



COSGROVE

Celebrating 65 Years

Winter 2025 Newsletter

Families Edition

Welcome!

We are pleased to bring you our winter newsletter which has some important updates and information for families and friends of people we work with here at Cosgrove Care.

We are always pleased to hear any questions or ideas you might have about our services so please do get in touch if there is anything else we can provide information and support on!

Please contact us at care@cosgrovecare.org.uk.



► Our CEO Heather Gray is leaving Cosgrove

Earlier this month, Heather Gray announced that she is leaving her position as CEO early next year to take up a new role as CEO for the Scottish Centre for Children with Motor Impairments - Craighalbert Centre, Cumbernauld. Heather has been with Cosgrove Care for 9 1/2 years and has overseen the modernisation, growth and development of the organisation during that time. The organisation has gone from strength to strength under her leadership and grown and diversified its work. Heather said:

It was been a real honour to have been part of the Cosgrove story and development over the past 9 1/2 years. I really believe in the positive impact of Cosgrove Care and the importance of the work we do in helping children and adults with additional needs thrive and flourish. I will miss the amazing people we get the work with every day and want to thank the team and board for their incredible support.'

Heather confirmed that the CEO post will be advertised shortly with Depute CEO, Anna Templeton taking on the Interim CEO position from 5 January 2026. We wish Heather well in her new role and look forward to a special party on 9 December 2025 from 1-3pm at Loks Kitchen, Shawlands for supported people and families to say farewell and enjoy a disco and food.

COSGROVE

Celebrating 65 Years

FESTIVE JUMPER PARTY!

9th December, 1-3pm

Loks Bar & Kitchen

Join us for festive fun, food, and music at our Festive Jumper Day Party! Open to all supported people, families, friends and staff!

Entry is free, donations are welcome, and festive jumpers are (not) mandatory!

Please RSVP [here!](#)

► Updates from Cosgrove Care

We're pleased to share several important updates and developments across our services. These changes reflect our ongoing commitment to improving the quality of support we provide and ensuring accessibility, and collaboration with the people we support, their families, and professionals.

► New Provision of Services Document & Cancellation Policy

Cosgrove has developed a new ***Provision of Services*** document designed to bring together all the key information that supported individuals, their families or guardians, and professionals need to know. This includes:

- Our mission, vision, and values
- How we are regulated and monitored
- Support planning and medication management
- Payment processes for additional services
- Our updated ***Cancellation Policy***, which now includes extended notice periods to help us better plan staffing

This document has been reviewed by our Board of Trustees, Care and Governance Committee, Family Forum, and service managers. We expect to publish the final version soon, with implementation planned for early in the new year. We'll be in touch with all supported individuals and guardians in the coming weeks.



➤ Student Placements

We're proud to offer meaningful student placements for aspiring social workers. Over the past year, we've hosted:

- 3 final-year students from UWS, Glasgow Caledonian, and Strathclyde
- 5 observational placements for 2nd-year students from Strathclyde

Our in-house Practice Educator provides weekly professional supervision, supported by trained Link Workers who offer day-to-day guidance. These placements not only benefit students but also enrich our services. We look forward to continuing this work and supporting the next generation of social workers.

➤ Group Charging Policy Review

Each year, we review the costs of our groups and activities. Thanks to fundraising, we're able to offer these at a reasonable cost, including:

- **Adults:** Wellbeing, Drama, Art, Social Sundays
- **Children & Young People:** Weekend Warriors, holiday activities

We understand that financial pressures are affecting many supported people and families, and we're currently reviewing our **charging policy** to ensure no one misses out on support due to cost. We're also actively pursuing grant funding to help sustain and expand our offerings.

If you can support our fundraising efforts—by connecting us with donors, helping at events, or organising your own—please contact us at: fundraising@cosgrovecare.org.uk.



► Staff Re-Induction & Learning Sessions (Jan–Feb 2026)

Starting in January, we'll be hosting professional development sessions for our social care teams. These sessions will provide space to reflect, learn, and set goals for professional and service improvement.

If you'd like to share your lived experience to support staff learning, please contact Anna Templeton at atempleton@cosgrovecare.org.uk.



► Tagtronics System Improvements

We've been working to improve our Tagtronics system, which we use for scheduling support, data collection, and secure storage. However, it can do more and we want to make use of all its capabilities. So, we brought together a working group of staff and managers who collaborated with developers to implement enhancements—some structural, some process, and others more visible, such as improved app functionality.

Next step is offering training to our support staff early in the new year and communicating any changes you might need to know using the family app.



► Duty Service at Barrland Court

We've introduced a Duty Manager system to improve communication. If your usual contact is unavailable, you can now reach a Duty Manager who will assist or escalate your query as needed.

Barrland Court Duty Line:

0141 471 1806 (Mon–Fri, 9am–5pm)

On-Call Services:

- *Supported Living:* 07841 558578
- *Outreach:* 07841 461286



Available 5pm–9am weekdays and 24/7 on weekends

We hope this makes it easier to get in touch with us, and we'll continue to monitor its effectiveness.

