



1:1 CARE & SUPPORT

Care and Support at Home or in the Community

Care at Home

Crossroads regulated care services empower people to remain living in their own homes safely and for as long as possible.

Carers Respite Breaks

Crossroads respite care services allow the main informal carer, family member or friend to recharge their batteries, take time away from the caring role, go on holiday or just have a few hours away for a break.

Raizer Lifting Chair

The chair enables Crossroads to provide a vital service in the community, supporting people prone to falls.

Domiciliary Care

Personal care and support. Including help with medication, getting up in the morning or going to bed in the evening, meal preparation or overnight care.

Hospital to Home Service

Crossroads provide a Hospital to Home service, where our trained staff support people leaving hospital to transition back to home life. Their goal is to rehabilitate you and be there to provide help until you are well and able to manage independently and safely.

End of Life Care

Crossroads specialist palliative care team provide support for people with a life-limiting illness. It is our aim to support people and their families to maintain a good quality of life, including being as well and as active as possible.

Dementia Care

Each member of Crossroads team complete detailed qualifications on providing support for people living with dementia.



“

This has been a wonderful service for two reasons. The first is that my husband gets one to one attention and he has gained a lot of trust and rapport with the girls. The second is that I can pursue my hobby and have a complete break away from the house.

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“

I have taken the house off the market as I will not get the care and support for my husband anywhere else like he gets here with you at Crossroads.

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ACTIVE LIVING SERVICES

Active Living Services

Active Living Day Centre

Crossroads Active Living Centre provide a range of themed activities throughout the year. The group provides people with care needs, or those living in social isolation, with a chance to improve health, wellbeing and their social lives in a safe, secure environment.

Gents Pub Lunch Club

The Gentleman's Pub Club is a group for people who due to ill health, isolation or age, are not able to get out of the house as much as they would like. The monthly groups run across the Forest of Dean and promote independence and wellbeing, whilst providing a respite break for unpaid carers.

Befriending Service

The Befriending Service is an innovative scheme that enhances wellbeing and quality of life for people who are living with dementia or are socially isolated.

Memory Café

Memory Cafés are groups for people living with dementia or other memory related illnesses, their carers, families and friends. Attendees come along and enjoy the friendly conversation and companionship, receiving advice and support from peers and professionals.

Friendship Group

Crossroads run weekly Friendship Groups which brings together unpaid carers, members of their family and people who live with dementia. The group take part in activities which are suitable for people who live with memory difficulties and we run a trip out on the second Monday of every month.

Choir Group

Crossroads Active Living Choir Group runs within our Day Centre, meeting regularly to sing and rehearse.

Bathing & Pampering Service

The service takes away the stress of having a bath at home if you are at risk of falls. Trained staff are on hand and mobility equipment is available, so take the opportunity to sit back and enjoy this relaxing pampering session.

Carers Social Events

Crossroads Active Living team arrange regular social events for unpaid carers and those they support. These events provide unpaid carers with an opportunity to have a break from their caring role, safe in the knowledge that their loved one is being cared for in a safe, welcoming environment.

Ladies Lunch Group

The Ladies Lunch Group is designed for those who due to ill health, isolation or age, are not able to get out of the house as much as they would like. The group often take part in activities such as shopping, crafts and other interests recommended by attendees.

Skittles Group

The Skittles Group is open for anybody with care needs or living in social isolation. Clubs and groups have fully trained support staff on hand, who can also provide help with mobility, should it be required.

Dog Days Social Group

The Dog Days Social Group provides an opportunity for people living with dementia and their carers to take part in dog-themed activities and interact with trained, well behaved dogs.



“

A big thank you for our super Pamper Day. We all had excellent treatments, lovely lunch and plenty of drinks, plus it was lovely to sit and chat with a lovely group. Thank you for all your hard work.

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“

I am really impressed with the professionalism and organisation. Everyone seems to have a nice time.

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TRAINING & DEVELOPMENT

Recruitment, Training, Development of People

Career Development with Crossroads Gloucestershire

New people join Crossroads for a variety of reasons. Most commonly, it is because candidates want to work for a local charity, add social value to their community or empower people who are less fortunate to maintain their independence and improve their quality of life.

However, for others, the chance to work for Crossroads Gloucestershire provides a fantastic opportunity to learn key skills or gain valuable experience.

Our innovative induction and training schemes provide a fantastic platform for people at the start of their career or for those looking to switch to another profession.

Staff training and employee development includes access to the following certificated courses:

- Dementia Awareness Training
- Dementia Link Worker Training
- Dementia Lead Training
- Parkinson's Explained
- Mental Health Training
- Age Simulation Training
- End of Life Training
- First Aid Training
- Medication Training
- Moving and Handling
- Safeguarding Training
- Mental Capacity Training
- Food Safety Training
- Infection Control Training
- Health and Safety Training
- Diabetes Training
- Epilepsy Training
- NVQ and Diploma's in Health and Social Care.

Additionally, employees have the chance to develop critical experience working with a range of people with different needs. This can range from mobility challenges, advanced dementia and frailty to those who live in social isolation and in need of companionship and emotional support.

These qualifications and experiences enable people to start a successful career within health and social care, leading to senior positions within our organisation or with one of our partners in the community.



“

I would like to take this opportunity to thank you sincerely for the care and compassion that your team gave to my wife during what was a very difficult time for her. The carers were very professional, caring so much for my wife with that personal touch that not only helped her, but me also.

“

”

No other care company compares to Crossroads; you are the kindest organisation out there and we would definitely recommend your services.

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OUR HISTORY

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About Crossroads

Our Story

The Crossroads schemes began in 1975 following the popular television soap 'Crossroads.' In the soap, there was a character called Sandy. He was a wheelchair user and cared for by another character named Meg. At the time, the television production company received letters of complaint stating the portrayal of the role of a carer was inaccurate. To their credit, the television production team donated £10,000 to fund a research project into the number of carers out there and how they could be supported. It concluded that what carers really needed to continue providing their role was respite breaks.

Our own Crossroads scheme was launched in 1996, originally created to provide respite breaks for carers in the Forest of Dean. Over the

years, we have diversified and now support carers, people living with disabilities, mobility challenges, dementia or in social isolation.

In 2020, we changed our name to 'Crossroads Gloucestershire' to reflect the wide range of services we provide across the entire county.

Our Vision

Our vision is of a community where carers and people with care needs have ready access to a range of quality services that meet their individual needs and support their long-term health and wellbeing.

Our Mission

Our mission is to be and be recognised as, the provider of choice for the provision of quality services for people throughout Gloucestershire, offering help and support to those with care needs and

their carers. We will promote and provide a flexible, high-quality service to meet the needs of carers and those needing care.

Our Strategic Objectives

Crossroads long-term organisational goals help us to continuously improve business operations and meet our targets set by the vision, mission and strategy. Across Gloucestershire, Crossroads are striving towards becoming the employer, partner and provider of choice.

Our Values:

Compassionate – Our person-centred approach means we will appreciate other perspectives and always do what we can to help.
Aspiring – We will always strive to be better.

Reliable – We will be worthy of your trust, act with integrity and be responsible for our actions.

Inclusive – We believe that everyone is important and will work with others to achieve the best outcomes for our community.

Not-for-Profit – We believe in being professional and efficient, and giving back to our community.

Generous – We will be kind and understanding, and always try to go above and beyond.

Together, our organisational values form the acronym CARING. They describe the core ethics and principles that our organisation and each member of our team must adhere to.



“

I would like to take this opportunity to thank you for the care and help you have given to my mother over the last six years. The services provided were of exceptional quality and I could not have managed to keep her at home all this time without your help.

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