

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: 3 March 2017

Service provided by:
Crossroads (Harris) Care Attendant
Scheme

Service provider number:
SP2004917115

Care service number:
CS2004060862

About the service

Crossroads (Harris) Care Attendant Scheme was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 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 of life.

This service does not operate from a staffed office. The registered manager, who works in a voluntary capacity, normally works from home. However, all documents relating to the service are securely kept at the offices of Harris Council of Voluntary Service, which is located in the council premises in Tarbert, Isle of Harris. The manager has the facility to use a desk within that office when that is required.

The service currently provides care and support to around thirty people, with typical service provision being in the region of up to 7 hours per week. This was generally used to give a break from a caring role, or in some instances to support people who may be vulnerable, or who may be living alone, to remain as independent as possible.

What people told us

We obtained the views of people using the service, or their carers and relatives, from those who completed care standard questionnaires, and from our discussions with those people we visited in their own homes during the inspection.

The feedback we received regarding all aspects of this service was very positive.

Comments included :

"This is a fantastic service"

"This service is of invaluable benefit to the user. ... lives in a very isolated location and loves the interaction with the Crossroads carer. They are so friendly, courteous and helpful ... speaks very highly of them. Carers come twice weekly and this is the highlight of the users week. Great service"

"Without this service I would not be able to live independently in my own home ... (the manager) is wonderful - if you ask her anything she will go out of her way to help), staff come on time"

"First class, amazing"

"Will do anything that I ask them to, very happy"

"Good, reliable service"

It was clear from all sources that this was a much valued service.

Self assessment

We received a fully completed self assessment from the provider. We were satisfied with the way the provider completed this and with the comprehensive and relevant information included for each quality theme. The provider identified what they thought the service did well, and some areas which they considered could be further developed.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	6 - Excellent

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.

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
27 Jan 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
23 Jan 2015	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent 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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