

## **Feedback from Crossroads Care Clients in Skye & Lochalsh gathered by the Care Commission March 2010**

*"I would simply be unable to continue looking after my father if it were not for the Crossroads service. Very fortunate to have such an excellent scheme locally"*

"This support agency is second to none. Crossroads Care could not be better described. They know exactly what I need and my husband can relax for these hours and know that we can trust these ladies. Whatever we need and however we feel its amazing how versatile and thoughtful our wonderful ladies are. Our life is so much richer and we have a highlight to our week and we would be lost without them. A very personal and professional agency we would recommend them highly"

*"The care provided to my darling late Mum and now my Dad is absolutely wonderful. Mum loved her regular shopping trips with the ladies who accompanied her and they made her feel so very special. The love shown is such that you feel you are part of a family which is an extension of your own. Nothing is ever too much bother and on the odd occasion when you need to request an extra bit of support, you are never, ever made to feel it is too much bother or you are a nuisance, The care and support provided is vital to a scattered island community especially when a loved ones family is scattered across Scotland and not always available to give hands on help. That is my position and I am not always there to help my brother who is the full time carer with a busy life. The support provided to him makes his life bearable. I would vouch for Crossroads Care Isle of Skye 2 million times over - they are a wonderful team"*

"Lovely ladies – very, very helpful and great workers"

"Without this service I would find it extremely hard to cope looking after my disabled relative as well as myself, as Crossroads give us all the caring and loving support needed in such hard times. With them they are not only caring but friends and that goes a long way, knowing they are there to help out. I cannot say enough for this service as it is invaluable to carers as well as those being cared for"

"Always found the staff polite and willing to help"

*"All staff are friendly and courteous, they are also fun! Where appropriate!"*

"Crossroads is a fantastic service which is great for the client, carer and families. My mother has Alzheimer's and her carers are so good with her and she looks forward to her time with them and it gives my Dad a much needed break"

**"The service provided by Crossroads Care is invaluable both to my Mother and myself"**

"My friend is an elderly gentleman confined to a wheelchair. He looks forward to the Crossroads carers coming in because Gaelic is his first language, both his main carers are Gaelic speakers. Crossroads is a great service for someone who is housebound and gives me a break two afternoons a week"

*"The support that we are receiving from Crossroads has been second to none - all the carers are friendly, approachable, considerate and caring. Jenny has been an absolute star organising visits to fit in with my Mums arrangements. A big thank you to Jenny and the ladies - they are wonderful"*

"I am due to go on holiday on Friday and feel confident that Crossroads will assist my Mother should anything arise while I am away. I will be able to contact them for further assistance. My mother is not yet at the stage where she needs a lot of help but if her needs change then I know that I am able to count on Crossroads to fulfil any needs not met by the social care dept."

*"The wonderful help and care we received from Crossroads Care enables us as a family to care for our mum in the comfort of her own home, as was her wish. On leaving mum in the care of Crossroads we felt safe in the knowledge that mum would be well cared for and that her best interests would come first and foremost. Crossroads also ensured that we were able to maintain some 'normal' family life. Without this fantastic help from Crossroads, caring for my mum would have been impossible. Our many thanks"*

*"In the short period of time that I have used the services of Crossroads I have found the staff to be polite, respectful and overall just very good at what they do. They keep in good contact with me and I am very pleased to have Crossroads Care supporting the community and myself. A very big thank you to all involved and also a big thank to Jenny and Sharon from the office"*

"A friend in need is a friend indeed" Jenny came as a 'ray of sunshine' when I was overwhelmed with instructions concerning my late husband's arrival from hospital. I needed emotional support which Jenny herself began that day. Crossroads staff came on a regular basis every week. I was amazed at their many skills when caring for my husband. He could neither stand nor walk but had a very active mind that they stimulated. I was confident that whoever came would check he was taking his medication. To the end of his life he was a 24/7 person - I got no sleep at night - sometimes I was too tired to sleep and first slept when Crossroads came. I needed a break - it was arranged for Crossroads to stay overnight for a few days which members did - so successful was their work (and the determination of my husband to stand and walk again) that we were able to celebrate our Golden wedding. That is not all, I am 77 years old and alone now, but they still come for a short while once a week I really need them. They are always in touch with me and very flexible"

**CROSSROADS**  
**Caring**  
*for* **Carers**  
**SKYE & LOCHALSH**

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