

What Our Family Carers Say

“The care given to us by Crossroads Care has been wonderful. It has been like a favourite aunt visiting who enjoys their time with my son. Knowing he was safe and happy gives me time to be able to relax without having to worry. You have made a huge difference to our lives”.

“Crossroads enables me to go out and enjoy my hobby with my neighbour knowing my wife is well cared for by Crossroads Care”.

“Crossroads are my salvation. I can do what I like to do, without stress or worry about my husband, knowing he is in good hands. Above all my husband is happy to have me replaced from time to time”.



Contact Us

If you would like to know more about our Tailor Made Service please contact us :

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A Tailor Made Service

CROSS
ROADS
CARE



CROSS
ROADS
CARE
FOR
YOUR
PEACE
OF MIND

Are you struggling to look after a family member or friend who is ill, frail or disabled?

Are you worried about a family member or friend who is finding it hard to manage alone?

Crossroads Care offers a range of services which can be tailored to your needs.

Peace of mind

We can offer family carers regular breaks by coming into your home and stepping into your shoes. **We can provide reassurance and peace of mind** to family members worried about a relative who is living alone.

Crossroads Care is a charity and has 35 years of experience of providing care. We are well known for the quality of our service and try hard to fit into your life not the other way round. We know that reliability, flexibility and continuity are important to you **so you will have the same support worker or support worker team so that you can get to know and trust them.**

We employ staff who are fully trained and who provide a professional service. They love their work and their training and experience means they understand what family carers and the people they care for need. **They know the simple things that matter, they do the hard jobs with a smile and they take pleasure in fitting into your life.**

As a charity we work for people not profit. Our office is based in Bury St Edmunds and Ipswich and our staff all live locally.

What Does our Tailor Made Service offer?

We offer a menu of services and will tailor these to your needs. We will come and visit you to find out what support the family carer and/or the person with care needs requires and agree a personal care and support plan with you.

If there is something you want us to do for you which is not on our menu just ask us. Subject to us having staff available we can provide the service at any time and for any duration. We can recruit staff specifically to support you.



These are some of the things our staff can provide:

For the Family Carer

- Regular break for family carer
- 1/1 support for family carer
- Signposting to other useful services
- Introduce to carers groups and networks
- Support for bereaved family carers.

Personal care /medical care for the person with care needs

- Rehabilitation e.g. after stroke
- Help with bathing and dressing
- Help with oral feeding
- Continence care
- Getting up/putting to bed
- Assistance with mobility/transfers/ wheelchairs
- Support with and administration of medication
- Assistance with appliances e.g. hearing aids, artificial limbs, specs
- Care of skin, hair including shaving
- Care of pressure areas/prevention of sores
- Care of mouth and teeth including dentures
- Basic first aid/ calling emergency services when required.

Companionship services/wellbeing

- Company for cared for person-conversation, playing games, reading the papers, hobbies and crafts
- Escort to appointments
- Take on outings
- Reminiscence
- Introduce to other people through groups
- Help with physical exercises
- Pampering e.g. massage, cosmetics and footbaths.

Home help

- Light housework
- Help washing, ironing, sorting laundry
- Make beds
- Prepare meals
- Light washing up
- Fetch shopping
- Order shopping on line
- Assist with pet care
- Plant care and light gardening e.g. care of potted plants.

Administrative

- Make appointments
- Help with administration
- Finding out about services
- Help with forms
- Help writing letters and memoirs.

Tailor made to your needs

Various specialist tasks can be carried out by staff once customer specific training is given e.g. assisting with artificial feeding, catheter care, colostomy care, assistance with home dialysis, administration of medication by specialist means e.g. PEG feeding etc



How much does it cost?

We aim to offer high quality services at a price which you can afford and to provide a choice of services to suit your budget. Services can be paid for from your Personal Budget if you have been allocated one or you can pay privately. [See out separate list of charges.](#)