

# Crossroads Care Harris Support Service

The Old Primary School  
West Tarbert  
Isle of Harris  
HS3 3BG

Telephone: 07305078815

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

**Completed on:**  
20 February 2026

**Service provided by:**  
Crossroads Care Harris a Scottish  
Charitable Incorporated Organisation

**Service provider number:**  
SP2020013550

**Service no:**  
CS2020380435

## About the service

Crossroads Care Harris provides a care at home service across the Isle of Harris. The service provides a support service to children and adults with support needs living in their own homes.

The aims of the service are to provide care that:

- Provides responsive care and support to family carers and elderly, ill and vulnerable people living alone in Harris.
- Supports family carers and service users by providing high quality domiciliary respite care, enabling people to be cared for in their own homes as long as possible, and enhance their quality of life and well-being.

This is delivered by way of regular support visits to the person in their own home, to support people to access their local community.

Additional services are occasionally provided when needed in emergency circumstances or end of life care, by providing some short-term overnight support to help prevent hospital admissions.

At the time of the inspection, support was being provided to 29 people.

## About the inspection

This was an announced (short notice) inspection which took place on 5 and 6 February 2026. The inspection was carried out by one inspector 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 four people using the service and three of their family representatives;
- spoke with seven staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with or had feedback from seven visiting professionals;

We also reviewed the findings of surveys submitted from people using the service, their relatives and stakeholders.

**Key messages**

The service benefitted from effective management.

Supported people and their carers received a responsive, reliable service.

Family carers benefitted from the the compassionate, flexible support provided by Crossroads.

Support was person centred, and enabled people to maintain their independence, and to retain community connections.

Staff were were committed and motivated, and were valued and appreciated by service leaders. This resulted in positive outcomes for people and their families.

Risk assessment would benefit from clearer review practice.

**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 staff team?	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 major strengths that had a significant, positive impact on people's experiences and outcomes. We evaluated this key question as very good.

The Crossroads Harris service was highly valued by those using it. Relatives praised management and the care attendants that enabled them to benefit from having a break from their caring role. Staff were described as kind, compassionate and reliable.

Comments included:

"This is an excellent service and we are very lucky in Harris that this service is available".

"Wonderful service that helps families".

The service was flexible in meeting people's needs. The manager and staff understood people's needs and responded positively to their preferences regarding how their support would be provided. This meant people felt listened to as well as ensuring carers received the benefit from their respite breaks.

The managers maintained effective communication with family carers and care attendants so that people were kept up to date and felt well supported. This ongoing communication enabled regular opportunities to review and adjust support, as well as to explore whether referrals to other services would be beneficial.

The personal plans we sampled reflected the needs and wishes of people being supported and were proportionate to the service being provided. Risk assessments relevant to the person's needs and circumstances were in place. We highlighted that risk assessments should clearly evidence that these had been regularly reviewed, so as to ensure that they remained appropriate to the person and their support. **(See area for improvement 1).**

We saw examples where staff supported people to remain as independent as possible, whilst also ensuring needs were met. Support was often used to enable people to access the local community, for example, shops, cafes, swimming pool, as well as to maintain contact with their friends and neighbours. This helped people retain their presence within their own community, and as well the positive benefits from maintaining social connections.

The good continuity of support from an experienced staff team meant that staff were able to recognise any concerning changes in health and wellbeing, and then ensure this was shared with the right people. This helped to keep people safe and well in their own homes for as long as possible.

It was evident that local health professionals viewed Crossroads Harris as important members of the multi disciplinary team. Feedback from professionals reflected a service who provided good quality and effective support, delivered by an experienced and well trained team. Throughout the inspection people consistently spoke very highly about the service and the positive impact it made on the quality of their lives.

## Areas for improvement

1. To support people's wellbeing, the provider should ensure that risk assessments are regularly reviewed, and that assessments are updated when needs change, or when support arrangements are adjusted.

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

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15).

## How good is our staff team?

**5 - Very Good**

We found major strengths that had a significant, positive impact on people's experiences and outcomes. We evaluated this key question as very good.

People had experienced consistent and reliable support as a result of stable management arrangements and an experienced staff team. The Crossroads team communicated effectively regarding any concerns or issues that required consideration. This enabled staff to practice safely and to deliver consistently high standards of care.

Staff were highly motivated and valued the contribution they made in helping people live at home. Staff told us that they felt they were appreciated, commenting :

"It is a very well run organisation and I feel valued as an employee".

"Line manager is very supportive and is accessible when/if any issues or queries arise".

People said they were supported by regular staff with whom they had formed positive relationships. We received very positive feedback about the staff team from supported people, family carers and professionals with experience of the service.

Comments included :

"Staff are well trained to meet the needs of people they support".

"Care attendants know your needs and respect me at all times".

"Effort is made to get the same carer for the same client".

Support planning and assessments took account of people's background and interests and, where possible, this information had been used to match staff with the people they supported.

People could be confident in staff as they were competent, skilled and undertook the training they needed to practice safely and effectively. The training plan included key areas such as moving and handling, first aid, as well as adult and child protection. Staff were positive about their training, particularly face to face opportunities, and told us that they could request additional learning if there was anything they were unsure of. Some training was delivered via on line providers. We discussed the benefits of reviewing the timeframes for completion of online courses to support their completion within timescales appropriate to mandatory training.

Individual staff had been supported with their continuous professional development through annual appraisals and supervision, as well as observations of practice. We highlighted the potential benefits of enhancing supportive practice by the inclusion of regular team meetings to build on opportunities for information sharing, staff development and support.

We reviewed how safely staff had been recruited. Recruitment information demonstrated that best practice had been followed and showed that relevant checks had been completed. We were confident that staff were provided with a good level of induction before they started work to provide them with enough knowledge to support people safely.

Records showed that all staff were up to date with their professional registration and evidenced that checks were in place by the manager to maintain an overview of compliance in this area of practice.

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

### Areas for improvement

#### Previous area for improvement 1

The service should develop a contingency plan to take account of any possible future events which adversely impacts the availability of staff available to support service users.

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

'I use a service and organisation that are well led and managed'. (HSCS 4.23).

**This area for improvement was made on 3 March 2023.**

#### Action taken since then

We saw that there was a contingency plan in place. Additionally service oversight included information about the prioritisation of support visits to support decision making in emergency circumstances. Additionally the provider has overarching business continuity arrangements in place.

This area for improvement has therefore been met.

#### Previous area for improvement 2

The service should make sure information within care plans and associated records is consistent and accurate. In doing so, there should be regular care plan audits completed to make sure information is accurate.

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

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15).

**This area for improvement was made on 3 March 2023.**

#### **Action taken since then**

Arrangements have been implemented for a system of regular audit of care plans. This supports strategic oversight from the provider. Ongoing audits, at service level, for example, as part of review processes, will continue, as part of managerial quality assurance.

This area for improvement has been met.

## **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 well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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