

Crossroads (Harris) Care Attendant Scheme Support Service

Crossroads (Harris)
The Old Primary School
Tarbert
Isle of Harris
HS3 3BG

Telephone: 01859 502171

Type of inspection: Announced (short notice)
Inspection completed on: 1 February 2018

Service provided by:
Crossroads (Harris) Care Attendant
Scheme

Service provider number:
SP2004917115

Care service number:
CS2004060862

About the service

Crossroads (Harris) Care Attendant Scheme has been operating since 1985 and has been registered with the Care Inspectorate since 2011.

The service is an autonomous charity affiliated to Crossroads Caring Scotland. They provide care at home which supports carers, or individuals living alone, by offering a flexible service that responds to each person's needs. The service aims to provide support that "enables people to be cared for in their own homes for as long as possible" and which enhances their quality life.

This service does not operate from a staffed office. The registered manager, who works in a voluntary capacity, normally works from home, but has the option to use an office in the council offices in Tarbert, where service documents are stored.

What people told us

We were able to gain the views of a number of people who had experience of being supported by this service. Some relatives or carers also gave us feedback. People told us that they were very happy with the service they received. They told us that their carers were supportive, and they got to know their needs and preferences very well. Individuals described positive relationships and it was evident that people felt confident in the skills and abilities of their support workers. People described a reliable service. The manager was described as being very helpful and accommodating. Comments received:

"Without the support of the Crossroads service my relative(s) would not be able to live independently in their own home. They provide an invaluable service to their service users."

"As a service user this is a great service for me. I can do activities which I enjoy. Staff are brilliant. "

"As a carer the service user is so happy doing her activities and we both benefit from it. Crossroads are only a phone call away whenever you need them."

"Excellent service"

"Fantastic service".

Everybody who submitted a care standard questionnaire told us they were satisfied with the service that they received.

Self assessment

The service were not required to submit a self assessment this year. However, we looked at the service improvement and development documentation. These demonstrated on going review of their provision, and a proactive approach towards addressing issues they identified.

From this inspection we graded this service as:

Quality of care and support

6 - Excellent

Quality of staffing

6 - Excellent

What the service does well

We assessed that this service continued to demonstrate excellent standards in all areas of their provision. It was evident to us from all the feedback received, that people were highly satisfied with the support they received from this service.

It was clear to us that the support people received from Crossroads Harris made a positive difference in their lives, and that this service remains highly valued in the local community.

The service works flexibly to respond to individual needs, providing support in the way that best suited the person. We observed that the person receiving support, and where appropriate their family carers, were involved from the outset in planning, and then regularly reviewing how care would be provided. Initial assessment information was used to develop a clear support plan which then worked towards improved outcomes for the person. We saw flexible support being provided to reduce social isolation, to access activities or day care, as well as to provide respite for informal carers, thereby supporting them to continue in their caring role. Providing support and assistance which enabled people to continue to live in their own homes and communities for as long as they chose, underpinned much of the support that was provided. It was evident that the service promoted independence and offered choice regarding how and by whom their support would be provided.

The service continues to be staffed by a team of care workers with considerable experience of supporting people. The skills and abilities of staff were carefully considered when allocating workers to provide support. There was an apparently well organised approach towards ensuring that appropriate training was being provided. Training took account of the range of support being provided by the staff group, and of building on their skills and knowledge. New staff were provided with a comprehensive induction programme to prepare them, and ensure they had the prerequisite skills and knowledge, for their role. The service makes excellent use of staff supports such as supervision and team meetings, and the manager was very accessible to staff for guidance when this may be required. We thought this contributed to retaining a well motivated and stable staff group, who were being enabled to provide good support. People received consistent support from a small team of workers, and it was clear to us that positive, trusting relationships were established, and that within this support was provided in a way that reflected the preferences, abilities and needs of the person.

In this evidently well managed service we found that there was an organised approach to all aspects of the service delivery. The service was reliable in attending planned support visits. There were good standards of record keeping to inform care delivery, for example personal plans, risk assessments and reviews. This meant that staff had all the necessary information available to them to support them to safely carry out their caring duties. Clear documentation was in place to evidence important areas such as safe staff recruitment and staff training, which enabled the manager to monitor compliance with important legislation and best practice. Staff registration and qualification were key developments which the manager had begun to take forward, so that, as a service, they would be ready for this within the relevant timescales.

Those involved in all aspects of planning, managing and delivering this service display a real commitment towards providing a good quality service for people with additional support needs living on the Island of Harris. This has been particularly evident as the service has stepped in on a number of occasions to provide home care on behalf of statutory bodies when other resources have been unavailable. Although not necessarily set up to provide for this type of care, they have worked cooperatively alongside health and social care agencies so as to provide essential services.

We observed a culture of compassion and care in the service which was apparent in all aspects of how the service operated, and which remains key to the good practice evident in the service.

What the service could do better

We considered that there was scope within the service to develop the training plan so as to ensure that staff received regular updates in key care topics, where there may be changes in best practice, guidance, or to allow for staff knowledge to be refreshed.

Overall this service should continue to monitor and work to build on the standards achieved in this inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
3 Mar 2017	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
27 Jan 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent

Date	Type	Gradings	
		Management and leadership	6 - Excellent
23 Jan 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
30 Jan 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
14 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good 6 - Excellent
27 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent
2 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
15 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent

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