

**YMDDIRIEDOLAETH
GOFALWYR**

Gogledd Cymru
Gwasanaethau Gofal Croesffyrdd

**CARERS
TRUST**

North Wales
Crossroads Care Services



**CARING
FOR
CARERS**

ARE YOU A CARER? WE CAN HELP

Carers Trust North Wales is a registered charity and a Network Partner of Carers Trust, the UK national organisation of local carer charities. We have been providing practical and emotional support to unpaid carers across North Wales since 1980.

We are registered with the Care Inspectorate Wales to provide services to both adults and children and we are an Approved Provider of Care for the Betsi Cadwaladr University Health Board and the local authorities across North Wales. Our support can therefore be given to carers and people with care needs of all ages and health conditions.

**AS A CHARITY
WE CARE FOR
PEOPLE
NOT PROFIT**



Office Suite 39 & 40, Quinton Hazell Enterprise Parc, Glan Y Wern Road,
Colwyn Bay, Conwy, LL28 5BS.

Tel: 01492 542212

Web: www.nwccrossroads.org.uk | Email: northwales@ctnw.org.uk

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Carers Trust North Wales Crossroads Care Services is a company limited
by guarantee registered in England & Wales Number 6205600

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**LOCAL
SERVICES
CARERS
TRUST**
in North Wales

WHAT DO WE DO?

We offer a wide range of services to unpaid carers, but our core service is providing respite care (also known as replacement care or a 'sitting service') in people's own homes or in the community. This allows carers time to themselves knowing that the person they care for is in safe hands. Each carer and the person they care for will receive a unique service ranging from the low level provision of companionship to high level personal care. This service is available for all age groups, disabilities or health conditions, and can be delivered through either the medium of Welsh or English.

CARER RESPITE IS A LIFELINE NOT A LUXURY



Respite care in your own home may be funded by local authorities, but for more information and advice on how to access this type of support, please ring us on **01492 542212**.

You can also choose to pay directly for this type of care, we call this **Gwalia Care**. For our competitive prices, please ring on the above number.

OUR STAFF

Our staff are paid employees, we do not use volunteers to provide respite care. All our staff are highly trained and are sensitive to the emotional pressures of caring. As far as possible, the same Carer Support Worker will visit the same family so its no surprise that we build long and trusted relationships with the people we support. Every Carer Support Worker has undergone an up-to-date enhanced DBS check and is registered with Social Care Wales.



**“MY CARER SUPPORT
WORKER GOT IT RIGHT
EVERY TIME, SHE WAS
VERY SUPPORTIVE AND
PUT MY MIND AT REST.”**

MORE SERVICES...

CARERS' HEALTH APPOINTMENTS OR ILL HEALTH

If you are a carer and are experiencing some ill health yourself or if you have a health appointment to attend but are unable to leave the person you care for at home on their own, we can provide short-term respite/replacement care to make sure you can look after yourself. Health appointments can include trips to the optician, dentist, GP, hospital appointments, treatment, physio etc. We can provide up to 12 weeks support over a 12 month period funded by Betsi Cadwaladr University Health Board.

DEMENTIA

Carers Trust North Wales offers specialist Dementia Support and we work with partners to deliver the **Memory Support Pathway** across North Wales. If you or the person you care for has cognitive impairment or has a diagnosis of dementia, our Dementia Centres have a range of resources for you.

Our Dementia Centres have been co-designed using the expertise of the people accessing Dementia services in North Wales. They have the knowledge and insight of what is important to them, and we are constantly evolving to provide a one-stop shop for Dementia.

**“WE REALLY APPRECIATE YOUR
FIRST-HAND KNOWLEDGE AND
EXPERIENCE AND THE PASSION
YOU HAVE FOR HELPING FAMILIES
THROUGH SOMETHING YOU
UNDERSTAND SO WELL.”**

For your nearest Dementia Centre and to find out what's going on, please ring our Dementia Team on **01492 542212**.

**"THIS SERVICE HAS BEEN
AN ABSOLUTE LIFESAVER
FOR MY FAMILY. THE
CHILDREN HAVE REALLY
ENJOYED THE FEELING
OF INDEPENDENCE THEY
GAIN WITH YOU."**



CHILDREN AND YOUNG ADULTS' SERVICES

Our children and young adults' services support young people aged 0-25 years, their parent carers and families by offering respite and supported social opportunities. We have trained and experienced staff who work with children with additional learning needs and disabilities, delivering 1-1 support at home and in the community.

We provide a number of different groups, trips and activities where young people can come together to have some fun and make friends, increasing their social and communication skills, confidence and self-esteem, whilst in the care of our experienced staff who can provide personal care and administer rescue meds if necessary.

We also have a Parent/Carer Wellbeing Officer who offers families practical and emotional support. The service is entirely person-centred, tailored to the individual family's own needs and circumstances.

WELLBEING

Our Wellbeing & Inclusion Team work in the community and can also visit carers in their own homes to provide advice, guidance and support on a range of issues related to caring. The Team can provide a listening ear to unpaid carers of all age groups, and can help to alleviate loneliness and isolation by putting people in touch with other services which are available in their local areas.

In addition to this, Wellbeing Officers can look at ways of how carers can maximise their income with advice on budgeting, making cost savings and energy savings. They can also help with benefit checks and assist carers to access individual grants which may be available to them.

Our Wellbeing Team are available outside usual working hours to ensure there are no barriers to accessing this service. If you would like to contact our Wellbeing Team, please ring **01492 542212** and we can put you in touch with your nearest Wellbeing Officer.

GOVERNANCE

Carers Trust North Wales is expertly led by our Board of Trustees who bring a wealth of knowledge, skills and experience to the organisation. They also have insight into the challenges and issues carers face as most are either carers or ex-carers themselves. If you are interested in becoming a Trustee, please get in touch with us.

WE OFFER CARERS PEACE OF MIND



QUALITY

We are renowned for the quality of our services, and we know that reliability, flexibility and continuity are important to you. We regularly ask for feedback from our customers to help us strive for improvements. In addition to this, we have been awarded the UKAS accredited ISO 9001, the world's most recognised quality management system standard. The award officially demonstrates our ability to consistently provide services that meet customer, statutory and regulatory requirements.

CARE INSPECTORATE WALES

The Care Inspectorate Wales is the independent regulator of social care and childcare in Wales. As regulators, CIW provide assurance on the quality and safety of services provided. For our latest Care Inspectorate Wales Inspection Report for verification of the quality of our services, please visit their website: <https://www.careinspectorate.wales/>

SUPPORTING US

We are a professional organisation, but we are also a charity and need the support of our community. The more donations we receive, the more carers we can support in North Wales. We guarantee that each donation is spent locally in the county we receive it from.