Crossroads Braintree & Chelmsford

Information for service users

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Crossroads

A carer

A carer is a person of any age who provides unpaid care and support to a friend or family member who, due to illness, disability, a mental health problem or an addiction cannot cope without their help.

Our vision

Crossroads wants the role and contribution of unpaid carers of all ages to be recognised, and for them to have access to the support and services they need to live their own lives.

Our mission

Crossroads:

- *provide services that respond to the needs and outcomes of carers and those they support*
- *Work with service users and other stakeholders to influence service innovation and growth.*

Our values

We respect the individuality of both carers and those they care for and seeks to promote choice, independence, dignity and safety. We believe that carers should have access to high quality services that enable them to take a break from their caring responsibilities. We aim to provide a flexible, adaptable service that meets their needs and those of the person receiving care and support.

Our Charity Number is: 1059393
Our Company Number is: 3257547

Crossroads Braintree & Chelmsford is registered with and regulated by the Care Quality Commission (CQC) / Care and Essex County Council Social Services. As a condition of registration we are required to provide a Statement of Purpose. This provides detailed information about our organisation and the services we offer. If you would like to see a full copy of the document, please contact us.

Our Statement of Purpose is available on request.

MANAGEMENT

We are governed by a local board of trustees who are all volunteers. They bring a range of skills and experience to the board and have overall responsibility for the service.
See appendix 1 for details of our management and staffing structure.

HOW WE CAN HELP

Our service aims to be user-led and person-centred. We seek not only to meet personal care and support needs, but to identify a person's desired outcomes and wishes and to help them achieve these.

Agreed outcomes and requirements for the person with care and support needs will be documented in a person-centred, individual care and support plan which staff will work from during each visit.

The first visit is often used as a chance to get to know your CSW who will be providing the service and you will have opportunity to explain your usual routine to them.

THE DELIVERY OF CARE AND SUPPORT

Telephone queries will be responded to within 2 working days.
All correspondence will be responded to within 7 working days.

Crossroads respects the individuality of carers and people with care needs and seeks to promote their choice, independence, dignity and safety. We also believe that carers must have access to high quality services that enable them to fully benefit from a break from their caring responsibilities. We aim to provide a flexible and adaptable service that meets the needs of individual carers and those they care for.

Trained care support workers go into the home to take over the carer's responsibilities. They will undertake the tasks carried out by the carer so long as appropriate training can be accessed. In providing this service they may provide a personal care service for a person with care needs.

This may include support with feeding, mobility or with the administration of prescribed medication. We may also be able to provide help with more specialist care tasks. Our Personal Care policy provides details of basic and specialist tasks that we are able to undertake- please ask the manager or care co-ordinator if you wish to see a copy. Light housework may be undertaken by support workers. They are not responsible for any breakages with equipment etc whilst using them in your home.

ADDITIONAL SUPPORT SERVICES

In addition to the core service described above, Crossroads has also developed the additional support service of:

- Day respite centre offering an alternative to home care providing a safe, friendly and relaxed atmosphere both for carers and the cared for.

If at any point you have any issues or concerns with the service provided, feel free to get in touch with the Care Coordinator who will be glad to help.

PROCESS FOR THE DELIVERY OF CARE

Crossroads has an ‘open referral’ system so anyone can contact us and ask for our help, including families, carers, health workers, GP’s Social Services and other voluntary organisations. Once we receive a referral our Care Coordinator will come to your home to meet both you and the person you care for to access your individual care needs. If we are able to help you, we will draw up a personal care plan together, that suits your needs and will include details of the service, the times when the support has been requested and the frequency of support needed. We will ask you both to sign the relevant documents to indicate that you agree with the service to be provided. In order to ensure your safety and the safety of our staff, all agreed tasks would be risk assessed. (See section on Health and Safety)

The service is reviewed annually. Care plans and the service provision can be altered at any time to suit carer and the person with care needs. The Care Coordinator is always willing to discuss any problems that you may have with the service.

