

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:

Unannounced

Completed on:

1 February 2019

Service provided by:

Crossroads (Harris) Care Attendant
Scheme

Service provider number:

SP2004917115

Service no:

CS2004060862

About the service

Crossroads (Harris) Care Attendant Scheme registered with the Care Inspectorate on 1 April 2011. The service has however been operating since 1985.

The service is a charity loosely affiliated to the national Crossroads organisation. 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 of life'.

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

What people told us

We obtained the views of people using the service, or their family carers, mainly through Care Standard Questionnaires (CSQs) submitted to us before the inspection. We were also able to speak with one person who received a Crossroads service, and with one relative. It was very clear to us that people were overwhelmingly positive about all aspects of the service. Comments received were:

'Very happy with the service provided. Both carers are very professional and respect me and also support me with my needs'.

'I look forward to seeing Crossroads staff each day and hearing all their news. I really enjoy their company and nothing is ever too much trouble for them. They are all so friendly, helpful and patient and I am so grateful for the help they provide me with. I would be really lost without them'.

'Crossroads have been a lifeline for our family since my relative's health deteriorated last year. They have enabled us to be able to continue to care for her the staff are so friendly and dependable and we know she is in safe hands. She looks forward to them coming and their chats stimulate her, and help keep her mind active and alert. We did not appreciate the great work Crossroads did in the community until we experienced it first hand'.

'This service is second to none'.

'Crossroad Harris is the best, always there when you need them'.

'Client very happy with both carers, very discreet and professional. A pleasure to have and look forward to them every morning'.

'Excellent service'.

Self assessment

The service was not asked to submit a self assessment this year. We looked at their own service aims and objectives, which clearly demonstrated how they were monitoring the quality of their service provision. It was

also evident that the service continually evaluated whether their provision could be developed or improved so as to meet expressed or unmet needs in the local area.

From this inspection we graded this service as:

| | |
|---|---------------|
| Quality of care and support | 6 - Excellent |
| Quality of staffing | not assessed |
| Quality of management and leadership | 6 - Excellent |

What the service does well

This service continues to provide excellent care and support to the people who use it. We concluded that the service being provided, and the service management and leadership, was of an excellent standard. This service has an excellent grading history and it was clear that it remains a very well-regarded, and much valued support service, in the Isle of Harris.

This service provided a flexible core support service to people who live in some very remote and rural areas. This might involve regularly stepping into the role of the family carer for a few hours on a regular basis to enable some respite from caring responsibilities. Feedback from people told us that this was a much appreciated aspect of the service which made a big difference to the carers experience in sustaining their role.

The service also provided support to people living alone. This involved providing; companionship, practical supports, stimulation and opportunities to socialise such as the option to go shopping, or enjoy a lunch or coffee in a local café. Support was also offered to enable people to access other local facilities, for example day care, or to attend hospital appointments, where assistance and additional needs made this assistance necessary. We heard that this flexibility genuinely supported people to continue living in their own home for as long as was, for them, possible.

Additionally, and working in conjunction with local health colleagues, the service can provide a night care service in a crisis situation, when short-term support would prevent hospital or care home admission. The service also work, when their own staffing resources allow, in conjunction, and on behalf of, the local authority to deliver home care which the local authority cannot provide, but which is deemed urgent. We observed that there was a responsive approach to responding to requests for support quickly and with compassion.

This service is staffed by a very experienced and stable team. On-going learning needs were seen to be met through a planned programme of on going training, with regular updates on core topics to refresh skills and knowledge. Robust induction, which was reflective of individual skills and experience, was routinely provided for new staff.

Staff spoken with were clearly enthusiastic about their role. It was very clear that individual staff were committed to providing a service which was consistent, reliable, and provided support according to individual needs. Staff described the support they provided in a manner which was underpinned by core values such as upholding preferences, enabling people to maintain skills and respecting dignity and privacy.

