

## CO-ORDINATOR'S REPORT

*After thirty-one years of serving the elderly, ill and people with disabilities and their carers in Harris there is still a demand for the service and the support from the community remains undiminished. With our ageing population and more people being looked after in their own homes, it means our clients tend to be more dependent and require a higher level of care. We are seeing a decrease in the number of resident family carers and an increase in clients with dementia. We are increasingly being asked to assist with clients where home care is not available. This tends to be in the remoter areas and this has implications for our mileage costs.*

*Crossroads exists to care for carers. We provide a care attendant to go into the home and take over the carer's duties and responsibilities to give the carer a break. We co-operate with Social Work, Community Health Services, Hospital Discharge team and other voluntary organisations to provide a professional seamless service, which is flexible and geared to the carers' needs. The usual allocation per carer per week is seven hours, but the Co-ordinator has discretion to provide additional hours where necessary. We also provide support for elderly, ill and people with disabilities living on their own, many in isolated circumstances. The hours can be provided as a block or can be divided throughout the week. Visits during the year ranged from daily to occasional.*

*3,221 hours of care were provided over the year, this is a increase of 156 over last year, but 44 of these hours were for emergency night care. As well as providing our core service we provided a service which enabled one young adult with disabilities and an elderly person to access swimming sessions. We provided a service transporting three clients to Day Care in Harris House during the year and we provided transport to appointments, shopping and parental contact. We also provided a service to enable a young adult with disabilities to attend facilities in Stornoway during the summer vacation.*

*We received 9 new referrals during the year and 10 were removed from the books, two moved to residential accommodation two moved away and five passed away. We commenced the year with 27 clients on our books and ended the year with 26. 36 individual clients were assisted or offered assistance during the year.*

*The Domestic Help Service has been operating for a year and has seven clients at present.*

*In June of last year I had the pleasure of attending a Reception at the Palace of Holyroodhouse given by Her Majesty the Queen and HRH the Duke of Edinburgh for charities. I was representing Crossroads. It was a most interesting experience and I was totally impressed by the stamina, interest and knowledge of our hosts at the ages of 90 and 95.*

*I would like to express my appreciation to our Chairman, Mrs Morrison, to our Vice-Chair Mrs Dollie Maclean and to the Treasurer Mr Morrison for their help and support. I am grateful to the Committee for their support throughout the year. I greatly appreciate the help of the staff of Harris Voluntary Service, all of whom are new to their posts. I am especially grateful to Christine Morrison, who has taken over Katie Macleod's post for her support and for simplifying payroll and IT issues for me. Most of all, I am grateful to God for granting us the privilege of helping to improve the quality of life for the elderly, people with disabilities and their carers.*

*Morag Munro  
Secretary/Co-ordinator*

## DETAILS OF CARE PROVISION

1 April 2016 – 31 March 2017

Month	No. clients on books at end of month	No. of hours provided
April 2016	29	231
May 2016	28	239
June 2016	27	288
July 2016	27	225
August 2016	27	294
September 2016	29	256
October 2016	27	181
November 2016	26	310
December 2016	26	270
January 2017	26	293
February 2017	26	293
March 2017	26	341
Total		<b>3221</b>

## CARE INSPECTION REPORT

The service was inspected by the Care Inspectorate on 2 and 3 March 2017 and scored 6 – Excellent grades in Quality of Care, Quality of Staffing and Quality of Management and Leadership. This the eighth consecutive Inspection in which the Scheme has scored Excellent grades. The Inspection is very valuable in identifying areas of improvement and providing re-assurance and the Inspector is very helpful in providing advice and guidance. Here is an extract from the Report:

