

## SERVICES AVAILABLE

- Day Respite in the home.
- Emergency night care to avoid admission to Hospital.
- Support, advise/information for Carers.
- Support for elderly and vulnerable people living alone.

(Services are dependant on continuation of funding and availability of staff).

## PROCEDURE

- Client will be referred to Manager.
- The Manager will visit to assess respite needs, special training needs and carry out a risk assessment.
- Care Plan will be drawn up, agreed with carer/client and copy placed in the home.
- The Manager will match needs with a Care Attendant.
- Service will be provided by a small team of 2-3 Care Attendants, if possible.
- Care Attendant will be introduced to the Client/Carer by the Manager.
- The Manager will arrange any special training required.
- Emergencies or request for variation in the service will be responded to promptly.

## CHARTER OF RIGHTS

- Crossroads Care Harris is committed to treating carers and people with care needs with respect and sensitivity, recognising the right to privacy, dignity and value of each person for whom a service is provided.
- Confidentiality will be maintained at all times.
- Carers and people with care needs will be supported in exercising self-determination, making choices and maintaining their independence.
- Carers and people with care needs will be involved and consulted about the support to be provided by Crossroads Care Harris.
- Crossroads Care Harris is committed to responding to the diversity of needs presented and developing appropriate quality services. These will be flexible to meet the needs of each carer and each person with care needs, taking account of safety, individual beliefs and relationships with others.

## CARERS

## DESERVE

## A BREAK

**CROSSROADS**  
*Caring*  
*for* **Carers**  
**HARRIS**



## CONTACT US



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**Council Offices, West Tarbert, Isle of Harris, HS3 3BG**

**Scottish Charity Number SC050188**  
**Care Inspectorate Reg No: SC2020380435**

# ABOUT US

Crossroads has been in operation since August 1985. It changed to a SCIO in December 2020 and was re-named **Crossroads Care Harris**.

Crossroads Care Harris is affiliated to Crossroads (Scotland) and complies with Health and Social Care Services.

Crossroads Care Harris is a community based organisation serving the community and dependent on the support of the community.

Crossroads Care Harris is funded by community fundraising and donations, and with a grant from the Western Isles Health and Social Integrated Joint Board and grants from charities.

Crossroads Care Harris does not charge for the service. It has a Reserves Policy, which ensures, that if funding sources cease, clients will be given sufficient notice to enable them to make other arrangements.

Crossroads Care Harris has an Equality Policy which ensures that **everyone** is treated equally.

Both staff and management are bound by our Confidentiality Policy and Code of Conduct.

Crossroads Care Harris is registered with Social Care and Social Work Improvement Scotland. Registration No. CS2020389435. Inspection Reports are available from Office or the SCSWIS Website: [www.scswis.com](http://www.scswis.com)

- Crossroads Care Harris is a Scottish Charitable Incorporated Organisation that provides trained staff to take over the Carer's role for an agreed period of time.
- Crossroads Care Harris Staff are PVG checked, go through a recruitment process which requires two referees and are fully trained to carry out their duties. All staff are registered with Scottish Social Services Council and are signed up to SSSC Code of Practice.
- Caring can be a 24 hour job which can lead to the Carer becoming isolated and stressed because they are unable to leave the person they look after.
- Crossroads Care Harris aims to prevent Carers from becoming ill through exhaustion and therefore unable to carry on caring.
- Carers receive regular support at a time they choose.
- Crossroads Care Harris gives peace of mind to relax, socialise or just rest.
- Crossroads Care Harris provides practical help to any Carer, regardless of the age, disability or illness of the person being cared for.
- Crossroads Care Harris is highly appreciated in the community and a Care Attendant's job is a very rewarding one.

**CROSSROADS**  
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*for* **Carers**  
**HARRIS**

**“The service is invaluable to us as a family.”**



**“The service has allowed me time to see friends, family and give me a break from caring.”**

- If you need a break
- If you need a variation in the service
- If you know of anyone who needs a break

## CONTACT US

Or

Ask your G.P., Community Nurse or Care Manager to refer you.