Many carers are entitled to claim the cost of Crossroads services from Essex County Council following a Carer’s Assessment, which all carers are entitled to. You can apply for a Carers assessment to determine eligibility for Direct Payments to cover the costs of our support. If the carer is not eligible for payment, we can still offer support but we will need to charge for the service. Personal care is not permitted under a direct payment

Our Care Coordinator will explain all this. Whether in receipt of Direct Payments or accessing our services privately we will send an invoice out to the carer on a monthly basis. Please be aware that additional charges are made for weekends and evenings.

A monitoring and evaluation questionnaire is sent to all the clients annually to ensure our high standards are being fully met. The results of the questionnaire are available in the office together with the full terms and conditions. Where a support worker is absent through illness or holiday, we will try our best to provide a replacement, although this cannot always be guaranteed. The Manager has the right to withdraw services if they feel a member of staff may be at risk from dangerous premises, dangerous equipment or physical abuse from a client.

Please note: Crossroads operates a zero tolerance of violence, threats or abuse (both verbal and physical) against our staff.

FOR CARERS AND PEOPLE THEY SUPPORT- OUR STANDARDS

Crossroads is committed to working with carers and people with care needs to provide a high quality, flexible service.

We demonstrate our commitment to carers and people with care needs through the “good practice” of having a series of agreed standards.

The Standards are “the assurances” that Crossroads gives about the quality of service which it delivers.

We aim to provide a regular/punctual service, however in order for us to be punctual to all our families, we ask that you return home on time at the end of your carer support workers allocated time with you.

Any waiting list will be monitored and contact made with carers or referrers if applicable.

The service provided will be monitored by the Care Coordinator annually, either postal or in person or more frequently if necessary.

QUALITY ASSURANCE-

Our Crossroads service is run for carers and people with care needs in accordance with our charity's objectives.

We carry out an annual audit of service provision, which takes the form of a confidential survey / questionnaire to service users. The results are then incorporated into our Annual Report.

We also comply with:

- the Care Quality Commission's Fundamental Standards in England
- the national codes of practice for health and social care workers

Please contact us if you would like information on how to access these documents.

KEY POLICIES AND PROCEDURES

1. HEALTH AND SAFETY

The care planner will carry out a full risk assessment of the service to be provided, paying particular attention to the following areas.

Equipment

As a householder it is important that you ensure any equipment staff might be required to use is in good working order. This includes electrical equipment such as kettles, cookers or vacuum cleaners and any special equipment such as hoists, stair-lifts, bath seats and wheelchairs.

Please note that staff are not allowed to bring any of their own electrical equipment (for example food mixers, irons, heaters) into your home.

Mobility assistance (moving and handling)

All mobility assistance and manual handling tasks will be assessed as part of the care and support planning process to ensure no-one is put at risk. We will involve both you (the carer) and the person with care needs (as appropriate) in all such assessments and will seek wherever possible to respect your wishes with regard to mobility issues.
All our care workers are trained in mobility assistance and receive updates on an annual basis.

First aid

Our care workers are trained in basic first aid.

Fire Safety

The care planner will discuss fire safety issues and evacuation plans with you and ensure staff know what to do in the event of a fire.

Smoke free policy

Crossroads believes that staff working in service users' homes are entitled to protection from second hand smoke. We therefore ask both you and the person with care needs not to smoke in the area of your home staff will be using for at least one hour prior to the visit, as well as during the visit, and to ensure that other family members and visitors do the same. Likewise, our staff are not permitted to smoke whilst in your home.

General Safety

Keep a look out around your home for possible risks to yourself or others and our staff will do the same. If you have any worries please talk to us and we will do our best to help.
Please note: We retain the right to withdraw our service at any time, should we consider a staff member to be at risk of injury or harm.

