

Crossroads (South Ayrshire) Care Attendant Scheme Support Service

Biggart Hospital
Biggart Road
Prestwick
KA9 2HQ

Telephone: 01292 671331

Type of inspection: Unannounced
Inspection completed on: 30 January 2017

Service provided by:
Crossroads (South Ayrshire) Care
Attendant Scheme

Service provider number:
SP2005007534

Care service number:
CS2004073986

About the service

Crossroads (South Ayrshire) Care Attendant Scheme registered with the Care Inspectorate in April 2011. It provides a Care at Home service to people within their own homes living in South Ayrshire. Crossroads (South Ayrshire) is affiliated to Crossroads Caring Scotland and run by a voluntary management committee. The registered manager is supported by two part time coordinators. The service operates from Biggart Hospital and currently provides support to approximately 108 people. Staff members work flexible hours to allow carers to have help and short breaks at times which suit them. Most people receive the service for several hours a week and some people have increased support hours in response to need.

The service's principal objective is "to provide a domiciliary service to relieve carers and their families in South Ayrshire from the stress of caring for persons who need constant supervision (who may include those who have a physical, mental or sensory impairment, are frail and confused, are chronically sick, or are terminally ill)".

What people told us

For this inspection, we received the views of 35 people. This was done through care standards questionnaires and telephone interviews. People expressed a high level of satisfaction with the quality of the service that they received.

Comments included:

"It is an amazing service and has been and continues to be a vital support to us. The level of care, dedication and respect shown and consistently delivered is very much noted and appreciated. The ethos, quality and standards of Crossroads should be utilised as a benchmark and example to others".

"I actually feel as if the Crossroads staff are like family. It's the most wonderful professional service imaginable. Everyone is always on time. I honestly don't know how we would have managed without Crossroads. I cannot speak highly enough of the whole organisation and every member of staff. They are all special".

"I don't know what I would do without this service, it makes such a difference to our lives".

"A wonderful and caring organisation".

"Crossroads in South Ayrshire is an excellent service, competent, professional and most importantly compassionate. Exemplary".

"Crossroads provides a brilliant service which far exceeds standards set by other organisations and agencies. Crossroads staff take all family members into consideration when developing a support package and constantly review their service to ensure everyone's needs are taken into account".

"Experience was beyond positive. Exceeded expectations. Marvellous service. They always did what they said they were going to do and never let me down. The carers are marvellously suited, they take care matching the carer to the person. I don't know what I would have done without Crossroads. They are supportive and encouraging and enabled me to keep x at home".

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how people who used the care service had taken part in the self assessment process and how their feedback directed the development of their plans for improving the service.

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	not assessed

What the service does well

Crossroads (South Ayrshire) Care Attendant Scheme continues to provide excellent support for people in South Ayrshire who care for a relative or friend at home.

The service is centred around the needs of the person supported and their family, and is flexible and responsive as needs, choices and decisions change. People told us that the service was consistent and reliable and that they knew who was giving the care and how and when this would be given. This enabled people to feel at ease with the service and supported the development of good relationships giving family carers confidence that they could leave their relative knowing that they were safe, and well cared for.

The service had an experienced and skilled staff team who were clearly committed to their caring role. People using the service told us that they were respected and treated with dignity and compassion.

The service has robust quality assurance systems and processes covering all aspects of the service provided to ensure that high standards are met and maintained.

What the service could do better

Crossroads (South Ayrshire) Care Attendant Scheme should continue to maintain the high standard of service demonstrated at this inspection.

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	
10 Aug 2015	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
29 May 2014	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
19 Mar 2013	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
6 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
30 Mar 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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