### **What the service does well**

*Crossroads (Harris) Care Attendant Scheme consistently demonstrates a proactive and positive approach towards the service they provide. The provider, management and staff all demonstrate a keen desire to deliver care and support, within the resources available to them, which remains in keeping with the aims, and core values, of the service. There was a culture of care and compassion within the service which was often evidenced by the willingness of the service to go that "extra mile" that we heard people appreciated. Care and support was provided in a flexible and very responsive manner. The service provided was outcome focussed, and care workers provided support in ways that best contributed to individual's aims. Support was planned in a way that seemed person centred to individual need. Up to date care and support plans were in place for each person using the service. We concluded that these were an accurate reflection of the individual's needs, and that they set out clearly for staff how they should provide support. Crossroads (Harris) remains a small service. Staff turnover has continued to be very low, which we saw promoted a continuity of care. There were excellent levels of consistency of staff delivering support which helps build effective and trusting relationships with the people they work for. Feedback about the service emphasised staff skills and experience. It seemed to us that people using the service, or relatives/carers had confidence in the ability of the staff to meet the required needs, an essential component of a good respite service. We heard that individual staff worked in a manner that was warm, respectful and positive.*

*This continues to be a well managed service. Service provision was organised and administered in a way that ensured service delivery was reliable. Clear records were maintained in all areas sampled. Good communication was evident between the manager and staff which we concluded contributed towards an effectively managed and supported team. There were regular opportunities for discussion, either as part of staff meetings, or where necessary through telephone calls or individual discussion. Concerns or queries were responsively followed through with external professionals, that is nurses, social workers, or GPs, where this was necessary. Relatives or carers were kept informed as appropriate to the individual circumstances. Consultative reviews were carried out on a regular basis so as to check that the service continued to meet needs in the way that best suited the person, and/or their carers.*

*We found that the provider, and manager, had effective governance systems in place to monitor all aspects of service delivery. Clear action plans were in place to support areas identified as requiring development or improvement and these were followed through on and any action points resolved. The service makes good use of the resources available to them through their affiliation to Crossroads Caring Scotland in terms of policy, procedure and quality assurance tools. The service demonstrated that professional standards in relation to recruitment and staff selection were being applied, ensuring that all necessary checks were carried out before new staff commence employment.*

*We found that staff had access to a variety of training opportunities. The training plan included a range of mandatory core training courses appropriate to the work that the staff routinely carry out. This has been regularly supplemented by including training identified as*

*part of individual staff appraisal/training needs analysis. We felt that this supported staff to develop their skills in areas relevant to the changing needs of those they supported.*

*The service provider has been proactive in trying to encourage service users, or their relatives and carers to participate in planning and assessing care and support. The service has a visible profile in the local area, and representation at the management level has been regularly encouraged. On an individual level we saw that the service involved the person, and or their family carer, in planning how their care would be delivered. Choice was encouraged in the allocation of staff who provided their support and it was clear that people felt that they could raise any issue with the manager with the expectation that they would be listened to and any identified issue resolved.*

### **What the service could do better**

*This service should continue to monitor and work to build on the standards achieved in the areas covered in this inspection. We are confident that this service will continue to check for any new areas that they can improve, and that they will implement changes that would address these. During our feedback we made some suggestions to the service manager which we felt may support different aspects of the service. These included ideas for staff training and staff induction that appeared relevant to their current circumstances. We also discussed how regular audits of personal planning documentation could support the complex task of ensuring that all personal plan documentation had been updated at a time of review or change.*

The full report can be accessed on the Care Inspectorate website [www.careinspectorate.com](http://www.careinspectorate.com).

## **EMERGENCY NIGHT CARE**

Emergency night care is also available. This service can be called on by the GPs or community nurses to avoid a client living on their own being admitted to Hospital unnecessarily. Three clients benefited from this service, which avoided their admission to Hospital and enabled one to end their days at home.

## **DOMESTIC HELP SERVICE**

The domestic help service commenced in April last year with three clients. There are now seven clients on the books and nine different clients have been assisted during the year. The service was set up as a result of a study which showed that there was a need for the service. The service has been very well received and is being used by existing Crossroads clients and clients who do not receive the core Crossroads services. Feedback from clients evidences their satisfaction with and appreciation of the service. Initially an existing Care Attendant, Margo Macleod was appointed to the post of Domestic Help worker, but she found other commitments made it difficult for her to fulfil the tasks. Effie Macleod was subsequently appointed to the post in June and continues to provide a responsive and sensitive service.