



CATHY MANDAZA

CROSSROADS CARE CENTRAL & NORTH LONDON HOMESHARE UK

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CROSS ROADS CARE



**Central & North
London**

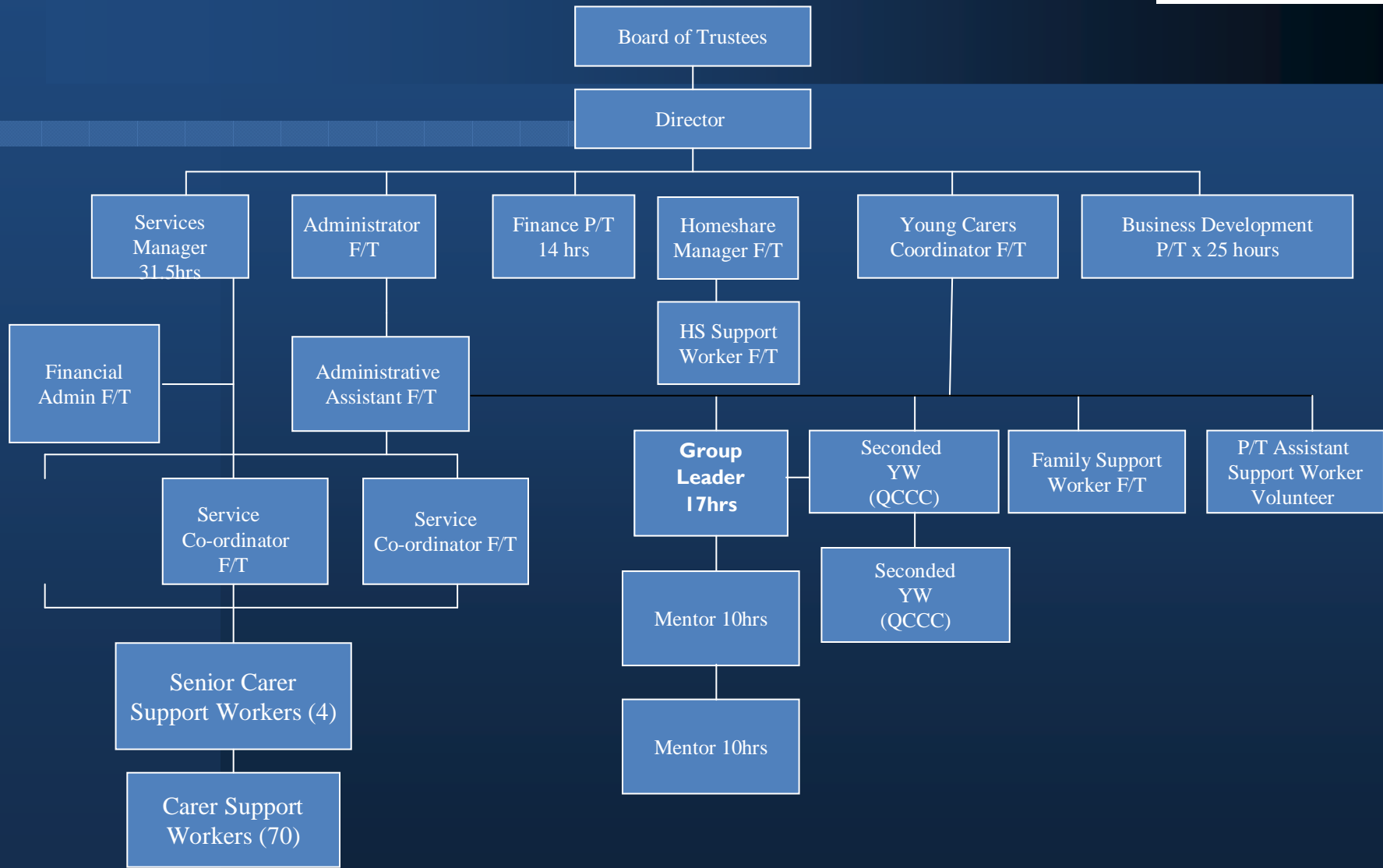
Who are we?

Crossroads Care Central & North London (CCCNL) is a registered charity and voluntary sector organization

- **CCCNL's vision is to effect a positive and lasting impact on the quality of daily life, experience and support received by carers of all ages and children and adults with care needs**
- **Crossroads Care Camden promotes, offers, supports and delivers high quality services for carers and service users in order to relieve the stresses experienced by carers, family and friends by offering support through the provision of community based carer support workers and Homesharers**
- **HOMESHARE is a new partnership with CCCNL launched in December 2010. This works by matching up older age householders (aged over 50 years) with younger homesharers and exchanging accommodation for care**



Crossroads Care CNL Organisational Structure





The Team



Homeshare Manager

Cathy Mandaza

- Has 11 years experience working for Homeshare Services
- Has been working in Social care for the past 15 years
- Experience in problem solving & identify matching

