recipe **CORNEBEEF HASH**



## GLOWING REPORT FROM THE CARE INSPECTORATE

We do our very best at all times to provide an excellent service, but it's always great to have this confirmed. In January 2020, we had our latest Care Inspectorate Inspection, and we were delighted to receive terrific gradings in every section.

### Housing Support Service – Themes inspected:

- > Quality of Care and Support  
5 – Very Good
- > Quality of Management and Leadership  
5 – Very Good

### Care at Home Services – Themes inspected:

- > Quality of Care and Support  
5 – Very Good
- > Quality of Management and Leadership  
5 – Very Good

These are really good grades and we are grateful to all our staff who provide our services with enthusiasm and commitment.

**Thanks very much, everyone!**

# COMMUNITY

## FOOD FOR FAMILIES PROJECT 2019/2020



Sarah and Nicola bank on cooking skills to **help feed needy local families**.

**Sarah Procter** and **Nicola Wylie** are personal bankers with the **Santander Bank** in Inverness High Street – but they've turned their sights from finance to food to cook for our **Food For Families Project**.

The young women volunteered to conjure up hot meals,

using the kitchen facilities at **Culduthel Christian Centre**.

Sarah, originally from Nottingham, explained: "I met **Alex Gilchrist**, manager of **Gateway** which is operating the initiative, and she told me how busy they were supplying meals to needy families in the

Inverness area over the peak winter period.

"Nicola and I discussed it and decided to do what we could to help – and we're thoroughly enjoying the work."



Sarah and Nicola from **Santander** cooking up a storm together.



Alex Gilchrist, **Shelley Smith** and **Iona MacLeod** enjoying their time in the kitchen.



Alex Gilchrist, General Manager of Gateway, with **David Sutherland** with some of the **wonderful hampers** provided by the congregation of the **Vineyard Church**, Inverness.

## Thanks to all our Food for Families volunteers

**Gateway** has once again had a superb response from volunteers who have been involved in cooking for our **Food For Families Project**. This year we cooked and distributed **2,797 frozen meals**, with distribution of these meals being made through **community centres, Social Work and schools**. Our **Food For Families Project** started nine years ago and together with our volunteers **we have cooked and distributed a whopping 23,691 meals**.

**Our sponsors in this project are David and Anne Sutherland, Cat Cameron and Gary Williamson at Williamson Food Service.**

Volunteer teams included **University of the Highlands and Islands, Calman Trust, Inverness Churches – The Vineyard Church, Inshes Church, Old High St Stephens Church, Balloch Church and Culduthel Christian Centre – the Santander team**, and our own team including the wonderful **Shelley Smith** who thoroughly enjoyed being part of a special night of cooking. **Thanks also to Culduthel Christian Centre** for allowing several cooking teams to use the facilities at the Church.



# SUCCESS STORY

## CARE AT HOME TEAM – INVERNESS



On 2<sup>nd</sup> December 2019, Gateway, along with Castle Care, Eildon Limited and Highland Home Carers, started working collaboratively on a pilot scheme called the **Enhanced Responder Service (ERS)**.

The objective of the service is to ensure that people get the best chance to return home from a hospital admission as quickly as possible.

The service is now entering its fourth month of the six-month pilot and is **proving a great success in preventing delayed discharges** from Raigmore Hospital and the RNI Community Hospital.

The pilot started with 150 hours per week of care delivery, and by January this was increased to 250 hours per week, with the service now running at 350 hours per week. Currently there are no recorded delays within Inverness city boundaries. **Gateway** has successfully recruited **two full-time Support Workers** to meet our

commitment to this service.

Working in collaboration with other major care companies to deliver the **Enhanced Responder Service (ERS)**, the already established **Specialist Overnight Service (SOS)** and the **Waking Night Responder Service (WNRS)**, proves that **Gateway** is at the forefront of proactive service delivery throughout Inverness.



### NEW UNIFORMS

Gateway Care at Home Team wearing our smart new uniforms, now with Gateway branding.

(back row, left to right) Johanna Simpson Service Manager, Iona MacDougall, Ryan McRitchie, Amy Pommerol, Paula Stevens, Laura MacLeod Team Lead. (front row, left to right) Anna MacKenzie, Lauren MacKenzie, Eilidh Reid, Lisa Wyllie.

### ERS TEAM MEMBER

**Amy Pommerol:** I have worked in Care at Home for three years and joined Gateway in June 2019. Since joining the company, I feel that I have been allowed to flourish, with my skills developed massively. **Not only do we deliver care to people in their own homes, but we monitor each Service User to ensure that the right care is being provided.** As a team, I feel that we are growing from strength to strength.

