

# Crossgates Short Breaks

Rethinking respite



North  
Tyneside  
Council



**EveryDay**  
Care & Support



Ways to  
Wellbeing

# Rethinking respite



Crossgates Short Breaks service is a new approach to respite care, shaped by feedback from carers and people with care needs. It's delivered in partnership between North Tyneside Council and Age UK North Tyneside.

Crossgates Short Breaks service allows carers to book respite in advance, planning for social occasions, trips away, or simply a 'staycation'.

Meanwhile, people with care needs will stay in an apartment, with bespoke support while their usual carer takes a break. They will keep their independence and privacy, while having opportunities to socialise if they want to.

Crossgates Short Breaks offers one apartment with:

- Lounge, kitchen, bedroom and accessible bathroom.
- Access to shared gardens, lounges and activities.
- Staff on site at all times, providing flexible support.

Crossgates Short Breaks is like an 'Airbnb' for respite care!





## What is Crossgates?

The Crossgates Short Breaks service is part of an extra care development in Hadrian Park, Wallsend.

The development is for 50 people age 55+ who have a care need; a care team is on site at all times.

Each flat is fully equipped, with everything you need for a comfortable stay. They also have equipment commonly used by disabled people.



## What will guests do during their stay?

Making sure our guests enjoy their stay is our top priority, and we tailor our support to our guests' needs and preferences.

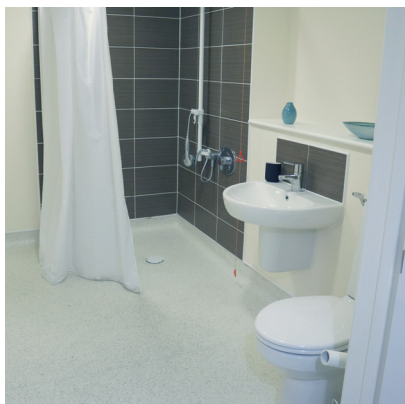
### **Guests can choose to:**

- Relax in the apartment, doing usual hobbies and activities.
- Get out and about in the local area, with the support of staff.
- Join activities in Crossgates, such as coffee mornings, games and occasional evening entertainment.



## Care at Crossgates

- Friendly, trained staff from EveryDay Care & Support can provide planned support up to 4 hours per day 1:1, if you need it.
- There are staff on site 24/7 in case of emergency.
- Care staff can support with:
  - Getting up and dressed
  - Personal care
  - Medication
  - Eating and drinking
  - Meal preparation
  - Getting out to your usual activities – you will need to pay for transport for you and the carer.
- You can bring your own food, we can support with cooking.
- Meals can be provided, we can provide a range of nutritionally balanced pre-prepared meals to choose from. Just let us know about any dietary requirements.



## Who can stay?

Guests must be aged 55+. The safety of our guests is a top priority: while we can meet a wide range of needs, Crossgates is not a locked unit, and we cannot provide round the clock supervision.

## How much does it cost?

The cost per night is £107.50. If you have had a financial assessment from adult social care, your social worker will tell you what your contribution will be towards this.

## How can I book?

### If you have a social worker:

1. Contact your social care worker. Let them know you're interested in registering for stays at Crossgates.
2. Social workers and EveryDay Care and Support managers will decide whether we can meet your needs.

3. If approved, make a provisional booking with Age UK North Tyneside, quoting your ID number.
4. Arrange a pre-stay visit. See the apartments, and tell us more about your needs. You will plan your activities and the care you'll get during your stay.

### If you do not have a social worker:

1. Contact Age UK North Tyneside on 0191 280 8484 or email [enquiries@everydayuk.org](mailto:enquiries@everydayuk.org)
2. Arrange a pre-stay visit to talk through your needs and plan your break.













## What do I need to bring?

Here is a checklist of things you might need:

- ☐ Medication (in a blister pack)
- ☐ Books / Kindle
- ☐ Portable activities
- ☐ Mobile phone and charger
- ☐ Other electronic devices and chargers
- ☐ Enough clothing for your stay
- ☐ Shoes
- ☐ Coat
- ☐ Slippers
- ☐ Underwear
- ☐ Nightwear
- ☐ Towels
- ☐ Toiletries
- ☐ Incontinence wear / Kylie sheets
- ☐ Spectacles
- ☐ Hearing aids and batteries
- ☐ Drinks: tea, coffee, squash, milk etc.
- ☐ Snacks
- ☐ Meals if you want to self-cater
- ☐ Enough funds for your stay – bank card and some cash
- ☐ Bus pass – if you want to get out and about



## When can I stay?

Check in is 3pm, check out is 11am.

## How often can I use the service?

You can only book one stay at a time: you'll be able to make another booking once you've completed one.

## Changes and cancellations

We understand that plans may need to change – however please let us know as far as possible in advance so we can offer the dates to another guest.

Any changes or cancellations less than 2 weeks before the stay will be considered 'short notice' and will be chargeable.

If a stay is cancelled or changed at short notice 3 times, or a guest does not arrive for a stay without any notification, approval to use the service will be withdrawn.

### Important to note

- No smoking is permitted inside the flats or communal areas.
- Using the service is at the discretion of Adult Social Care and EveryDay Care & Support. If permission is withdrawn, we will explain the reasons to you.
- If you disagree with the decision, you can follow our Feedback, Reconsidering Decisions and Complaints procedure. Go to:  
[mycare.northtyneside.gov.uk](http://mycare.northtyneside.gov.uk)
  - > I'm a member of the public
  - > Adult Social CareInformation Sheets, or ask your worker for a copy.





## Any questions?

### **If you have a social worker:**

Contact your social care worker or their team. If you aren't sure which team to contact, get in touch with the social care contact centre:

Tel: (0191) 643 2777

Email: [childrenandadultscontactcentre@northtyneside.gov.uk](mailto:childrenandadultscontactcentre@northtyneside.gov.uk)

### **If you do not have a social worker:**

Contact Age UK on 0191 280 8484 or email [enquiries@everydayuk.org](mailto:enquiries@everydayuk.org)

**[mycare.northtyneside.gov.uk](https://mycare.northtyneside.gov.uk)**

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