

What our customers say

“The staff from Carers Trust have supported me in being able to remain at home and do some of the normal daily tasks I used to do before my illness. I enjoy our chat every day when they come to help me get up, washed and dressed. I would be lost without them.”

“I feel confident in my choice of Carers Trust to support my Dad who has dementia.”

“Carers Trust help me with my son who has a severe learning disability. He has been able to stay within our family unit in our own home and, with their support, remain as independent as possible.”



Call us: 0115 962 8920 (select option 2)

Email us: hello@carerstrustem.org

Connect with us:  CTEastMidlands

 @CarersTrustEM

Website: www.carerstrustem.org/our-services

Home care
Community choices
Respite care
End of life support
Specialist dementia care
Befriending

If you require this information in an alternative format, please let us know.

We are registered with the Care Quality Commission – the independent regulator of health and social care in England.

Our performance assessment rating is GOOD against all criteria: safe, effective, caring, responsive and well-led.

For further information, please visit www.cqc.org.uk/provider/1-119231049.

Home Care

Do you or a loved one need care support at home?



We can provide a range of personalised and flexible services to suit your needs across Derby City and Derbyshire

Contact us to find out more:

0115 962 8920
hello@carerstrustem.org

Are you or a loved one looking for some **extra support** at home?

Carers Trust East Midlands has a skilled network of care workers who provide a wide range of regulated services to local people, of any age, who are in need of support at home.

We can assist you if you are elderly and frail, physically disabled, have a serious health condition, mental health issues, or a learning disability.

We want to help you remain as independent as possible, reduce any feelings of isolation or loneliness and help you to enjoy a healthy and fulfilled life in your own home. We do this by providing access to quality care services, either via the local authority or on a self-funded basis. These may include:

- Personal care and support with dressing
- Assistance with moving and positioning
- Prompting and supporting with medication
- Meal preparation and assistance
- Support with nutrition and hydration
- Light domestic duties
- Respite care
- Companionship

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What makes our **services** and **support** different?

✓ **We listen and improve**

We always welcome your views and feedback as it helps us ensure that we are continuously improving and shaping both current and future services. You can talk to us about any aspect of your care, openly, whenever you want to – whether it's to voice concerns or give us some positive feedback.

✓ **We care for your safety**

Your safety and well-being are very important to us. We protect you from harm by making sure that our care workers are all DBS checked and fully trained to carry out their role safely. They are also trained to recognise when someone is experiencing difficulties and help them with solutions.

✓ **We are a charity with a track record of quality care and reinvestment**

Carers Trust East Midlands (formerly Crossroads Care) is a registered charity that has been providing quality care services since 1994. We have worked hard to build our reputation, with thousands of people trusting us to care for and support them and their loved ones. We are able to provide an end-to-end service and are also proud to give back to the communities we work with.



✓ **We put you first**

Our aim is to provide the standard of care that we would want for our own families. We ensure that your care and support is appropriate and responds to your needs, wishes and preferences.

We treat you with dignity and respect and our services are flexible, so we can respond to any changing priorities you may have.

✓ **We employ caring, capable and compassionate staff**

We only recruit and train the very best care workers, who are competent, compassionate and kind in caring for you in a safe way. We want to build a trusted relationship that you can rely on. We try hard to deliver what we say we will – and to provide the consistent, high quality service that you expect.

Our staff will recognise your unique qualities and take the time to get to know you as a person – and not just see a list of care needs. We value and respect everyone that we care for and the different ways they choose to live their lives.