In December the opportunity arose for me to join the **Enhanced Responder Service**. Working in this service as a **Support Worker**, I have learnt so much about the processes, from hospital discharges through to care delivery, which I find extremely interesting. Also, **working alongside carers** from other companies has been **great experience and I have met some fantastic people.**

**fun fact:** I have just bought an Audi A3 – my dream car!

## NEW TEAM MEMBER

**Ryan McRitchie:** I am an outdoors person: I play football as a second job and I enjoy fishing when the weather is warmer. For my first proper job, joining Gateway was a **great choice for me – all the staff are welcoming and helped me get settled.** As I am a caring guy, doing homecare for all different types of needs fits into my personality well.

**fun fact:** I have a 4½ foot snake.

**Iona MacDougall:** I have two children age six and eight. I chose to work for Gateway as they value my work and know how important it is for me to have time with my children, as I also attend college and parent independently. **When you find a job that you love, it does not feel like work**, as cheesy as it sounds, and that's why I chose to work in the care sector. **Knowing that you make a difference to people and put a smile on their face is one of the best rewards of the job.**

**fun fact:** I drove highspeed around a racetrack in an Aston Martin, and have bungee jumped.

**Eilidh Reid:** I am 24 and have a 10-month-old baby girl called Hallie. I have worked in Care at Home for three years and joined Gateway in January 2020. I really enjoy promoting individuals to maintain their independence, and to allow them to remain in their own homes for as long as possible. **I love working for Gateway as it delivers an excellent standard of care and provides stepping stones to achieve people's potential.** Everyone is super friendly in Gateway, and **we all work well together as part of a great team.**

**fun fact:** I am obsessed with pugs.

**Paula Stevens:** I am 34 years old. I joined Gateway after hearing good reviews and loads of recommendations for people also looking for care work. It has always **been an interest of mine doing care at home and visiting all different people.**

**fun fact:** I have a phobia of creatures that fly.

## TEAM LEAD

### TEAM LEAD

**Laura MacLeod:** I have been working in Care at Home for six years. I joined Gateway in May 2019. I used to help look after my Grandad who was sadly bedridden and non-verbal. I really enjoyed helping my mum care for him and was able to keep him at home in his own surroundings. Although it was hard to see him deteriorate **it gave me a passion to want to help others and make a difference.** I heard about Gateway through a friend who spoke highly of them as a company, **I was supported by a great team and felt very welcomed.** I am now the **Team Lead** and I am really enjoying my new job and feel really supported.

**fun fact:** I won a Karaoke competition in 2020 – first time I have ever won anything!

## SERVICE USER



### MEET A SERVICE USER

**David Farrell aged 45:** My transfer over to Gateway started in July 2019. I was in receipt of care from another care company, but my address fell within the Gateway catchment area. Gateway started with my lunch and tea calls, followed shortly with my bed calls, then my morning calls, and housing support started on 10 February 2020. The delay in getting the whole package sooner was down to the deterioration of my condition. I have muscular dystrophy, but **Gateway were able to meet my needs and got the equipment that I needed put into place.**

I use an electric wheelchair which enables me to get out on the nicer days to do some shopping or just to have a coffee. When I am at home I enjoy listening to music and phone-in radio channels. I am a big fan of Steve Allen on LBC and Iain Dale podcasts! **I really enjoy the carers coming in each day and feel that I get on well with them. From the carers to the management, I am supported to remain as independent as I possibly can.**



# cookery corner

@ For the meat eaters  
@ Veggie option



## @ CORNED BEEF HASH @

Serves: 6

Prep: 10min > Cook: 30min > Ready in: 40min

£1.09  
per serving

### Ingredients

6 large potatoes, peeled and diced  
1 (200g) tin of corned beef,  
diced into chunks  
1 onion, chopped  
300ml (1/2 pint) of beef stock or gravy

### Method

1. In a large deep pan, over medium heat, combine the potatoes, corned beef, onion and stock or gravy.
2. Cover and simmer until potatoes are of mashing consistency, and the liquid is almost gone.
3. Mix well, or as we say here in Scotland, "beat well" and serve.

