

Crossroads (South Ayrshire) Care Attendant Scheme Support Service

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Type of inspection:
Unannounced

Completed on:
15 December 2022

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

Service provider number:
SP2005007534

Service no:
CS2004073986

About the service

Crossroads (South Ayrshire) Care Attendant Scheme provides a care at home service to people in their own homes and in the community. The service is provided to people living in South Ayrshire and operates from a base in Prestwick.

At the time of this inspection the service was supporting 105 people.

About the inspection

This was an unannounced inspection which took place on 13 and 14 December 2022. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with five people using the service and eight of their family members;
- spoke with 13 staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with professionals involved with the service.

Key messages

- Crossroads provided a supportive and responsive service to people who use the service and their families.
- Managers were highly involved in the day to day support of people, they implemented changes to support people's needs in a safe and prompt way.
- Staff have worked for the service for a long time and pride themselves in providing a good service for people and their family.
- There was a good standard of communication, families felt well informed and involved.
- Feedback from carers and families was very positive about the quality of care and support provided.
- People's care plans contain very good information and are written in a person-centred way.
- Quality Assurance could be further improved to give the manager an overview of key areas.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Families told us the manager and staff listened to them which gave them confidence in the care and support provided.

We were pleased to see the level of detail in care plans was very good. This meant that people were supported in a way that suited their needs and in line with how they have been assessed. Care plans were implemented, evaluated and reviewed six monthly. They reflected the person and outlined the support required to maximise their quality of life, in accordance with their wishes.

Any changes to people's care were approved by the manager which ensured that they were communicated, discussed and risk assessed appropriately. The service involved other health professionals as required which helped to keep everyone safe.

When the service was planning for a new care attendant's visits, introductions were made and the information shared was appropriate and of a high standard. Follow up calls were made to ask how it went and to add to the care plan any additional information gathered.

When we observed people in their own homes, it was clear to see that they and their carer were both treated with compassion, dignity and respect. This was also the case in relation to their home, property, and personal space. This meant that people felt respected and listened to because their wishes and preferences were shaping their support.

People's wellbeing and sense of worth was enhanced by staff who knew them well and were knowledgeable and trained to meet their needs to a high standard.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The managers observed new staff to ensure that the relationship was right for the person and their carer. The manager also did weekly check ins with the carer to check that everything was working for them. This gave good opportunity to raise any concerns and resolve any issues. Having strong communication with carers meant that people experienced good outcomes.

The rota was planned well in advance to ensure continuity with the same care attendants providing support to people that they knew. This gives carers peace of mind, knowing that they can go out and not worry about their loved one.

Good communication from managers with staff and carers supported this service to meet the needs of the care required very well, providing good continuity and strong trusting relationships. Managers were

approachable and provided a confidence in care attendants to highlight any changes to a person's health or wellbeing, this meant risk assessments and adaptations were put in place accordingly.

People using the service were happy with the support provided, they felt that any issues are responded to effectively and promptly.

We encouraged the manager to develop a better overview of key quality assurance findings. This could include overviews of quality assurance outcomes for care planning, risk assessments, medication and regular staff supervisions. This would help the service to strengthen their self-assessment processes and to focus on targeted improvements.

How good is our staff team?

People and their families using the service are very happy with the staff, saying they are kind and caring. We had excellent feedback about all staff and therefore we evaluated this as very good.

Staff are matched well with the person and their carer, getting this right means a lot to the person and their carer.

Staff adhere to Crossroads policies and procedures at all times, this is reflective in the support observed.

Staff are trained in all aspects of what the priorities are for people getting support including moving and assisting, Parkinson's awareness, specialist skilled dementia awareness, medication, diabetes and adult support and protection. The service had let training slip post pandemic and are working to address this to ensure that all staff receive appropriate training for their roles.

The service used questionnaires to gather feedback from people supported, relatives and staff, the feedback was positive, comments included: "I enjoy this time of the week because it gives us both breathing space", "My wife's speech and condition seem to have improved since she got this support", "My son benefits from this support because it gives him independence without his mum and dad", "The carer gives my husband different conversation to me, it's like a new friend", "The stimulation from a different person is immeasurable".

There were no comments on how the service could improve, "It's excellent as it is", "It's a first-class service".

We visited people supported, and families who told us; "first class support, husband has a great rapport with the staff that visit, they are all lovely. Never had any problems but we know they are approachable and can call anytime".

"Level of support is amazing, and it really is a great service".

Comments made by external professionals included; "I have always found Crossroads very responsive and very professional, I have no concerns in relation to their care provision. I cannot think of one complaint or negative view being expressed by members of the public or colleagues. Crossroads is an asset, and I would recommend their service".

"As part of my role I have visited their clients and their feedback is that people are happy with Crossroads and the impact that the service has is invaluable to people and their families.

I have always found the Crossroads Care team very professional and quick to respond to any queries".

"I have also been in the homes of service users when the Crossroads carer is present and been very impressed with the support they provide. One carer arrived with a bag full of puzzles, jigsaws etc. and another one was painting the nails of the service user".

Training needs to remain a focus in the forthcoming year, the service has a plan to build on the training that staff have had but an overview of gaps and specific areas needs to be actioned.

How well is our care and support planned?

5 - Very Good

There were a range of methods used to ensure that people being supported were involved in a meaningful way to direct their care. Where people were not fully able to express themselves, individuals who were important to them, or have legal authority, were involved on their behalf. Therefore we evaluated this key question as very good.

Individuals can expect their care and support to be assessed, documented and a care plan in place to demonstrate this. Having a robust care plan ensures continuity and consistency of care to people being supported.

There were very good processes and procedures in place to seek feedback from people being supported, and their family members on how the assessment and planning of care is being delivered.

We reviewed the information within the care planning documentation received by the care attendant and found this to be of a high standard. This ensures that when visiting someone new they have the necessary information required to support them well. The service manager undertook follow up calls as part of quality assurance processes, ensuring visits went to plan.

The care plans we reviewed were updated involving the carer and person where appropriate. They reflected people's outcomes and wishes, they were person-centred and met the needs of the people being supported by the service.

There was robust communication systems in place. The manager and staff team supported this process in order to ensure that the care and support was delivered to a very good standard. Crossroads were very responsive when any changes were highlighted, they consistently followed up through good communication procedures. Feedback we received from carers and other professionals demonstrated these procedures were of a very good standard and gave confidence and reassurance that their views and opinions were listened to and mattered.

As part of the quality assurance procedures the service completed observations of new staff ensuring the relationship was right for the person being supported and their carer.

The manager undertook regular weekly check-ins with the carer, ensuring that everything went well, this gave the opportunity to raise concerns. Having good communication helped to build trusting relationships between the service and family members, this meant that the person supported experienced good outcomes.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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