

Free support and resources for

Carers:

Carers Trust East Midlands and Northamptonshire Carers provide free access to a range of services for carers at the One Stop Shop community centre in Lutterworth, Leicestershire:

- Information and guidance
- Signposting to other organisations
- Short break accommodation
- Access to a carers support group and regular coffee mornings
- Training and caring support
- CarerSmart benefits and discounts
- Carers grants
- Peer support

Carers can also recharge their energy levels with free access to local relaxation, fitness and well-being facilities.

Contact us to find out more:

Visit:

www.northamptonshire-carers.org/support-in-lutterworth/

Call: **0330 119 2144**



Call us: **01455 560046**

Email us: generalenquiries@carerstrustem.org

Connect with us:  CTEastMidlands

 @CarersTrustEM

Website: www.carerstrustem.org/our-services

Home care
Respite care
Carers support
End of life support
Specialist dementia care
Befriending
Children's care

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 Leicestershire

Contact us to find out more:

01455 560046

generalenquiries@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



“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 would be lost without them.”

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.