

# 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: 21 February 2018

**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 and provides a Care at Home service to people living in their own homes. The service is affiliated to Crossroads Caring Scotland and is run by a voluntary management committee. Staff, who work flexible hours to provide respite breaks for carers in accordance with their individual needs and choices, were providing support to 117 people at the time of the inspection. The registered manager is supported by two part-time coordinators working from an office base in Biggart Hospital, Prestwick.

The principle objective of the service is:

'To provide a domiciliary service to help relieve carers and their families in South Ayrshire from the stress of caring for people who need constant supervision. The service is dedicated to treating carers and people cared for with respect and sensitivity, with flexible recognition of their individual and diverse needs; and with due regard to their dignity and independence. The scheme aims to:

- promote the interests of carers
- advocate improved services from statutory agencies for carers and families
- provide advice, information and support to carers and the people being cared for
- supplement the care hours provided by core funding.

## What people told us

We received 30 completed questionnaires and also spoke to four carers. All of the feedback was very positive and highly complimentary about the service provided. Comments included:

"Absolutely delighted with the service my (relative) gets. Always informed in plenty of time if any changes. (Relative) is also delighted. Cannot praise them highly enough."

"My (relative) has greatly improved - talks, jokes with the ladies who come in and when they are in I am able to get out and do my own thing knowing my (relative) is well looked after."

"Without Crossroads I would not be able to care full time. The few hours we get are like gold - very precious."

"Extremely happy and confident with service provided by Crossroads. Carers all very friendly and caring."

"I really can't fault them and look forward to their help. They take good care of my (relative) and I can leave and feel happy someone I know will look after her well."

"Other organisations would perform much better if they implemented many of Crossroads practices, especially in customer care."

"Excellent service. All carers that visit my (relative) are kind and respectful of my (relative) and our home. She is always happy and in a content mood when I come back from my 'time out'. I can relax when I'm out knowing Crossroads staff are there. Their timekeeping is excellent. Crossroads would be the company I would choose, given the option, for all my (relative's) care requirements."

"I find the Crossroads service extremely beneficial, allowing me time to take a welcome break with friends or family and to recharge the batteries. The service is reliable and punctual and I can make arrangements with

confidence knowing that all will be well. It gives me great peace of mind, especially when the relationship with the Crossroads carer develops into a deeper friendship. I have found all staff, office and the carers, to be warm, friendly and considerate and I'm thankful for the existence of such an organisation that shares the load."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the way the quality assurance process had been used to inform and assess standards and discussed the priorities for development with the management team.

## From this inspection we graded this service as:

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

## What the service does well

We received very positive feedback about the quality of the overall service. People were highly complementary about staff. They told us how the service had improved and enriched their quality of life as they felt confident about taking 'time out' and were more able to continue caring for their family member at home as a result. Comments included:

"The staff are wonderful and treat my (relative) with the utmost respect. We had some lovely carers over the years. Important to me especially is the professional way in which everything is conducted, e.g. the carers are always on time and leave at the correct time. I am completely satisfied that my (relative) is always treated with care and respect. My (relative's) life and my life have benefitted greatly from Crossroads."

"Personally, I could not ask for more. I think staff in the office are excellent - very friendly on the phone. Employees are wonderful with my (relative). We could not ask for more and feel very privileged for all the care we receive."

"A great service provided by caring and considerate people."

It was clear that the service provided was valued and highly regarded by those receiving it. The person centred, flexible and responsive approach demonstrated an excellent focus on promoting positive experiences and outcomes for each individual. We saw that there had been instances where significant efforts had been made to provide increased levels of support at short notice and this had been greatly appreciated by the families concerned.

We confirmed that staff had formed respectful, supportive relationships with carers who told us that staff were reliable, skilled and friendly. The low staff turnover had provided excellent continuity of care and people told us how important this was to them as were the efforts made to carefully 'match' staff to the families they were working with.

We found that the staff team had been very well trained and supported to deliver an excellent standard of support. Staff had benefitted from the comprehensive and values based induction process and the approach to

ongoing training, development and registration with the Scottish Social Services Council (SSSC) thereafter. Feedback from staff was very positive and we found them to be knowledgeable and highly motivated. The management team valued the contribution of each member of staff and shared the complimentary feedback received from families which staff appreciated. Comments included:

"All staff are excellent, from management to carers. Very good at keeping us informed. Kind, considerate and friendly. It is a wonderful service."

"During the two years that I have been with Crossroads I have had excellent service. The carers and staff are very caring and proficient at the duties they perform."

"The support from both office and carers could not be faulted in any way whatsoever. The carer is an angel in disguise and enjoys the visit with her client."

"To date, I am really delighted with the service provided and with the two carers we have experienced who have provided companionship for my (relative). We are deeply indebted to Crossroads."

The recruitment of new staff had been carried out in a safe manner to protect the people using the service.

The quality assurance system and the high level of consultation, communication and information sharing with the people using the service had helped to sustain consistently high standards. We concluded that strong, motivational leadership, supported by the meaningful contribution of the management committee had resulted in an excellent service focussed on providing compassionate care and support that improved peoples' resilience and quality of life.

## What the service could do better

We saw that personal plans had been updated following reviews and that planned goals and actions had been responded to properly. We said that this could have been recorded more clearly in the staff notes and revisited at the next review to fully reflect the positive outcomes being achieved.

We discussed some changes that could be made to the recruitment process to support further improvements and asked for the development of reflective practice to be built in to the staff supervision process. This helps staff to recognise their strengths and consider the aspects of their practice that they should continue to improve.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
30 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
10 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
29 May 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
19 Mar 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent 6 - Excellent
6 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
28 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
30 Mar 2009	Announced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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