Support was generally provided to individuals by the same staff members, which facilitated continuity of care, and the opportunity for professional and friendly relationships to develop. There was a thoughtful approach towards allocating staff to supported people taking into account of a range of factors in addition to practical

considerations. The service had a positive culture of supporting colleagues through supervision, informally, and within scheduled staff meetings. Easy access to management support for advice and guidance was highly valued by the team.

Up-to-date care plans were found to contain information which would provide the necessary guidance to staff as to the support that they should provide. There was a well organised approach to ensuring that regular reviews took place so that people had on-going opportunities to give feedback as to whether the support being provided continued to meet their needs. It was also evident that the manager was current with any changes being experienced by people receiving their support, and was accessible and approachable to discuss any potential changes.

In summary; we found the service to be well organised in all regards, and to be fully focussed on people's experiences and their outcomes. The service show a real flexibility in offering a range of different supports to its community. We concluded that excellent levels of care and support were experienced by those using the service, and that this was coordinated by a management team who were committed to continuous improvement. This gave us confidence that the high standard of service provision would continue to be maintained.

What the service could do better

This service was evaluated as being excellent. While continuing to deliver responsive care and support, the service should also continue to review their service development plans, with a view to ensuring on-going service progression.

There has been a change as to how the service is affiliated to the national Crossroads organisation which means that they will no longer be subject to their organisational audits. The service provider should continue to check whether their remaining quality assurance processes are sufficient to maintaining their current excellent standards and monitoring of their provision.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

| Date | Type | Gradings | | | | | | | | |
|---------------------------|--------------------------|--|------------------|---------------|-------------|--------------|----------|---------------|---------------------------|---------------|
| 1 Feb 2018 | Announced (short notice) | <table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table> | Care and support | 6 - Excellent | Environment | Not assessed | Staffing | 6 - Excellent | Management and leadership | 6 - Excellent |
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| Environment | Not assessed | | | | | | | | | |
| Staffing | 6 - Excellent | | | | | | | | | |
| Management and leadership | 6 - Excellent | | | | | | | | | |
| 3 Mar 2017 | Announced (short notice) | <table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table> | Care and support | 6 - Excellent | Environment | Not assessed | Staffing | 6 - Excellent | Management and leadership | 6 - Excellent |
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| Environment | Not assessed | | | | | | | | | |
| Staffing | 6 - Excellent | | | | | | | | | |
| Management and leadership | 6 - Excellent | | | | | | | | | |
| 27 Jan 2016 | Announced (short notice) | <table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table> | Care and support | 6 - Excellent | Environment | Not assessed | Staffing | 6 - Excellent | Management and leadership | 6 - Excellent |
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| Environment | Not assessed | | | | | | | | | |
| Staffing | 6 - Excellent | | | | | | | | | |
| Management and leadership | 6 - Excellent | | | | | | | | | |
| 23 Jan 2015 | Announced (short notice) | <table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> </table> | Care and support | 6 - Excellent | Environment | Not assessed | Staffing | 6 - Excellent | | |
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| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|---------------|
| | | Management and leadership | 6 - Excellent |
| 30 Jan 2014 | Announced (short notice) | Care and support | 6 - Excellent |
| | | Environment | Not assessed |
| | | Staffing | 6 - Excellent |
| | | Management and leadership | 6 - Excellent |
| 14 Feb 2013 | Announced (short notice) | Care and support | 6 - Excellent |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 6 - Excellent |
| 27 Oct 2010 | Announced | Care and support | 6 - Excellent |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 6 - Excellent |
| 2 Dec 2009 | Announced | Care and support | 6 - Excellent |
| | | Environment | Not assessed |
| | | Staffing | 6 - Excellent |
| | | Management and leadership | Not assessed |
| 15 Jan 2009 | Announced | Care and support | 6 - Excellent |
| | | Environment | Not assessed |
| | | Staffing | 6 - Excellent |
| | | Management and leadership | 6 - Excellent |

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