Crossroads (Dunfermline) Care Attendant Scheme
Support Service

Oliver & Robb Building
Pitreavie Drive
Pitreavie Business Park
Dunfermline
KY11 8UH

Telephone: 01383 621774

Type of inspection: Unannounced
Inspection completed on: 23 February 2017

Service provided by:
Crossroads (Dunfermline) Care Attendant Scheme

Service provider number:
SP2004006860

Care service number:
CS2004078542
About the service

This service registered with the Care Inspectorate on 1 April 2011.

Crossroads (Dunfermline) provides a home-based respite service to people or families caring for an older relative or people with physical, mental or sensory impairments, or children with disabilities. The care attendants provide the service user with companionship and maintain their safety, comfort and wellbeing for the duration of the visit. They can also support the service user to carry out hobbies and activities in their home or go out on trips of the person’s choosing.

The service is managed from an office in Dunfermline. The manager is supported by an administrator. The service currently employs 14 care attendants and provides the service to 74 people. The service receives referrals from the social work department, health services and people and their families directly.

What people told us

We received the following comments from people who returned care standards questionnaires to us.

'We have an excellent carer who has been kind, understanding and flexible. She considers the needs of the whole family and the whole family benefit from her help.'

'We have used this service for over a decade and we are very appreciative of what they do. A consistent carer who looks after our relative wonderfully.'

'We are really happy with the service Crossroads provide. We couldn’t have asked for such a lovely carer the service has given us. She is fantastic with our relative. We are more than confident to leave him in her care. Crossroads has given us the support and care we have been needing.'

'Since the manager first came to my house in April 2014, I have been most impressed with the help and advice given by the staff of Crossroads. This has helped me personally and I am so grateful to be once more a person, not just a carer. The lady who comes to visit and sits with my husband is so friendly and it is a pleasure to welcome her into my home.'

'I wouldn’t leave my relative with his Crossroads carer if I wasn’t happy with the care provided.'

'My family and I have greatly benefitted from the service we receive for 2 hours weekly from the exemplary carer. She is kind, discreet, punctual, appropriate, attentive and perfectly suited to meet our needs as service users.'

'Excellent caring, professional service.'
Self assessment

The service did not receive intimation to submit its self assessment.

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>5 - Very Good</td>
</tr>
</tbody>
</table>

Quality of care and support

Findings from the inspection

We found that the performance of the service was very good for this theme.

The service met the health and welfare needs of people using the service very effectively. We sampled personal plans that provided clear guidance about care needs and preferences.

The personal plans we examined described and treated people respectfully and positively, and unique and personal information was recorded. We saw that this was being used to make a positive difference in the lives of the people receiving support. Some people had been involved, with support from their families, in developing their own personal plans. The information contained in the plans was central to the person's care.

By following care plans for service users, we found staff appropriately implemented the planned care. Staff made very good use of published practice guidance, such as in relation to infection control. We found that staff promoted the choice of people using the service.

Staff we spoke with during this inspection showed very good knowledge of the needs of the people using the service. People using the service stated they were confident that the support staff met their health and wellbeing needs.

Reviews of personal support plans had taken place. The people using the service could be joined at their reviews by relatives or other professionals involved in their care and support. The people who used the service were encouraged to voice their opinions on any progress they had made since coming to the service.

The opinions of people using the service were sought by means of reviews, questionnaires and surveys. The feedback received was generally extremely positive. We discussed that the findings of theses processes of engagement should be summarised to show how feedback was evaluated or acted upon.

We saw that each person using the service received a welcome pack. The pack contained all expected information around service delivery and the complaints processes. This gave people using the service the opportunity to be listened to and empowered to make decisions about the service.

Requirements

Number of requirements: 0
Quality of staffing

Findings from the inspection

We found that the performance of the service was very good for this theme.

We discussed files for staff who had commenced work with the service since the previous inspection. We focused on the recruitment and selection process and associated records.

We found that all of the files sampled contained a completed application form, Protecting Vulnerable Groups (PVG) check from Disclosure Scotland and interview notes. We found that the service provider had used care scenarios as part of the interview process, to gain insight on how potential candidates would respond to potential situations they may face. All of the staff files contained references. We discussed how checks of the registers of the Scottish Social Services Council (SSSC) and the Nursing and Midwifery Council (NMC) should be included as part of the recruitment process, and this was completed during the inspection process.

We saw evidence that the service continued to show commitment to ensuring staff receive training appropriate to the needs of the people they support. Staff supervision had taken place and staff told us they found supervision beneficial and positive. They discussed practice issues, training needs and personal development.

We saw that the manager regularly monitored the practice of staff and provided supervision. This meant that the staff had personal development plans and the formal opportunity to reflect on, or develop their practice.

We asked the management team to evidence the involvement of people using the service in the ongoing development of the staff team. We suggested that information gleaned from people could be used to inform staff development and the supervision process.

