



**Carer 1**, in her own words: *"I've been with Crossroads for nearly three years now.*

*Previously I worked at a major supermarket in Clitheroe who encouraged me to really interact in a positive way, particularly with the elderly customers. I'm a naturally bubbly person and that background of enjoying interacting with people was what encouraged me to apply for the Crossroads position. You get amazing training, and five different experienced carers mentored me from the start. My day? So basically, I do start early. I get up at 6 and get to work at 7. From Monday to Thursday, I help our clients start their day – getting up, sorting breakfast and everything. Then there's two or three hours that I take them, or other clients out for lunch, coffee or do some shopping. I tell you what ... 90-year-olds have some very funny stories. Some of the things they've seen and experienced! You develop a relationship and a bond very quickly, I find. Oh, and I do work every other Saturday. I have had loads of training courses – first aid, obviously, which is always renewed, moving and handling, even how to use a hydro-pool! That was interesting. I love taking people to 'Time for You' because it's great fun and such a good place for all the different people caring for their loved ones to exchange ideas and generally support each other."*

**Carer 2**, a qualified nurse, she left the NHS when her daughter was born, becoming a self-employed carer, moving around the country. When she returned to the Ribble Valley to look after her mother, she took her to one of Crossroads' 'Time for You' sessions in West Bradford. She says: *"I've always had to work hard to support myself and my family. When I came across Crossroads through looking after Mum, the way that they have the client's best interests at heart really inspired me. It's so important to me that Crossroads isn't for profit and really look after their staff. Believe me, it's not always like that in the care sector!". She adds: "I'm really very experienced and have done a lot in my 17 years working in social care. The excellent training for Crossroads' new staff, the open-door policy where you can easily and quickly contact the office – or just pop in for a coffee and a chat – is great. Crucially, office staff are always quick to respond to any concerns I might have as a professional home carer. And they're really flexible and value me."*