## @ CARROT BURGERS @

Serves: 6

Prep: 10min > Cook: 20min > Ready in: 30min

£0.39  
per serving

### Ingredients

200g diced carrots  
55g crushed cornflakes  
2 eggs, beaten  
1 stick celery, finely chopped  
1 tablespoon minced onion  
1/2 teaspoon salt  
1/8 teaspoon pepper  
2 tablespoons vegetable oil  
6 baps or hamburger buns to serve

### Method

1. Place carrots in a saucepan with a small amount of water. Bring to the boil; reduce heat. Cover and cook for 5 minutes or until tender; drain.
- In a bowl, combine carrots, corn flakes, eggs, celery, onion, salt, and pepper; mix well. Form into six patties.
- Heat oil in a frying pan over medium heat; cook patties for 3 minutes on each side or until browned.
- Serve on baps if desired.



## GATEWAY TEA PARTY!

Care at Home and Housing Support Services success.

A busy few months over the festive period was also met with a visit from the Care Inspectorate (just to add to the Christmas stress) in which we were reviewed on our Care at Home and Housing Support Services.

Much to our delight Gateway received 5's across the board and to celebrate we decided to host a Tea Party to thank all our staff for their continuous hard work and dedication. The afternoon was filled with fancy cakes, sandwiches and pots of tea as well as a round or two of bingo and a quiz with many prizes won. Many staff and a few directors from our board attended and enjoyed the celebrations topped off with a very tasty cake from Harry Gows marked with a very large 5!



Once again we would like to give all of the staff a very big thank you and keep up the great work!!!

STAR  
SUCCESS





# gateway events



2  
Marion Raffan, having a lovely day trip to Portmahomack.



1  
Acair residents at Inverness Kart Raceway. A great day out for staff and residents.



4  
Kelly Howley delivers donations to Gateway offices from Jelf Clark Thomson.



3  
Kirsty MacDonald enjoying the Botanical Gardens

## a roundup of GATEWAY events

### 1 Acair House goes go-karting

Acair residents were asked to choose an activity to do with staff in celebration of the festive season. They decided on go-karting at Inverness Kart Raceway. Residents Damian and Stuart went along with Service Manager Vlado and Support Worker Bonnie. The races were quite competitive and, in the end, Damian won the final race after having lapped the other contestants several times!

Both staff and residents thoroughly enjoyed the activity and are looking forward to a rematch next Christmas!

### 2 Day trip to Portmahomack

Marion Raffan of Acair House on a day trip to Portmahomack. Marion went on a short walk around the bay and enjoyed listening to the sea crashing on the beach.

### 3 Relaxing day at Botanical Gardens in Inverness

Kirsty MacDonald from Heathview Cottage enjoyed her 1:1 time at the Botanical Gardens in Inverness. Kirsty really enjoyed this outing, walking around touching the plants, stroking the cat and watching the fish. Afterwards she went for a coffee and a cake at Cobbs Café, another favourite activity of hers.

### 4 Thanks to Kelly Howley and colleagues

Kelly Howley has been a huge supporter of Gateway over the past few years. Kelly is pictured here delivering the donations to Gateway offices which were received following her Annual Appeal to colleagues at Jelf Clark Thomson. A big thank you to all of you.

### 5 Heathview Cottage day trips

Shelley Smith from Heathview Cottage who enjoyed her horse-riding session at the Stables on the Black Isle.

Matt Campbell of Heathview Cottage out on his 1:1 for a walk in Ardersier before going to Fort George.



# SUCCESS STORY

## A BIG THANK YOU FROM OUR SERVICE USERS

There's nothing we at Gateway like more than having a positive impact on our service users, and here are just a few of the lovely comments we've received over the past few months.

This text was received by Support Worker Elaine who works at PlaneField House:

"Just a wee txt to say **thank u** for chatting the other day with me when I was feeling low and weird stupid thoughts of ending my life. **Thank u for being there for me all the times over the years** and even since not being my support worker! **Just wanted u to know that ur one in a million Elaine, like a wee second mammy to me lol!**" Natasha.

“

Ian who lives at No. 45 had this to say about living at 45:

1. I think the help you get from staff is good.
2. The staff are always there willing to help you no matter what you need.
3. 45 is quiet and a clean place to live.”

”

PlaneField House resident K wrote this statement for the Care Inspector who visited PlaneField House on 07/01/2020:

"Sorry I can't make it today but here goes: my time at PlaneField House I'll be honest wasn't the best because of what was going on at that time but due to **the staff at PlaneField they helped me though a lot, there was always support when I needed it** and the staff always had time for me even when busy, so I could honestly say **I enjoyed my time at PlaneField and have become a better person in life because of it.**"

Morgan is an outreach client supported by Elaine and Susan:

"My name is Morgan, I'm 29 years of age and I have mental health and learning difficulties. I struggled for years to be confident to get support and I now have Susan and Elaine who **help me a lot with my bills, shopping and any problems I've had. They have been absolutely brilliant.**

