



Home Based Services for Carers

Staff provide practical, personal and specialized care to support the people you care for.



Care Services

If you spend a significant proportion of your life providing support and caring for a relative, partner or friend who is ill, frail disabled or has mental ill health or substance misuse problems... **You are a Carer**, who could benefit from our services.

We provide care services to clients of all ages, all with very different health / disability needs, to give their carers a break. **There is no limitation regarding age, diagnosis or personal circumstance.** Services are available **24 hours a day, 7 days a week** delivered by our team of experienced Carer Support Workers

We're flexible – It's about what support you need, to help you in your caring role.

Our Care Service is registered and regulated by the Care Quality Commission. This ensures our services are fit for purpose.



Carer Support Workers

Our Carer Support Workers are trained to NVQ level 2 or 3 in Health and Social Care. For your added security and peace of mind, all of our staff have been checked by the Disclosure and Barring Service (DBS).

Care staff provide practical, personal and specialised care to support people with care needs, whether at home or during a Take Out Service in the community.

Referrals

Referrals to the service can be made by any Health and Social Care professional, Voluntary Organisation or you can even refer yourself!

To make a referral you can telephone, email: info@carerstrusttw.org.uk or download a form from our website: www.carerstrusttw.org.uk

Funding

Funding for a Home based service can be provided as part of a care package via a Commissioned Service or via Direct Payment following a Social Care Assessment. **You may be eligible for support.**

Alternatively you can purchase services directly from us, as a carer.

Home Based Services

This service provides the opportunity for Carers to have a break to undertake an activity of their choice, while the person they care for is supported to stay in their own home. Quite simply, we come into your home, step into your shoes and give you a break from the day-to day stresses of caring.

You might decide to:

- go shopping
- visit family or friends
- attend appointments
- have some much deserved time to yourself.

This could be for a three hour period or longer, for an overnight stay or a weekend.

A Care Co-ordinator will come to your home to meet both you and the person you care for. The Co-ordinator will carry out a full care needs assessment, including a risk assessment and produce a Care Plan, which will detail the kind of support the person you care for needs, their interests and preferences. Our Carer Support Workers will be directed by the care plan, during your break, to ensure that the service and your break run smoothly.

The Co-ordinator will discuss with you, during their visit, your preferred time to have a break from caring.

For example: Every Tuesday morning 9.30am -12.30pm.

Following assessment the Co-ordinator will contact you to advise the date and time that your service will start. **A regular Carer Support Worker will be introduced** who will come every week, unless sick or on holiday, in which case a replacement worker will be offered.

“Care staff are very helpful, caring, supportive and flexible.”

A Carer

“All carers should be involved with Crossroads as they offer an invaluable service”

A Carer

A Carers Story

James has always been a challenge to us!

From being very young family life has revolved around him, what he likes, what he doesn't like, how to keep him calm and settled. James is very demanding of me and my time. He needs support with all aspects of daily living. Like any young adult he can be stubborn, strong willed and likes his own way. Add that to severe learning disabilities, challenging behaviour and a smattering of autism and you've got the picture. I have no time to myself and family life can be very difficult, for my other children and my husband and I.

Our weekly short break is during the evening, when we can do family things that James wouldn't allow us to do, or my husband and I can relax on a night out with friends knowing James is happy and safe in his home environment.

**"The service is excellent.
I am impressed by the degree of care
and commitment by all the staff."**

**Contact us now on 01207 549 780
or visit www.carerstrusttw.org.uk**

Improving the lives of carers

Carers Trust Tyne & Wear Crossroads Carer Services

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Follow us and keep up to date via Twitter  **@CarersTrustTW1**

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