

Professional Biography as per DNA Programme

“Professional Profile for Anne Rehahn, BA, MSc, ATLS

Anne worked for many years as a Chartered Librarian in colleges and universities. From 1997-2010 Anne worked for the RNIB (Royal National Institute of Blind People) in a number of roles concerning education and was part of a team delivering training on sight loss issues to staff in mainstream colleges. Anne has been a trustee of Carers Trust Lea Valley Crossroads Care Service for 25 years and is currently the Vice-Chair. She represents Crossroads on the Enfield Dementia Action Alliance and has recently become a Dementia Friends Champion. Anne has personal experience of caring.”

Workshop organised by **Reeta Ram**, Family Representative



Talk about Crossroads Care Lea Valley 21st January 2015

Good morning everyone. My name is Anne Rehahn and I am going to speak about the work of Crossroads Care Lea Valley.

Has anyone heard of Crossroads Care? Has anyone used its services?

Crossroads Care started in Rugby in the Midlands back in 1974 taking its name from the famous TV soap opera so has been in existence for over 40 years. In 2012, Crossroads Care and the Princess Royal Trust for Carers merged to become the Carers Trust – it is now the largest charity for carers. Today Carers Trust works with a series of Network Partners comprised of the services from both Crossroads Care and the Princess Royal Trust for carers. They form a unique network of 116 independent carers centres, 55 autonomous Crossroads Care schemes and 99 young carers services. Their objective is to provide information, advice and practical support for all carers across the UK. There are approximately 7 million unpaid carers in the UK.. that is one in 10 people.

I have been a trustee of Crossroads Care Lea Valley for 25 years and am currently its Vice-Chair I represent Crossroads on the Enfield Dementia Action Alliance which was set up by the Alzheimer's Society.

What does Crossroads do?

Crossroads Lea Valley is a registered charity, based in Community House, Edmonton, serving primarily the London Borough of Enfield and the neighbouring borders of Barnet, Haringey and Waltham Forest. We receive a grant from the London Borough of Enfield to provide the free service of up to 4 hours a week per client. .. there is a waiting list for this service. Crossroads can also provide a service to private clients.

Crossroads takes referrals from medical and social services staff as well as other voluntary organisations and individuals themselves. An assessment of care needs is then made and a care plan drawn up to suit the regular carer and the person being cared for. This is monitored and regularly reviewed.

How many people are supported?

Crossroads currently supports 148 families in the Borough and works with people of all ages with a wide range of long term illnesses and disabilities. 44% of clients who are over 65 are from a non white British background.

Crossroads has 40 care support workers who go into people's homes to provide the service which is individually tailored to the client's needs and guided by the care plan. The presence of the care support worker in the home allows the regular carer some time off and a break from caring responsibilities. The team of care support workers is ethnically diverse and as well as English, some of the other languages spoken by the team include: Luo, Swahili, French, Twi, Ga, Fante, German, Greek, Portuguese, Polish, Turkish, Spanish, Bulgarian, Russian, Slovak, Urdu, Zuku and Italian.

The service to each client is person –centred, As well as the care needs, religious and cultural needs are taken account of during the assessment. Care support workers are trained to be as clients want them to be in their own homes.

At present we work with 27 people who have a primary diagnosis of dementia. However there are a number of clients with stroke or Parkinsons disease who also experience symptoms. It is also likely that clients who consider their primary disability to be elderly frail may have some mental confusion.

One of our care support workers worked with a native Italian speaker who had dementia. Prior to the illness the client communicated in English, but then reverted to Italian. The care support worker made some picture cards for basic communication and as the dementia progressed, used actions where appropriate.

Crossroads Lea Valley works with many disability and health-related organisations in Enfield and beyond. Please take a leaflet which provides further information.

Useful websites

Carers Trust www.carers.org

Crossroads Lea Valley www.crossroads-leavalley.org.uk