PS. Hopefully I can keep them for the upcoming years :)"

“

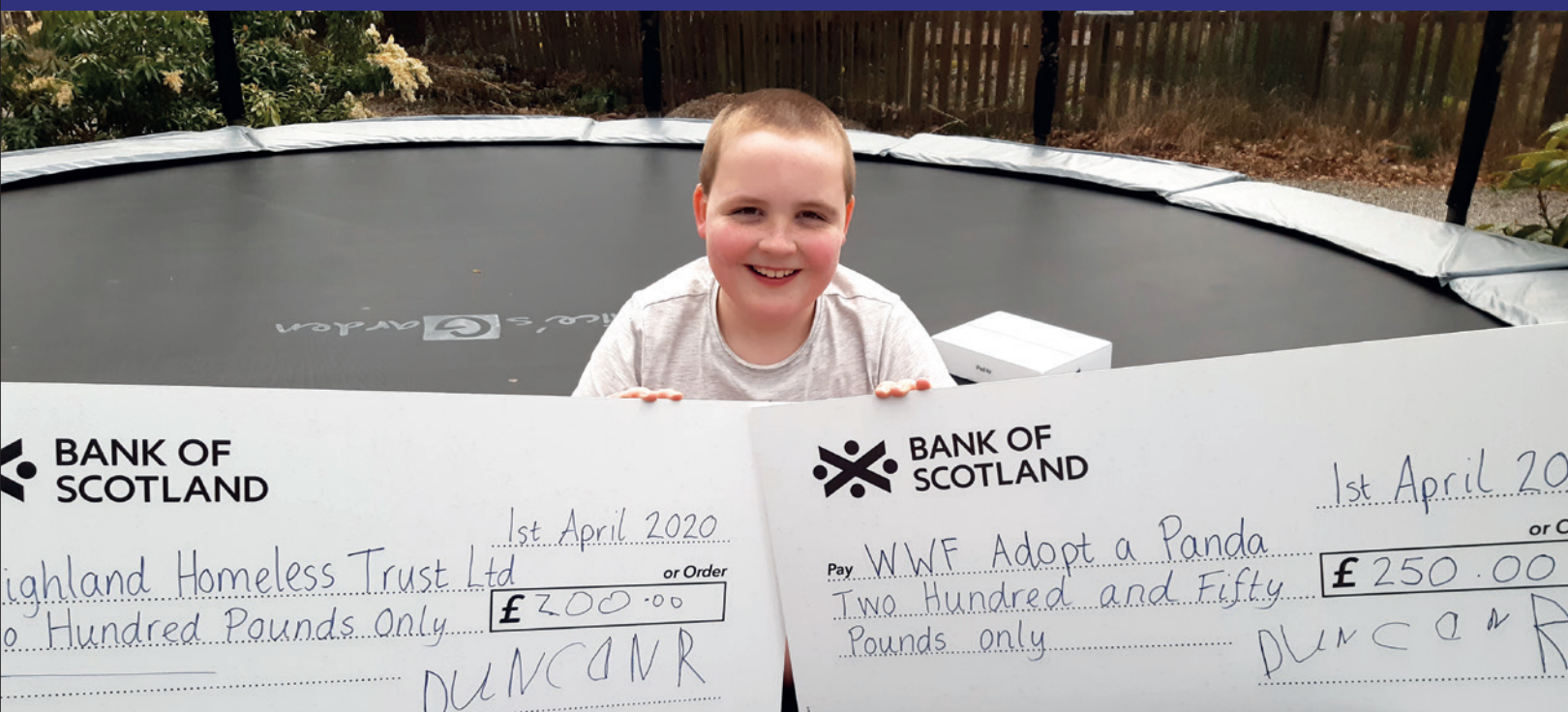
Acair House residents Stuart and Joel commented on what living in Acair House means to them:

Stuart: "It's a great place to live, nice staff, and a safe place to be. Staff always help you when you need it."

Joel: "Although I've just moved in it's a pretty safe and chill place to live, other residents are chill and we all get along, and the flats are amazing, spacious and easy to maintain."

”





## BAKING TO HELP THE HOMELESS

Big-hearted Duncan Roberts is a boy with a big dream – he wanted to buy a homeless person a house.

He hated the idea that people had to sleep outside in the cold winter. So he **started baking, alongside Mum Laura**, and they worked really hard to hold six well-attended coffee mornings to raise money. **Eight-year-old Duncan, from Alass**, whipped up some delicious **home-baking** like **double chocolate muffins, lemon drizzle cake** and **dinosaur shortbread** which went down a treat.

