

Last updated: 25.11.10

**Crossroads Care Manchester**  
**6 Barlow Moor Road**  
**Didsbury**  
**Manchester**  
**M20 6TR**  
**0161 445 9595**

<b>CLEANING</b>	
<b>TYPE OF SERVICE</b>	<b>PROVIDED</b>
DUSTING / POLISHING	Yes
HOOVERING – UPSTAIRS / DOWNSTAIRS	Yes
CLEANING KITCHEN – COOKER / FRIDGE	Yes
WASHING UP	Yes
CLEANING BATHROOM / TOILET	Yes
CLEANING WINDOWS	Yes
SWEEPING / MOPPING FLOORS	Yes
LAUNDRY	Yes
IRONING	Yes
BED CHANGING	Yes

<b>SERVICES OUTSIDE THE HOME</b>	
<b>TYPE OF SERVICE</b>	<b>PROVIDED</b>
SHOPPING	Yes
COLLECTING PENSION	Yes in line with our cash handling procedures
ESCORT FOR SHOPPING	Yes
ESCORT TO HOSPITAL APPOINTMENTS	Yes
ESCORT TO SOCIAL ACTIVITIES	Yes
ESCORT TO VISIT FRIENDS	Yes

“ChoiceE”, 206 Stamford Street, Ashton-u-Lyne. Tel/Fax 0161 339 5355  
is Managed by Tameside Citizens Advice Bureau  
Funded by Tameside MBC Social Care and Health Department  
Charity registration number 701113  
Company Limited by Guarantee number 2302696



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<b>OTHER CARE SERVICES</b>	
EMPTY CHEMICAL TOILET	Yes
EMPTY COMMUNE	Yes

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<b>FOOD PREPARATION / SNACKS</b>	<b>PROVIDED</b>
MAKING MICROWAVE or OVEN READY MEALS	Yes
MAKING HOT DRINK / SNACK i.e. beans on toast or soup / tea or coffee	Yes
MAKING COLD DRINK / SNACK i.e. sandwich / juice	Yes
ANY OTHER TYPE OF MEAL PREPARATION (please state):	Yes

<b>SOCIAL CARE</b>	
<b>TYPE OF SERVICE</b>	<b>PROVIDED</b>
ACCOMPANIED VISITS	Yes
SITTING SERVICE – ‘POP-IN’ VISITS (i.e. Companionship)	Yes
READING	Yes
LETTER WRITING	Yes
HELP WITH HOBBIES	Yes
PET CARE	Yes
ANY OTHER (PLEASE STATE)	Most activities which can be risk assessed and meet the needs of the service user.

<b>SERVICE AVAILABILITY</b>	
OUT-OF-HOURS SERVICE	Yes

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LIVE-IN SERVICE	No
24 HOUR ANSWER SERVICE	Yes
NIGHT SITTERS / SLEEPERS	Yes
ANY OTHER ( <b>PLEASE STATE</b> )	
24 HR "ON CALL" SERVICE FOR EXISTING CLIENTS	Yes

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<b>PERSONAL CARE</b>	
<b>ASSISTANCE PROVIDED WITH</b>	
GETTING UP	Yes
WASHING	Yes
DRESSING	Yes
BATHING	Yes
SHOWERING	Yes
WASHING HAIR	Yes
TOILETING	Yes
WALKING UP / DOWN STAIRS	Yes
USING A STAIR LIFT	Yes
ANY OTHER (please state):	Shaving

<b>HEALTH CARE</b>	
<b>TYPE OF SERVICE</b>	<b>PROVIDED</b>
ASSISTED FEEDING	Yes with specific training from the district nurse
APPLYING PRESCRIPTION CREAMS / LOTIONS	Yes with specific training from the district nurse
CHANGING COLOSTOMY BAGS	Yes with specific training from the district nurse
CHANGING CATHETER BAGS	Yes with specific training from the district nurse
PROMPTING MEDICATION	Yes
MAINTAINING DRESSINGS	No
ONCOLOGY CARE	No

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MASSAGE i.e. Feet	No
ANY OTHER (please state):	Support with TED stockings

