



Take Out Service for Carers

Staff provide support to help the person you care for access their local community.



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.

Take Out Service

This service enables the carer to spend time in their own home whilst the person they care for goes out and about in their local community. Clients are free to choose an activity that they enjoy, accompanied by the Carer Support Worker.

Activities may include:

- A walk in their own neighbourhood
- A structured activity eg bowling or a visit to the cinema
- Shopping at the Metrocentre or Newcastle.
- Coffee or lunch out.

Any expenses incurred eg transport and refreshments will be the responsibility of the carer / client.

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 hobbies, and the type of activities they would enjoy in the community.

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

For example: Every Wednesday afternoon 1.00pm – 4.00pm.

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

Life can be difficult caring for Freda!

My wife Freda is such a lovely, friendly and sociable person but it's hard work being with her 24 hours a day. I really needed a regular break from caring for Freda, her dementia has progressed and I was struggling to cope.

Freda was resistant to have "a stranger in her home", so that I could have a break, but has always loved being out and about and really enjoys a bit of retail therapy.

She now goes out shopping every Wednesday afternoon with Joan, her Carer Support Worker, I have a break from Freda (and better still Freda has a break from me!) She has someone different to be with and talk to. Someone who understands her little ways, what she likes and doesn't like, knows how to reassure her when she becomes anxious and above all helps Freda have an afternoon out.

"Having Carers Trust Crossroads Take Out Service means that Freda and I can have a life apart as well as a life together"

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

Improving the lives of carers

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