

CROSSROADS – Caring for Carers

How we can help you

Crossroads aims to provide a high quality, home-based respite service, which is both flexible and adaptable to meet the individual needs of carers and those they care for. Our service is normally available at the time you most need it.

Your Care Support Worker is a skilled, trained, paid member of our staff and will do whatever the regular carer would normally do without significantly changing your routine. This can include personal care such as help with feeding, assistance with manual handling, bathing, dressing or management of continence. We may also prepare a meal, undertake shopping, , or perhaps sit in for a while.

You will have discussed your needs with the Manager, who will have described the type of duties a Care Support Worker can perform and whether Crossroads help is appropriate for you. If the Scheme is able to help you, the Manager will have agreed with you the time when help will be provided and how often this will be.

The Manager will normally introduce your Care Support Worker to you and you will have ample opportunity to explain your usual routine to her or him. Where a Care Support Worker is absent through illness or holiday, we always try our best to provide a replacement, although this cannot always be guaranteed.

The Scheme is sadly limited in the number of hours that it can provide, however your Manager always tries to meet your needs and to provide you with as much help as the Scheme can manage.

If you feel that your needs have changed for some reason or you would like to alter your arrangements please feel free to contact the Manager or send a message through your Care Support Worker.

Remember - we try as far as possible to remain a user-led service and to fit our service around your needs.

Why do we need a Comments & Complaints Procedure

Crossroads is keen to provide you with a high quality service that responds to your needs within the limitations of our resources. In doing so, we do our best to take into account the views and wishes of those who require help from us. We welcome every opportunity to monitor and improve our service; and having a Comments and Complaints Procedure is one way of doing this.

If you would like to comment about our service, whether it is good or not so good, we will be pleased to hear from you as soon as possible after whatever happened.

Please don't be afraid that you may lose the service or that you will be thought of as a nuisance by complaining. Our service is only as good as you allow it to be!

Who can Comment or complain

The procedure is for any of Crossroads users - carers or people being cared for, their friends and family, people who are on the waiting list or who may have been refused a service, statutory services, other voluntary bodies and staff.

What you can do

You can make a comment or complaint either in person, by telephone, or in writing. If you wish you may use the assistance of a friend or relative in doing this, or you may prefer a member of staff to write it down for you in a way which is acceptable to you.

We hope that the vast majority of queries, concerns or complaints can be sorted out straight away with your Care Support Worker or the scheme Manager, who will listen carefully to what you have to say. The Manager will then either change the service or explain to you why this cannot be done.

Your query will normally be acknowledged within 48 hours and will then be responded to within 7 days. All queries will be recorded so that the scheme can monitor the quality and effectiveness of its service and its response to any problems that might occur.

What happens next

If you feel the matter has not been satisfactorily resolved by the Manager or if your complaint involves the Manager and you feel unable to discuss it with him / her, you may write to the Chairperson of the Management Committee at the Scheme's address. The letter and the envelope should be marked 'Personal and Confidential' and will be forwarded to the Chairperson, unopened, who will acknowledge it within 48 hours and respond within 28 days. (In the event of the Chairperson being absent through holiday or illness, the correspondence will be forwarded to a nominated member of the committee).

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Your complaint will be dealt with in the strictest confidence. However, if your complaint concerns a member of staff, the person concerned will normally be informed unless you specifically request otherwise, although this may limit the extent of further investigation.

What if I am still not satisfied

You can ask the Chairperson for your complaint to be considered again by a small Review Panel, involving a Committee member (not the Chairperson), an independent subscribed Scheme member (not on or involved with the Committee) and the Divisional Officer from Crossroads National Association. This panel will normally meet within 28 days of your request.

You will be notified in writing about the time and place of the meeting at least 10 days beforehand, so that you may attend, accompanied by a friend or relative, if you wish. Alternatively, you may wish your friend or relative to attend and speak for you if you feel unable to do so.

The Review Panel will let you and the Management Committee know its recommendations within 7 days and the reason for it. The management committee will then seriously consider the recommendations and let you know their decision within 28 days.

This will be the final stage in the Comments and Complaints Procedure, but this does not affect your right to contact your local MP, the local Ombudsman / Commissioner for Complaints, or the Authorities who fund the Scheme.

We hope that you will always be satisfied with our service and look forward to receiving your comments. If we get it right or wrong we'd like to know.

CROSSROADS CARING FOR CARERS

Guidelines for People Using Crossroads Schemes On How to Make Comments and Complaints About the Service.

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