

## Short Break Service

Crossroads Lewis is pleased to offer our Short Breaks to carers resident on Lewis. The service is funded by Shared Care Scotland and the Carers' Information Strategy Group. We have received excellent feedback from both carers and service users on the service over the last three years.

A Short Break enables carers to take an extended break from their caring duties e.g. to have a short holiday or attend a family occasion.

*Our Short Breaks Service delivers 24 hour care over three nights/four days. Breaks can be shorter (or longer in special circumstances.) All care is provided through our Care Attendant team, who would be present in your home for the duration of the break, delivering waking and sleep-in support to the service user as required.*

We are able to offer one break per carer until our funding ends on October 31<sup>st</sup> 2015. Priority is given to those carers unable to use statutory residential respite. If you feel you would benefit from one of our Short Breaks, please get in touch and the Manager will come and assess your eligibility, needs and expectations from the service. Our Short Breaks service is free, but as funding is limited, breaks are allocated on assessed need and on a first-come, first-served basis.



## About Crossroads Lewis

Crossroads Lewis continues to provide the highest quality care at home for the people of Lewis.

We are an independent charity, founded in 1986, and regulated by the Care Inspectorate, Crossroads Caring Scotland, our Board of Management, Scottish Social Service Council and our funders CHaSCP (Western Isles Health Board and Comhairle nan Eilean Siar.)

We are currently graded 'Excellent' by the Care Inspectorate on all levels: Quality of Care and Support; Quality of Staffing and Quality of Management & Leadership.

We offer services to carers and those living alone, regardless of age, disability or illnesses.

Our Core, Respite, Short breaks, Good Night's Sleep and Palliative services are all delivered through our team of twenty part-time Care Attendants, who are fully trained and paid for their work with Crossroads Lewis.

The scheme is run by a Board of Management, the Manager, Rhoda Macdonald and Assistant Manager, Karin Slater.

Please visit our website for more information: [www.crossroadslewis.co.uk](http://www.crossroadslewis.co.uk)

## Service Request/More Information

We hope you have the opportunity to take advantage of our Short Breaks Service. If you would like to find out more, please contact the Manager or complete your details in the space provided, return to the address below, and we will be in touch:

Rhoda Macdonald (Manager)  
Crossroads Lewis  
Grianan  
Westview Terrace  
Stornoway  
HS1 2LD  
01851 705422  
info@crossroadslewis.co.uk  
www.crossroadslewis.co.uk

Be assured that all information provided to Crossroads Lewis is governed by our Codes of Confidentiality and Data Protection Policy.

Name:.....

Address:.....

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Telephone:.....

## Quality Assurance

Crossroads Lewis is committed to providing the highest quality care to all its service users and their carers.

Quality systems are in place to check if service users' and carers' needs are being met, and for handling suggestions and complaints.

Crossroads Lewis adheres to the National Care Standards and the Scottish Social Services Council Codes of Practice. Copies of these are available on request.

The Care Inspectorate examine and report on the service regularly. This report is also available on request or may be found on the Care Inspectorate website at [www.careinspectorate.com](http://www.careinspectorate.com)

We are also committed to regular audits through the Crossroads Quality Assurance Scheme (CRQAS).

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What carers and service users say about Crossroads' Short Breaks:

*'Able to relax'*

*'Wonderful service'*

*'Made me know I'm not alone'*

*'Fantastic'*

# Short breaks fund

*The Short Breaks Service has been financed through Shared Care Scotland and the Carers Information Strategy Group.*



**28 Years of providing care at home to the people of Lewis, regardless of age, disability or illness.**

**Scottish Charity No. 017522**



# Short breaks fund

**Are you caring for a relative or friend?**

**Would you benefit from an extended break from your caring duties?**

**Crossroads Lewis is pleased to offer its *Short Breaks Service* to those eligible and resident on the Isle of Lewis.**

**For more information please contact the Manager on the details below:**

**Rhoda Macdonald  
Crossroads Lewis  
Grianan  
Westview Terrace  
Stornoway  
HS1 2LD  
01851 705422**

**[info@crossroadslewis.co.uk](mailto:info@crossroadslewis.co.uk)  
[www.crossroadslewis.co.uk](http://www.crossroadslewis.co.uk)**

**SC No. 17522**