

# Crossroads (Perth and Kinross) Care Attendant Scheme Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
12 December 2025

**Service provided by:**  
Crossroads (Perth & Kinross) Care  
Attendant Scheme

**Service provider number:**  
SP2004005890

**Service no:**  
CS2005086406

## About the service

Crossroads (Perth and Kinross) Care Attendant Scheme service contracts with the local authority to provide a care at home service to a wide range of people living in the community. The service provided can include helping people to continue living in their own home.

The service is managed from a main office in Perth. The service is available across Perth and Kinross.

## About the inspection

This was a short notice announced inspection which took place on 12 December 2025. The inspection was carried out by one inspector from the Care Inspectorate.

This inspection focussed on improvements required from the inspection completed on 20 August 2025. We have detailed the progress in these areas under the following section of this report:

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

We have re-graded the service in recognition of the required improvement being met. We re-graded the service to 'very good' for 'how good is our staff team'.

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. This report should be read in conjunction with the previous report dated 20 August 2025.

In making our evaluations of the service we:

- spoke with staff and management;
- observed practice and daily life; and
- reviewed documents.

## Key messages

- Safer recruitment practices had improved.
- Pre employment checks were in place prior to the member of staff commencing employment.
- Staff spoken with said they felt well supported, confident and competent in their roles.

## 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 good is our staff team?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our staff team?

**5 - Very Good**

This inspection focussed on improvements required from the inspection on 20 August 2025. We have detailed the progress in these areas under the following section of this report:

- 'what the service has done to meet any requirements we made at or since the last inspection'.

We have re-graded the service in recognition of the requirement met. Grades have been moved upward, as we evidenced that the previous grade of 'adequate' is now 'very good'.

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

### Requirements

#### Requirement 1

By 30 November 2025, the provider, must ensure that people are kept safe by ensuring people are supported by staff who have been recruited in line with best practice and current legislation in Scotland.

This is in order to comply with Regulation 9 (SSI 2011/210) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

**This requirement was made on 20 August 2025.**

#### Action taken on previous requirement

This requirement was made as a result of the previous inspection where we found that the principles of safer recruitment were not being implemented consistently.

The manager had fully reviewed and updated the process for the recruitment of staff. We found that there was sufficient information in the recruitment files to demonstrate that a second reference had been obtained prior to the member of staff taking up employment. In addition, the required checks had been completed prior to beginning to work for the provider. We saw that checks of the Protecting Vulnerable Groups (PVG) had been carried out along with verification of registration requirements.

This reflected that current best practice and legislation in Scotland was being followed consistently to protect people using the service.

**Met - within timescales**

## 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).

## Detailed evaluations

How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good

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