Duncan has autism and is home-educated, so some of the **funds have gone towards an iPad** for Duncan's education, as well as to **help the pandas**. He also raised a **whopping £200 to help the homeless**,

which he generously donated to **Gateway**. Although it isn't quite enough to buy a house, it will certainly go a long way towards helping someone who is homeless – particularly at this time with the COVID-19 problems.

At **Gateway**, we're working extremely hard to **ensure no one is homeless at this point in time**, and that they have enough clothes, food and toiletries to see them through. **So we're looking at the best way to put Duncan's donation to immediate use** to help with something specific, and will let Duncan know exactly what that is.



*We'd like to give a huge thank you to Duncan and his mum! You've made a big difference to someone at a very difficult time.*



## JOHN APPLEBY NEW FINANCE ASSISTANT



I am very new to **Gateway**, having only joined the organisation in the middle of February as a **Finance Assistant**. Before this I worked in financial accounting for a couple of years but **decided to make the move to charity work with Gateway**, in order to **pursue a role that better impacts my local community**.

I was also interested in working somewhere I would have a **wider range of responsibilities** and Gateway has given me this opportunity. In the few weeks that I have been here, I have visited some of the units and service users and **seen first-hand the support**

that Gateway offers, as well as working with most aspects of the finance and administrative side of the organisation.

I am currently working towards my **accounting qualification with CIPFA** (Chartered Institute of Public and Finance Accountants), which takes up most of my time outside work! Other than this, I like to spend my time doing some DIY around my house and playing games.

My first few weeks at Gateway have gone by very quickly! The atmosphere is very relaxed, and the team here is very friendly and dedicated to providing support to some of the most vulnerable people in our community.

## THANKS FOR YOUR SUPPORT

The generosity of individuals, organisations and companies really makes all the difference to the service we can provide to our service users, who can be among some of the most vulnerable individuals in our community.

So we'd like to say a **massive thank you** to all of the following who have supported us over the past few months:

- > **Scotmid** – for the residents' Christmas Meals and the residents' Christmas Presents
- > **Ledingham Chalmers**
- > **Dyke and Edinkillie Church**
- > **Caledonian Concepts**
- > **Stagecoach**
- > And all the individuals who donated through **JustGiving**.
- > **Old High Church**





# a big welcome to our new employees!

## Inverness & Gairloch

- Finance Assistant – John Appleby
- 24/7 Services – Callum Hughes, Sandy Hunter
- Acair House 24/7 – Jayne Gordon, Stacy MacKenzie, Diane Ross, Erin Smith
- Care At Home – Ryan McRitchie, Paula Stevens, Eilidh Reid, Ellie Homer, Iona MacDougall, Lauren MacKenzie, Allyson Wilson

- Heathview – Diane Lennan
- Outreach – Kim Moore, Kenny Robertson, Kim Vass
- Relief Staff – Heather Forsyth, Jenny Cargill, Lisa Robb
- Enhanced Responder – Marcin Rog
- Head Office Receptionist – Lynn Grant

**We wish everyone all the very best in their new roles.**



At **Gateway** our goal is to **support vulnerable people** in our **community**. We provide a range of high-quality services and activities that improve the well-being of the people we support.

**Gateway started back in 1998** when the Highland Homeless at Christmas Trust was founded to provide shelter for folk who were sleeping rough on the streets of Inverness. The service was provided by volunteers providing shelter and respite from inclement weather over the winter months.

Over the coming years we have grown significantly to become recognised as one of **the main supported accommodation and support providers in Highland**. Our services can now be accessed in **Highland, Easter Ross** and **Wester Ross**.

**Gateway**, a registered charity, now works with as many clients as 150 at any one time, providing supported accommodation to 49 vulnerable adults and supporting an average of 100 people in their own homes with a varying range of support needs. **We aim to promote independent living for everyone that we support, either in their own homes or to move on from our supported accommodations to their own tenancies.**

While our mainstream work has been in housing support services, we have over the past few years expanded our scope to offer **holistic services** to **vulnerable adults aged from 16 to 85**.

## **Our Care and Support services include:**

- Outreach Housing Support
- Outreach Care Support/Care at Home
- Supported Accommodations
- Highland Crisis Accommodation
- Self-Directed Support
- Active Referral Scheme
- Food for Families
- Waking Night Responder Service (WNRS)
- Early Response Service (ERS)

Referral process for all of our services is easy – just contact us on **01463 718693**  
**referrals@homelesstrust.org.uk**  
or pop in to our offices at **57 Church Street, Inverness**