2. CONFIDENTIALITY

Mutual trust between Crossroads and the people using our services is central to the successful provision of care and support. We will ensure that:

- staff respect the confidentiality of those using our service
- personal information held by Crossroads is only made available to those directly involved in the provision of care and support

- confidential information is only disclosed if there is a legitimate need to know, and only with the prior consent of the person concerned, apart from in an emergency situation.

In the event of an emergency that may lead to someone being put at risk, staff have a responsibility to report their concerns and Crossroads is obliged to inform the appropriate authorities.

3. DATA PROTECTION ACT

All personal information is held in accordance with the Data Protection Act.

- We will seek consent from you (the carer) and the person you care for (as appropriate) to hold information about you.
- You will both be informed what information is held about you, for how long, what it will be used for and who it might be passed to.
- Information will be kept safe and secure and access to it limited to a small number of identified individuals, including inspectors from the Care Quality Commission / Care and Essex County Council Adult Social Care.
- You and the person you care for can ask to see your personal records, subject to a 40 day time limit to allow us to comply with your request.

4. COMPLAINTS AND COMPLIMENTS

We aim to provide a high quality service that responds to service user needs and wishes and welcome every opportunity to monitor and improve what we do.

If you would like to comment on our service, whether to compliment us on what we do or to make a complaint, we will be pleased to hear from you.

5. DIVERSITY AND EQUALITY

Crossroads recognises and respects carers and people with care needs as individuals and does not discriminate on the grounds of race, gender, marital status / civil partnership, sexual orientation, gender re-assignment, age, ethnic origin, disability, religion or belief, status or offending background.

Likewise we expect that all members of staff visiting your home will be treated with respect, courtesy and consideration at all times and that they will not be discriminated against on any of the grounds listed above. Any incident of abuse towards a member of staff could lead to the service being withdrawn.

6. PERSONAL CARE

Our care workers are trained to provide basic care, including for example support with:

- personal hygiene, including washing, bathing, showering
- the management of continence of bladder and bowel
- dressing and undressing
- mobility assistance

Prohibited tasks
There are certain tasks our staff are not covered by insurance to do, for example:

- ear syringing
- bladder washouts
- lifting an individual from the floor unaided

Please note: the above list is not exhaustive.

7. MEDICATION

The care planner will discuss whether you require staff to help with medication during a visit and precisely what help is needed.
Please note: this applies only to medication prescribed by a qualified medical practitioner. Our staff are not permitted to help you with medication you have bought yourself or with herbal remedies unless your doctor or pharmacist has authorised it.

Agreed tasks involving medication will be documented in the care and support plan and detailed records kept of all help given.

8. SAFEGUARDING ADULTS AND CHILDREN

Everyone working for Crossroads has a role to play in safeguarding children, young people and adults from abuse and our policies provide a framework to support the highest standards of good practice which begins with carefully selected, trained staff.

We have also developed close working relationships with other agencies and have clear reporting mechanisms in place to protect those who are at risk.

9. TERMS AND CONDITIONS

If you need to cancel a visit please do so by calling the office on 01376 529985 or emailing crossroads1974@outlook.com giving 48 hours notice. Cancellations made within 48 hours of the visit may still incur full charges.

All invoices are to be paid within 14 days of receipt. Services will be suspended if invoices are not paid.

GIFTS AND BEQUESTS

All staff are required to sign and adhere to the following;
This states:

- I will not accept any money or gift (other than a small token as described in the financial protection policy) which has been proffered as a result of my position in the scheme, unless they are donations to the organisation.

- I will not knowingly enter into financial transactions or be a signatory or beneficiary of a will or legal document (including cheques) for people using the services of the organisation (save for instances where the person is a close family member or partner, in which case I will declare my involvement to my line manager).

- I will not accept any money or benefits in kind left to me as a result of being a beneficiary of a will or legal document by people using services of the organisation (save for

instances where the person is a close family member or partner, in which case I will declare my involvement to my line manager).

INSURANCE
We ensure our staff are fully covered by insurance while they are working on our behalf.

