

## Crossroads Caring Scotland - Moray/Nairn Support Service

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Type of inspection: Unannounced  
Inspection completed on: 1 March 2017

**Service provided by:**  
Crossroads Caring Scotland

**Service provider number:**  
SP2007008963

**Care service number:**  
CS2014332293

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 4 March 2015.

The service Crossroads Caring Scotland - Moray/Nairn, is part of a national organisation, Crossroads Caring Scotland that provides support to the carers of people who are ill, disabled, frail or otherwise require a substantial level of care and support in order to remain living at home or with their families in the community.

The service is based in Elgin and there are local offices in Nairn and Dingwall to provide more local support for people who use the service and staff working in that area.

The service supported people in Dingwall, Nairn, Elgin, Buckie and Cullen areas by dedicated teams of carers. Support is provided from a few hours on a one off basis to a larger package covering many hours each week. Support can also be provided on a 24/7 basis if this was required.

The service stated that it is 'committed to the delivery of high quality care and support that enables the people who use our service to live independently. Our approach is both 'person centred' and 'outcome focused', and is built on the active involvement of the service user.'

The service aimed to assist people to plan and reach their desired outcomes based on their preferences and choices and will:

- work with individuals within their own home or/and the community.
- provide support in a person centred way that fits with the lifestyle of the service user.
- support individuals to develop, offering guidance and assistance to achieve their goals.
- encourage and assist individuals to be active citizens by assisting them to take part in a variety of activities from college support, employment to recreational activities.

## What people told us

We received 40 completed Care Standards Questionnaires from people who were supported by the service and their relatives. We also received six questionnaires from staff working in the service. During our inspection, we spoke with three people who used the service, two relatives and two staff members.

In general people expressed a high level of satisfaction with the quality of support they experienced. They told us they were well supported by caring staff who knew them well and their help improved their quality of life. They said they were confident to approach staff with any concerns they may have and expected issues they raised to be resolved quickly. However, some people said they were not happy when they did not know which staff were coming in to support them. One person told us that they felt some staff did not always treat them with respect. Most people we spoke with said that they received an excellent service from their Crossroads carers.

## Self assessment

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for improvement and any changes it had planned.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## What the service does well

People were involved in developing their own support arrangements and took account of their health and personal care needs and daily routines. This meant that staff could be consistent in the way they supported individuals.

People who use the service spoke highly about the service from Crossroads and the support they provide. The staff had built positive relationships with service users and their families. This had helped them to develop a sound knowledge of service users' health needs and the assistance people required. This enabled the service to ensure consistency in how people's care and support was managed.

We found the staff to be motivated and very committed to their work. They have developed very positive relationships with people who use the service. Staff had good access to training and development opportunities for core and essential training. The provider had recognised the need for staff to have professional qualifications and were now supporting staff to achieve SVQ in Social Care at Level 2.

The documents we sampled and the people we spoke with gave a good sense that people were getting the right level of support when they required it and people's choices respected. However, this could be strengthened by greater detail in risk assessment and regular review.

## What the service could do better

People's support plans needed to be reviewed at least once in each six month period. The manager told us that this had slipped recently because of staffing difficulties and the need to deliver support for people had taken priority over reviews. However, this now needed to be addressed urgently. **(See Outstanding Requirements)**

People's support plans were generally well written and gave good information about people's support needs. However, improvements could be made by adopting an outcome focused approach and adding detail about how people wanted to be supported.

Risk assessments tended to focus on environmental factors. We did not see evidence that other risk areas such as; isolation, behaviour, mental health or lone working had been considered. At the last inspection we made a recommendation about this. Although some improvement had been made, we did not consider that the recommendation had been met. **(See Recommendations)**

We noted that monthly reports were not always completed. This provided good information about how people were achieving good outcomes as a result of the support they received. It is important to ensure these records

are kept up to date so that the service could pick up on changing needs quite quickly and respond to prevent any decline.

Service agreements could be improved by adding greater detail, such as the days and times of the week that people would receive support and the issues they would be supported with. For example, personal care, medication, meals, activities or domestic tasks.

Staff should be mindful when recording information and completing documents and ensure that these are fully completed, signed and dated. Each incident should be recorded separately to protect the confidentiality of the people involved.

The manager had started to expand staff training to incorporate issues that affect the people they support. This is good practice, but needed to be informed by an analysis of the training needs for each staff member. This will ensure that training is meaningful and targeted to those who would most benefit. We had made a recommendation about this at our last inspection. We did not consider that this had been met. **(See Recommendations)**

The provider needed to be confident their staff were knowledgeable and competent in their practice. We saw that 1:1 supervision with staff was regular and gave staff opportunities to discuss the issues affecting the people they worked with. However, we did not see evidence of reflective practice in the supervision records that would support learning and development for staff. The manager should also introduce a programme of observed practice. This would support competency assessments and help inform the annual training plan.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The provider to further develop risk assessments to ensure all areas of risk had been considered and appropriate strategies put in place to minimise the likelihood of any harms occurring. Risk assessment should be reviewed each time there was a change in people's circumstances and at every review.

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

2. The provider must ensure that a training needs analysis for each member of staff is completed to identify the gaps in the skills and knowledge of the staff group. This information should inform the development of an annual training plan for the service. This will help to ensure that people who use the service are supported by knowledgeable and skilled staff.

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

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Inspection and grading history

Date	Type	Gradings	
5 Feb 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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