Administrative Support Worker

Farah Ahmed

- Is an Apprentice from the London Borough of Camden work based training programme designed to develop skills.
- He is working towards a National Vocational Qualification





Daily Management

The Homeshare Manager is responsible for:

- Overseeing the day to day management of the service
- Case work
- Service management/ Supervision
- Promotion & networking
- Achieving Targets

Support Worker – Administrative

Duties include:

- Monthly monitoring
- Administration
- Receives telephone enquiries from Householders and Homesharers
- Undertaking promotion and marketing of the service
- Support ongoing matches
- We work with a supportive team and resources are also pulled together by the team in the office



Location Delivery

Areas we focus on:



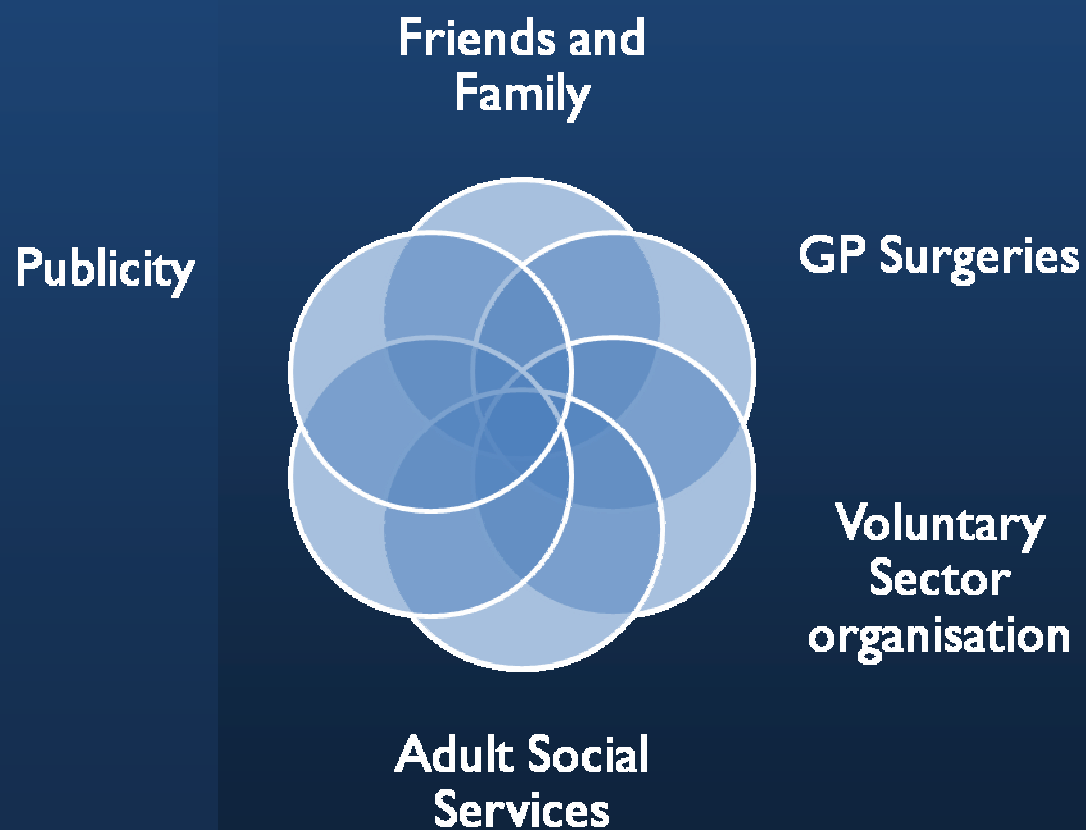
Partnership
working with
Borough of
Lewisham and
Newham

