

Crossroads Caring Scotland - Lothians Services Support Service

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Waverley Industrial Units
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Type of inspection: Announced (short notice)
Inspection completed on: 1 November 2017

Service provided by:
Crossroads Caring Scotland

Service provider number:
SP2007008963

Care service number:
CS2014333895

About the service

Crossroads Caring Scotland - Lothian (referred to hereafter in this report as "Crossroads") is registered with the Care Inspectorate to provide a support service - care at home.

The registration has recently changed and they now provide support only within the West Lothian area.

Crossroads was overseen by a manager, a co-ordinator and a senior support worker. At the time of inspection 31 support workers, one support manager, one care-coordinator and one senior support worker were employed by the service, delivering approximately 530 hours to 140 people in West Lothian.

Crossroads aims were : "To improve the health and well-being of service users by providing practical support with their home, enabling individuals to continue to live independently".

For those individuals that are supported at home by a carer, Crossroads offers practical support to allow carers to take time to themselves in turn helping them sustain their caring role.

Aim - To improve the quality of life, health & wellbeing of service users & carers across Scotland

What people told us

During the inspection we spoke to ten people who receive a service or their carers and the following are some of their comments on the service they receive :

'The support I get is personally brilliant'

' I am helped with my internet shopping it is the social aspect, the company which is great to have'

'I have nothing but good things to say the staff that come to me are all fantastic'

'The staff are very supportive and it is a break for me and my husband we both look forward to it'

'Crossroads have been very good and my husband receives a consistent person which is so important to him and I can go out feeling totally confident that he is being cared for to a high standard'

'I am very happy with the service I have gotten to know the carers very well'

'It has given me company and opportunity to do different things like going to cinema as well as my shopping it is a wonderful service'

'Life was a lot less pleasant without them I get consistent carers'

and

'This care service has opened up my horizons greatly I wouldn't like to be without them'

Self assessment

We have not requested that providers complete a self assessment during 2017/18. During the inspection visit we took the opportunity to discuss the services progress with their own improvement or development plan. All services should have such a plan as part of their quality assurance.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The service is well organised and respected by everyone who responded to questionnaires and telephone calls.

Annual survey's are sent out to people receiving a service and their carers and on observation the feedback is extremely positive. Involvement in relation to the service has happened in the past and this is currently being looked at again.

It provides a regular and consistent as well as a flexible service with agreed support and outcomes identified.

We were told by people's getting support that their choices are respected whether that is for practical tasks, socialising within their homes or going out to activities.

Support plans were seen to be comprehensive in detail, in a good format and up-to-date.

Staff inductions and training programmes are very good and are monitored both centrally and within the service.

The registration with the Scottish Social Service Council (SSSC) has led to the need to plan for all staff to be registered and to complete an SVQ2 by 2020. The service has a training matrix in place this for this along with a criteria for selection of staff members.

There was a planner in place for staff supervisions and appraisal and records of meetings were observed in individual files.

Staff meetings are held four times a year which were seen to be practical in relation to the dispersed service being provided.

The service has its own comprehensive quality assurance system - CROQAS.

The manager and coordinator at the time of the inspection were in temporary acting up positions and although this was not ideal the service was not affected by this arrangement. The manager has since been appointed permanently to the position.

What the service could do better

Inspection report

The service is looking to have more involvement from people and their families and from the latest survey this has been identified as something to take forward.

The service supports a large number of people with Dementia and requires to ensure that all staff members have access to specialist training in this area. This is covered in induction module but the service do plan for all staff to have more in-depth training in due course.

The service has a development plan and discussion was held about the expectations of the Care inspectorate for future years in respect of a Self Evaluation. Guidelines were given to the service and along with the new Health and Social Care Standards the service should be aware of forthcoming requirements.

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	
14 Dec 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Feb 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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