Staff showed a good understanding of the National Care Standards and their role as support workers. Staff spoken with confirmed awareness of registration with the SSSC and gaining the necessary qualifications. They were also happy with the access to a wide range of training offered by their line manager.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good
Quality of management and leadership

Findings from the inspection

We found that the performance of the service was very good for this theme.

The staff we spoke with during the inspection commented that they received very good support from their peers and from the management team. Staff confirmed that they were able to discuss issues, that they felt listened to and that any concerns they had were addressed.

We found that the management team had attempted to meet regularly with the staff team to maintain and develop staff practice and learn about new guidance. The service had made efforts to meet the staff and we encouraged them to continue this, and make use of social media to assist this process.

The board of management was committed to exploring the further involvement of people who used the service. They had identified meetings with the board and staff, and social events, as part of the strategic plan, to facilitate further involvement. We saw that directors had tacit responsibility for areas of service delivery and supported the manager in her role.

We found that the service recently had an inspection visit in regard of the Crossroads Quality Assurance System (CROQAS), where checks were made of a range of practice statements. We saw that the service presently holds the CROQAS certificate of achievement in the quality areas of CROQAS examined.

We read the service action plan and found that it outlined the way the service planned to move forward and adapt to minimise risk to the current quality of service. Progress on the plan was regularly monitored by the board.

From the evidence we examined at the inspection, we saw that there was a commitment to continually improve the quality of the service for the people who use it.

The service was aware of the duty to notify the Care Inspectorate of serious issues involving the people who use the service and the staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good
Previous requirements

Requirement 1
Support plans should include information about risks to the person and a strategy to minimise these risks. Information held in the risk assessment should be updated and support the safety of the person and staff.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210 Regulation 4(1)(a) - a requirement to make proper provision for the health, welfare and safety of service users.

This requirement was made on 15 June 2016.

Action taken on previous requirement
The forms we examined detailed what risks exist and what safety measures or precautions are presently in place to safeguard people. The forms go on to detail tasks undertaken by staff (to be treated as individual hazards), what risks may present and what control measures and precautions are to be implemented. The date for a review of the risk assessment is set for six months from date of assessment, or when circumstances or needs change.

Met - within timescales

Previous recommendations

Recommendation 1
The provider should ensure that the manager has support to develop their professional role and to take forward improvements in the service.

National Care Standards Care at Home: Standard 4 - Management and Staffing.

This recommendation was made on 15 June 2016.

Action taken on previous recommendation
It is evident that the manager receives ongoing support from the board, where required, in areas that assist and underpin her role. The constitution of the board includes people whose experience of the service and cognate skills are of great assistance to the manager and can take forward improvements in the service. This recommendation has been met.
**Recommendation 2**

The provider should prepare a service plan for improvement setting out areas for improvement, with specific goals, actions to be taken, timescales and persons responsible.

National Care Standards Care at Home: Standard 4 - Management and Staffing.

This recommendation was made on 15 June 2016.

**Action taken on previous recommendation**

We read a copy of the service action plan, devised and implemented by the manager and the board, covering the requirement and recommendations made at the previous inspection and other areas of improvement within the service. People are allocated specific actions, timescales for tasks and progress/outcome noted. This recommendation has been implemented.

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

**Enforcement**

No enforcement action has been taken against this care service since the last inspection.
<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 Mar 2016</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 3 - Adequate</td>
</tr>
<tr>
<td>20 Nov 2014</td>
<td>Announced (short notice)</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 3 - Adequate</td>
</tr>
<tr>
<td>14 Nov 2013</td>
<td>Announced (short notice)</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 2 - Weak</td>
</tr>
<tr>
<td>27 May 2013</td>
<td>Announced (short notice)</td>
<td>Care and support 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 2 - Weak</td>
</tr>
<tr>
<td>1 Oct 2012</td>
<td>Announced (short notice)</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 3 - Adequate</td>
</tr>
<tr>
<td>21 Oct 2010</td>
<td>Announced</td>
<td>Care and support 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership Not assessed</td>
</tr>
<tr>
<td>7 Jan 2010</td>
<td>Announced</td>
<td>Care and support 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership Not assessed</td>
</tr>
<tr>
<td>Date</td>
<td>Type</td>
<td>Gradings</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>12 Mar 2009</td>
<td>Announced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 - Very good</td>
</tr>
</tbody>
</table>
This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us
Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com
0345 600 9527

Find us on Facebook
Twitter: @careinspect

Other languages and formats
This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

अनुरोधानुसार यह रिपोर्ट अन्य फार्मेटों एवं अन्य भाषाओं में प्राप्त किया जा सकता है।

ediumo díth a thugadh leathainn é féin, ar fadhbannaíochtaí, grá éagsúlaí icheolasachtaí.

تقرير هذه الوثيقة متوفرة بلغات ونموذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzeniu niniejsza publikacja dostępna jest także w innych formatach oraz językach.