You also have a duty of care to ensure anyone working in your home is kept safe and you might want to consider obtaining personal liability insurance to protect yourself in these circumstances. There is normally an additional section on a standard house contents insurance policy to cover this.

FINAL NOTE
If you have any questions or comment regarding the content of this guide, please do not hesitate to get in touch – we would be delighted to hear from you.
Also if you would like to see details of any of the policy documents referred, to please contact us.

APPENDIX 1

MANAGEMENT STRUCTURE

Finance/Business Development Officer: Danni Perry (Registered Manager)
NVQ level 4 in Business Management and NVQ level 5 (Diploma) in Leadership and Management for Health and Social Care (Adults)

Care Coordinator: Mandi Hopwood

Day Centre Team Leaders: Sarah Fox / Danielle Hannibal

Overseen by board of trustees

APPENDIX 2

RECENT FEEDBACK FORM OUR USER SURVEYS
The chemistry between client and carer is very good. My husband feels safe and much enjoys his time with them

We accept our carer as part of our family

Such a wonderful support, a lifeline for me, helps me to be able to engage with the world. Can actually make plans in advance

Always punctual, polite professional and accommodating

It has made me realise how a small amount of help can ease the stresses and strains of caring for someone. It has certainly eased pressure on myself and family members

It took me a long time to ask for help but I haven't looked back since our helpers came. It has been a godsend

I am very happy with your service and you are a massive help

I feel my support worker has become my friend

APPENDIX 3

SOURCES OF HELP
National Organisations:

Age UK	Telephone: 0800 169 6565 Email: contact@ageuk.org.uk Website: www.ageuk.org.uk
Alzheimer's Society	Telephone: 0845 300 0336 Email: info@alzheimers.org.uk Website: www.alzheimers.org.uk/
Carers UK	Telephone: 020 7378 4999 Email: adviceline-@-carersuk.org Website: www.carersuk.org/information
Carers Trust	Telephone: 0844 800 4361 Email: info@carers.org Website: www.carers.org/
Frank (Drug & Alcohol Support)	Telephone: 0300 1236600 Email: frank@talktofrank.com Website: www.talktofrank.com
Macmillan Cancer support	Telephone: 0800 808 00 00 Email: info@macmillan.org.uk Website: www.macmillan.org.uk
Mind	Telephone: 0845 766 0163 Email: info@mind.org.uk Website: www.mind.org.uk/
Multiple Sclerosis Society	Telephone: 020 8438 0700 Email: info@mssociety.org.uk Website: www.mssociety.org.uk/
National Aids Trust	Telephone: 020 7814 6767 Email: info@nat.org.uk Website: www.nat.org.uk
Parkinsons UK	Telephone: 0808 800 0303 Email: hello@parkinsons.org.uk Website: www.parkinsons.org.uk

Local organisations:

Carers First Essex Telephone: 0300 303 1555
Email: hello@carersfirst.org.uk
Website: www.carersfirst.org.uk/essex

Essex Adult Social Care: Telephone: 0345 603 7630

Email: socialcaredirect@essex.gov.uk
Website: www.essex.gov.uk/adult-social-care-and-health
Out of hours telephone number: 0345 606 1212

Essex Wellbeing Service Telephone: 0300 303 9988
Email: provide.essexwellbeing@nhs.net
Website: www.essexwellbeingservice.co.uk

APPENDIX 4
REGULATOR CONTACT DETAILS

Care Quality Commission

Address	CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA
Telephone number	Telephone: 03000 616161 Fax: 03000 616171
Website details (on line contact available via website)	http://www.cqc.org.uk/content/contact-us

WHERE TO FIND US:

Crossroads Braintree and Chelmsford

Address	**Unit 307, Lakes Innovation Centre, Lakes Road, Braintree, Essex CM7 3AN**
Telephone number	**01376 529985**
Email/ Website	crossroads1974@outlook.com **https://crossroadsbraintreechelmsford.co.uk/**
Office hours	**Monday to Friday 9am to 4pm**

Last revised October 2026