

Crossroads Caring Scotland - Aberdeenshire Support Service

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Type of inspection:

Unannounced

Completed on:

27 June 2019

Service provided by:

Crossroads Caring Scotland

Service provider number:

SP2007008963

Service no:

CS2014332294

About the service

Crossroads Caring Scotland - Aberdeenshire has its registered office in Fraserburgh and covers the local area as well as areas around Stonehaven.

The service is registered to provide a service to frail, elderly people with physical or mental disability, mental health problems and support to children with additional needs. Services are provided for people in their own homes or in the community.

The service aims to deliver packages of care that are focussed on the care needs of individuals and they are designed to:

- improve the quality of life
- support people to live independently at home
- enable carers and service users to benefit from a regular, meaningful break.

What people told us

During the inspection we spoke with people who used the service and some of their relatives. They told us that they felt the service met their support needs and that they got on well with the staff. They said they felt comfortable phoning the office if there were any issues or they needed advice. Some people said that they always saw the same staff or group of staff, while others said that although they generally saw the same staff when there was a need for emergency cover this was usually by staff who had visited at least once before.

People who used the service said that they were confident that staff knew what they were doing and that they appeared to be well-trained. Staff were rarely late for visits, and given the rural nature of some of the service people who used the service, their relatives felt that there may possibly be times when staff would be held up but that if this was to be considerable someone from the office would let them know.

Generally all comments, both from people we spoke to and people who completed a Care Standard Questionnaire, as part of the inspection were very positive about the staff and quality of service provided. Some of the comments made about the service were:

"The service I have received from the staff and carers at Crossroads since I came out of hospital has been excellent."

"Top marks to Crossroads Caring"

"I am very happy with the service, all members of staff are great."

"Everyone I've ever had to look after me in Crossroads has always tried to really get to know me. "

"The service user has been on the Crossroads system since being a toddler and has recently been allocated a lot more hours since just leaving school. There has never been any issues in all that time and the service user thinks the world of the staff who quite often go over and above their remit."

"Very happy with the service delivered by named staff member."

"Very happy with the care for my son. He is treated with dignity and respect. Is excellently cared for by staff looking after him. They always look out for his needs and wellbeing."

"All our carers are very pleasant."

"Named staff member is a great help to me I would hate to be without her."

"Relative has named carers who are brilliant with him. He has formed a bond with them and nothing is a problem for them with him"

Self assessment

We did not request a self-assessment this year. We discussed and considered the service's own development plan as part of this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Records showed that the service knew individual service users well and were responsive to individual needs. The service carried out assessments prior to commencing which led to the completion of care plans. We could also see that where care needs changed the service generally informed appropriate people such as social workers to negotiate an increase or decrease in support hours.

We saw some records of reviews, in particular, annual reviews, plus the service maintained a spreadsheet to record the dates of all reviews. In some files we saw three-month reviews of care, completed by care staff, which provided a record of support provided and gave staff the opportunity to identify any areas of concern which should be monitored.

Comprehensive risk assessments were in place which clearly identified any issues - this ranged from people who had very limited mobility to people at a risk of falls, and the action the service took to minimise risks.

People appeared to get the same small group of staff who had the opportunity to get to know the service user well.

Staff appeared to have access to arrange of appropriate training to allow them to support service users appropriately. This was recorded both in individual staff files and in training plans. Senior staff received electronic alerts for key actions such as when training is due for renewal, or when appraisals are due.

The manager regularly checked that paperwork was up to date and appropriate actions had been carried out. In addition, the service made regular reports to appropriate stakeholders such as the contract and commissioning team of the local authority. Crossroads policy is that the service had a yearly plan and also a strategic plan which is more long-term and provider focussed.

What the service could do better

It was not always clear from files that six month reviews were carried out and what was discussed, although the service maintained information on a spreadsheet with dates of completion.

Although the service was aware of some of the notifications which should be made to the Care Inspectorate, a recent incident of concern had not been notified. We signposted them to the relevant guidance document and are confident they will do this in the future.

The service would benefit from a robust quality assurance process, and the manager confirmed that this was currently being developed by the provider. This should result in clear, measurable action plans which can be monitored.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
6 Feb 2019	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
8 Feb 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
10 Mar 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good

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