

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)

Completed on:

3 February 2020

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 providing care and support in the Isle of Harris since 1985.

The service is a charity loosely affiliated to the national Crossroads organisation. They provide care at home to support carers, or individuals living alone, by offering a flexible service that responds to each person's needs and circumstances. Crossroads Harris aims to provide care and 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, employed on a part time basis, uses an office in the council offices in Tarbert, when necessary. Service documents are securely stored in this office, and the premises also offer a venue for meetings and administration duties necessary to service delivery.

What people told us

We obtained feedback from people using the service in a variety of ways .

We received 15 questionnaires from people who used the service. We visited four people using the service, and also had the opportunity to talk with four people whose relatives had, or were having support from Crossroads.

It was consistently clear that this was a much valued service, and that the support made a tangible difference to people's experience.

Comments received included :

"Crossroads Harris is a great service, will help you out anytime you need them".

"I haven't been using the service very long time, but in that time have found it to be good. Staff very approachable and helpful".

"I am very happy with all the care I get".

"This is an excellent service run very efficiently and the Crossroads care workers we came into contact with were caring, respectful and very kind. The service allowed me to come back to my own home in the evenings".

"Crossroads (Harris) has been an absolute lifeline to our family over the last few years in helping us care for my relative in her own home. Co-ordinator is so approachable and obliging and always tries to help us whenever she has the capacity to do so for which we are extremely grateful for. The Crossroads ladies show such care and compassion towards my relative and nothing is ever too much trouble for them. They are all so friendly, full of fun and great company. They are an amazing bunch of individuals and a real credit to the Crossroads service.

"Staff were compassionate ... and instilled confidence in me from the outset".

"My relatives would struggle to be at home without the input from Crossroads. They are another level of input that is essential. Crossroads never let us down and we would be lost without them".

Self assessment

The service were not asked to submit a self assessment this year. We looked at their own service aims and objectives, which continued to demonstrate how the provider monitored the quality of their service provision. There continues to be a real focus of how as a provider they can respond to presenting needs in the way that makes the best use of their resources to benefit people with additional support needs.

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

We assessed that people continued to experience excellent support from Crossroads Harris.

Crossroads (Harris) remain committed to providing the best standard of consistent and reliable care, which we assessed that they had continued to achieve.

We met, and received feedback about a caring and respectful staff team, who got to know the people that they supported very well. It was evident that individual staff team members had the right skills, knowledge and experience gained from extensive involvement in caring and supporting people. Staff demonstrated compassion in their role, and it was clear that staff regularly went beyond what they were required to do, because of their empathy and the mutual relationships that were established with those they supported. People received support from a small number of staff which upheld continuity of care, and careful consideration was taken of staff skills, and interests when allocating support visits.

People told us that their quality of life had improved as a result of using the service. Individuals described how they benefited from the stimulation and social opportunity that the support offered. Other people who were caring for relatives, told us that the opportunity for rest, to enjoy a break away from caring duties, made a significant contribution to their health and wellbeing. In some instances the support from Crossroads enabled people to continue with work responsibilities, or to attend to other family or personal commitments confident that their loved one was being cared for. Some people, who lived in remote villages, and who experienced social isolation felt reassured by the expectation of visits from their support worker whom they had grown to rely on.

People's care plans should be right for them because they set out how their needs will be met, as well as their wishes and choices. Care plans were current and regularly reviewed and contained information which would provide the necessary guidance to staff. We were confident that support was person centred and based on needs and wishes. People experiencing care, and their representatives, were obviously involved in the development of the plan, and also took part in regular reviews which offered regular opportunities to give feedback. Staff also contributed to the review process and supported on-going evaluation as to how the service was meeting individual needs. The support provided by Crossroads Harris is designed to be person centred and has a flexible and enabling approach providing this support in the way that will make the biggest difference to the people involved.

People should be sure that their health and care needs were being well supported. Staff supported people in a sensitive manner. The service regularly provided support to people receiving palliative care. We heard about care being provided to a high standard, and in a manner which supported informal caregivers. It was evident that people felt confident and reassured by the professional approach of the staff, and by their ability to respond appropriately to apparent changes in health, or support stress and distress. Staff we spoke with were well informed and confident as to how they would access the right support in the event of requiring assistance.

Staff told us that they enjoyed their jobs and were well supported by management. They attended regular mandatory training, and enjoyed sessions on various health and social care topics relevant to their role. Staff were involved in regular staff meetings, and had a schedule of supervision and appraisal meetings with their manager which gave the opportunity for reflection on their role, and on their own learning and development. Attainment towards formal qualifications has been successfully embraced by those staff requiring to undertake these. As well as informal supervisory support when needed, regular observed practice visits were carried out as part of their internal quality assurance processes to support any areas requiring focus.

Robust recruitment and induction systems were being used, and staff registration responsibilities were being actively supported and monitored. All of this meant that people should be confident that the staff who support them have the necessary skills, and that best practice guidance is followed when employing new staff to protect people from harm.

This service continues to be well managed. It was apparent, that at a time of change in the management structure, that the excellent systems and processes already established, supported business and service continuity. The incoming manager experienced a supportive induction process, which enabled a smooth transition for people using the service, their relatives and for the staff group. In summary we found the service to be well organised in all regards, and to be fully focussed on people's experience. The service shows flexibility on 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 and committee who were committed to continuous improvement.

What the service could do better

We saw that staff were receiving regular mandatory training, and excellent progress had been achieved with staff qualifications. We concluded, however, that a review of the current training plan, with a view to assessing what would now be most relevant to the staff team, and taking on board the needs of those they currently support, would be beneficial.

We heard that as part of a group of providers (who had previously been formally affiliated to the Crossroads organisation) the service were re-evaluating their personal planning documentation feeling that some aspects did not add value to the processes. We look forward to looking at how this develops at future inspections.

In our feedback we highlighted that some of the minutes of review meetings could be further developed to reflect the evaluation and outcome focus that we saw reflected in the actual support provided. We also highlighted some minor remediation necessary in individual person plans. While we were confident that these would be immediately actioned, it would seem appropriate for the service to use regular audits so as to continuously monitor all aspects of the personal planning process.

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 2019	Unannounced	Care and support Environment 6 - Excellent Not assessed

Date	Type	Gradings
		Staffing Management and leadership
		Not assessed 6 - Excellent
1 Feb 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 6 - Excellent
3 Mar 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 6 - Excellent
27 Jan 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 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
		6 - Excellent Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	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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