

## Funding Our Service

We are a registered charity. We do not make a profit. Currently we support some 1,500 carers in Surrey, and we have 500 more on our waiting list.

## Self Funding

Our service is funded by grants from statutory authorities and charitable trusts, from fundraising, legacies and donations. The support that we can deliver to carers is limited by our ability to find income.

However, we can provide additional support for carers who wish to purchase support from us, which includes carers in receipt of Direct Payments or Carer Break Vouchers.

**If you think that our service could help you, contact our office to discuss your requirements.**

## Ways That You Can Help

- make a donation
- adopt us as your charity of the year
- help us with fundraising
- volunteer: you will be welcome, whatever time, skills or experience you have to offer.

**Crossroads Care makes a difference to carers' lives.**

## Making contact

We operate out of six local offices across Surrey. If you are not sure which is your nearest office call any of these telephone numbers and we will be glad to advise you.

**East Surrey** (Tandridge, Reigate and Banstead)  
01883-714641

**Mid-Surrey** (Mole Valley, Epsom and Ewell)  
01372-363300

**Guildford & Waverley**  
01252-313323

**Elmbridge**  
01372-469942

**Woking & Surrey Heath**  
01483-766336

**Spelthorne**  
01784-446294

**Web-site:** [www.surreycrossroads.co.uk](http://www.surreycrossroads.co.uk)

Surrey Crossroads is a registered charity Number: 1125048 (trading name: Crossroads Care Surrey)

Registered office:  
Residents' House,  
Community Walk,  
Esher,  
Surrey,  
KT10 9RA

Registered company number: 6303805

**Crossroads Care means peace of mind**

**CROSS  
ROADS  
CARE**

Surrey

**SUPPORT  
FOR  
CARERS**



## What is a carer?

A carer is someone who looks after a friend or relative with an illness or disability. This could be a child, young person or adult. There are over 100,000 unpaid carers in Surrey, many of them on call for '24/7'.

## How does Crossroads help carers?

We provide trained staff who take over the caring responsibility for a few hours whilst carers take a break - a chance to go to work, go shopping, meet with friends, look after their own health needs, or spend time with their other children.

## Peace of mind

Carers can take these breaks with peace of mind because we send the same Crossroads staff member to their house each time and we work to a detailed care plan which is regularly updated.

We treat each person who is cared -for as an individual and aim that they should enjoy the break too. E.g. we take an autistic boy rock climbing, whilst an elderly lady with dementia likes to go to the park to feed the swans.

**Crossroads Care for people not profit**

## 5 Ways We Care More

### 1. Professional Care

We train - and continuously retrain - our staff. We are also regulated by the Care Quality Commission.

### 2. The Carer's Assessment

We always begin by spending time with the carer, in their home, getting a detailed picture of their needs and those of the person they care for.

### 3. The Care Plan

We work to a detailed care plan, which includes not only essential medical and dietary information but also activities that the person cared-for can undertake and will enjoy, if appropriate.

### 4. Caring For Life

We are committed to sending the same care worker each time, providing continuity of care and emotional support. Some of our staff have worked with the same families for over 10 years.

### 5. Putting Carers First

We treat every carer as an individual, and try to provide the breaks that are most valuable to them.

**Crossroads Care for the quality of carers' lives**

## What do carers think?\*

**96%**

say that they can go out with peace of mind when Crossroads take over.

**93%**

think that our staff are very well trained.

**90%**

say that Crossroads has helped them keep going.

**79%**

believe that Crossroads has helped them stay in better health.

“

**A morning 'off duty' and free of caring responsibilities has helped me keep motivated and healthy**”

”

Mary cares full time for her husband who suffered a stroke.

\* from questionnaires returned by 493 carers in Surrey

## How does Crossroads help us all?

Regular breaks improve the health of carers, enabling them to keep going. According to a Leeds University study, unpaid carers save the government £87 billion per annum.

**Crossroads Care - relieving carer stress**