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<b>CARE CATEGORIES</b>	<b>PROVIDED</b>
OLDER PEOPLE	Yes
ADULTS WITH DEMENTIA	Yes
ADULTS WITH MENTAL HEALTH PROBLEMS	Yes
ADULTS WITH LEARNING DISABILITIES	Yes
ADULTS WITH PHYSICAL DISABILITIES	Yes
ADULTS WITH A SENSORY IMPAIRMENT	Yes
CHILDREN AND FAMILIES	Yes

<b>SMOKE FREE POLICY</b>	
DOES YOUR COMPANY REQUIRE CLIENTS WHOM YOUR STAFF ARE VISITING TO HAVE NOT SMOKED ON THE PREMISES WITHIN ONE HOUR OF ARRIVAL?	No
ARE THE VEHICLES USED FOR ESCORT SERVICES SMOKE FREE	Yes

<b>VISUAL/HEARING IMPAIRMENTS – BLACK AND MINORITY ETHNIC GROUPS</b>						
DO YOU EMPLOY STAFF WHO:	YES	NO	DO YOU EMPLOY STAFF WHO:		YES	NO
HAVE HAD TRAINING WORKING WITH PEOPLE WHO HAVE VISUAL IMPAIRMENTS?	Yes		CAN SPEAK OTHER LANGUAGES I.E.	URDU	Yes	
HAVE HAD TRAINING WORKING WITH PEOPLE WHO HAVE HEARING IMPAIRMENTS?	Yes			GUJARATI	Yes	
				BANGLA	Yes	
				OTHER	Fren ch	

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<b>QUALITY PREMIUM SCHEME</b>		
<b>QUALITY PREMIUM RATE (Q.P.R.)</b>		
APPLIED for Q.P.R. (please circle)	<b>YES</b>	
LEVEL AWARDED (please circle which level awarded)	LEVEL 1	LEVEL 2

<b>STAR RATING: ★★ (Excellent)</b>	
<b>Care Quality Commission have awarded us 3 stars for excellence in their last inspection.</b>	

<b>OUT OF HOURS EMERGENCY PROCEDURE AND TELEPHONE NUMBERS</b>	
<b>All clients are given our out of hours emergency number which is 07525130241. This number is manned 24 hours a day, 7 days a week including bank holidays.</b>	

<b>REGISTERED NURSES EMPLOYED</b>		<b>NO</b>

<b>PRICES – PER HOUR</b>	
COST (including VAT)	£12
WEEKEND COST (including VAT)	£12
BANK HOLIDAY COST (inc. VAT)	£18
TRAVELLING CHARGES	45p per mile for escorted trips which are more than 5 miles.
ADDITIONAL COSTS	Entry fees for activities,

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<b>GEOGRAPHICAL AREAS COVERED</b>		
<b>(please indicate if certain area is not covered and / or Postcodes)</b>		
	<b>PRACTICAL CARE</b>	<b>PERSONAL CARE</b>
ASHTON (ALL AREAS) i.e. Waterloo/Hurst Cross/Guide Bridge	Yes	Yes
AUDENSHAW	Yes	Yes
BROADBOTTOM		
DENTON (inc. Haughton Green)	Yes	Yes
DROYLSDEN	Yes	Yes
DUKINFIELD	Yes	Yes
HATTERSLEY		
HOLLINWORTH		
HYDE (ALL AREAS) i.e. Gee Cross / Newton		
MOSSLEY		
MOTTRAM		
STALYBRIDGE (ALL AREAS) i.e. Carrbrook / Millbrook		
	public transport costs for cared for person and staff member if requested as part of the service.	
PAYMENT METHOD	Invoice, payment within 7 days	
MINIMUM HOURS PER WEEK REQUIRED	None	

This information has been sought from the service provider and has been collated by “**ChoiceE**” the shop for information on Care Options for Adults.

The information provided does not constitute any recommendation on the part of “**ChoiceE**”, Tameside Citizens Advice Bureau or Tameside MBC and any liability, however caused, as a consequence of services supplied, is hereby excluded.