Homeshare is
based in the
Borough of
Camden

Geographical
areas include:
Central & north
London

Islington,
Hackney,
Kensington &
Chelsea,
Westminster

Householders Referrals

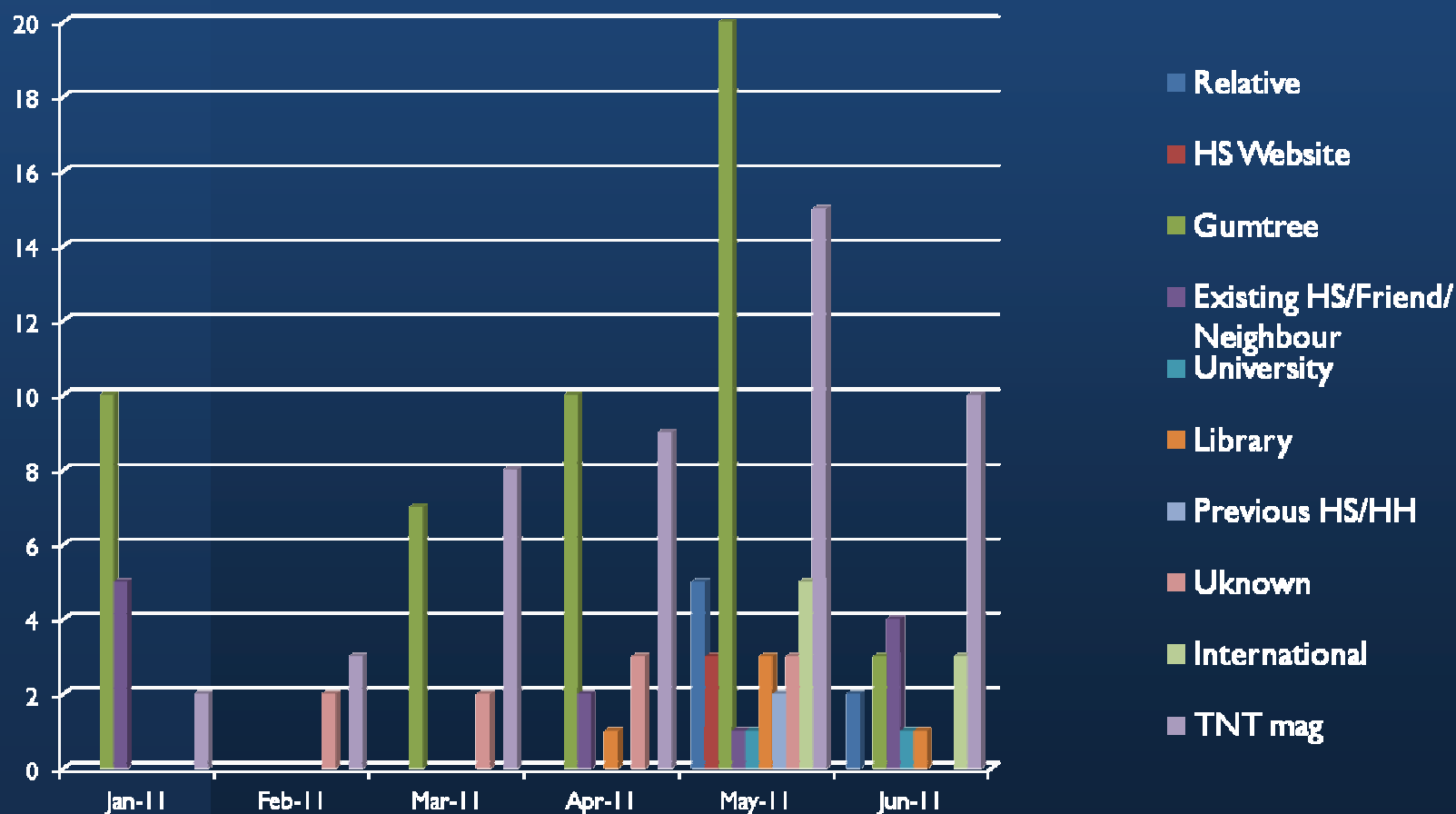


Homesharers

- Libraries
- Internet
- Present HS
- Homesharers
- Advertisement
- Universities
- provide 10hrs a week



Homesharers Enquiries



Resources and Support

The Boards of Trustees

- Unpaid volunteers providing leadership in the planning and direction of the Homeshare Service
- Has overall responsibility for the sound financial running of the organisation
- Responsible for all policies and procedures and employment of staff



Marketing sub-group meeting

- Meets four times per annum and reports to the board
- Oversees marketing to ensure high rate of referrals and advertising
- Reviews and revises marketing literature

Homeshare Association/NAAPS/Homeshare International - PARTNERSHIPS

- Access to operational policies and procedures, information sheets and other documents and details of lessons learned as a result of the NAAPS Homeshare pilots
- The opportunity to contribute to and comment on documents and sections of the Homeshare Practice Guide as they are developed and more generally the development of good practice in Homeshare in the UK.
- Shared experiences and concerns raised within our scheme

Homeshare Support Meeting

- Monthly Homeshare support meetings for Homesharers
- The meeting is based on providing support to Homesharers where information is shared and gives the opportunity for Homesharers to share experiences
- Training enhances the competence, commitment and confidence of the Homesharers



Achievements

**Guardian Charity of the Year Award
2001**

**Lady Goodman Volunteering Award
2005**

**Department of Health and Social
Care Award, Regional Finalist, 2005**



Some issues to consider

We are concerned about boundary issues associated with potentially high expectations of householders

Homesharers need to develop different abilities to cope with the occasional challenging situation

Providing encouragement for someone with lack of motivation

Difficulties of certain situations e.g. someone with dementia. Finding a suitable person with right characteristics for the right householder

Homesharers being put under pressure from householders family

Difficulties in dealing with householders family

Lack of communication in the house

Homesharer gets more workload then agreed / homesharer does carry out the amount of agreed tasks

*"This has made a difference to my
dad's mood and motivation"*

*"...it has done so much to help my
father – provides reassurance and
support for him and the rest of the
family"*



OUR OFFICE

We are based in Kentish Town which is situated in Central North London. This is a few minutes walk from the Kentish Town underground station (about a mile from Regent's Park)

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