

Crossroads Care - Skye & Lochalsh Support Service

Kings House
The Green
Portree
IV51 9BS

Telephone: 01478 612 399

Type of inspection:
Unannounced

Completed on:
1 November 2024

Service provided by:
Crossroads Care - Skye & Lochalsh

Service provider number:
SP2005007188

Service no:
CS2005087104

About the service

The service is operated and managed by Crossroads Care - Skye and Lochalsh, a company limited by guarantee and a registered charity. The service provides support to people in their own homes or in the community and offers respite for families that care for relatives. The service is offered to people of all ages who are affected by illness, disability or who are socially isolated.

The service is based in the town of Portree on the Isle of Skye and covers a large geographical area, including the whole of the island and the neighbouring area of Lochalsh. The office is based above the Crossroads charity shop, which is also run and managed by the company. All profits from the shop help to fund the support provided.

About the inspection

This was an unannounced inspection which took place between 29 October and 1 November 2024. Three inspectors from the Care Inspectorate carried out the inspection.

To prepare for the inspection, we reviewed information about the service which included previous inspection findings, registration information and information submitted by the service.

In making our evaluations of the service we:

- reviewed returned electronic questionnaires;
- spoke with staff, management and people receiving a service; and
- reviewed documents and records.

Key messages

The service was well led and managed by a competent and professional manager.

People were highly satisfied with the service they were receiving.

People benefited from a kind and caring, consistent and flexible staff team.

Staff were proactive at making sure people's health needs were discussed with them, and health agencies were contacted when appropriate.

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 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 main focus of the service was to relieve social isolation, give family carers a break and keep people connected to their community. All the people we spoke with highlighted how invaluable the service was and that Crossroads care was a "life line" to the outside world. This model of care promoted people's wellbeing. It allowed them to keep connected to their local community and get out and about safely with the support of staff. Respite care was also provided to families. This reduced the pressure of caring whilst juggling "home life".

Staff were responsive if they noticed changes to people's health. They regularly supported people to medical appointments. This ensured people were getting the right care at the right time. A good example of this was when people were getting muddled with medication. Staff alongside the person would work with the pharmacy to find a simpler way for people to manage their medication. This meant people were safely taking the right medication. Some of the comments from people we spoke with included:

"This is the most consistent and reliable service I have received - can't fault it."

"Crossroads care is vital to my health and wellbeing, in particular my mental health."

"This a lifeline service for my mum and myself as her carer. The respite time it gives me is essential to myself and therefore my family."

"They are absolutely amazing, the whole team, hardworking, polite and kind, I am delighted".

"I wouldn't be here today if not for them. I cannot find fault with any of them".

"Nothing's a problem for them. They've improved my health, I am so grateful to them, I look forward to seeing them".

The manager advised us they are moving to a new care planning format. We will consider this at the next inspection.

How good is our staff team?

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.

People were highly satisfied and very complimentary about the care and support they received. Staff were consistent and well matched to the people they supported. Staff were empathetic and skilled at building trusting relationships with people who were hesitant about receiving support.

People felt confident, safe and secure in regard to the service that was delivered. A major strength of the service was the commitment, flexibility and responsiveness of the staff team. For example staff regularly adapted times of visits to fit in with short notice appointments and family needs of the people they supported. Many of the supported people were isolated geographically and emotionally. They felt secure in the knowledge that they could phone the service if they needed assistance. Some of the comments from people we spoke with included:

"I am able to talk to them, I am so grateful to have them".

"There are not enough adjectives to use for the help, above and beyond expectations. I didn't know what to expect."

"Without the staff's help I would be very vulnerable."

"I phone the office if an appointment had changed, I just phone and let them know and they say 'leave it with me'".

Staff were competent and confident in their job. They had received appropriate training and support from the manager. The manager had identified that she needed to progress formal supervision and face to face team meetings. This way of working will ensure a high standard of care continues to be delivered in a person centred manner (see area for improvement 1).

Areas for improvement

1. To ensure people are receiving person centred care, the provider should move forward with face to face team meetings and formal staff supervision.

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

'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27).

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 provider must ensure that all staff who are required to register with the SSSC are correctly registered. It may be an offence to continue to employ an unregistered worker for more than six months after their start date in a role recognised for registration.

This ensures that care and support is consistent with the Health and Social Care Standards which state;

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

This area for improvement was made on 14 October 2019.

Action taken since then

The area for improvement has been met. There are now robust systems in place to ensure staff are appropriately registered with the SSSC.

Previous area for improvement 2

The provider should ensure that there are effective and relevant quality assurance systems, audits and processes in place to assess the quality of the service they provide.

This ensures that care and support is consistent with the Health and Social Care Standards which state;

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

This area for improvement was made on 16 October 2018.

Action taken since then

The area for improvement has been met. There are now systems in place to monitor the overall quality of the service.

Previous area for improvement 3

The provider should ensure they review the service's registration with the Care Inspectorate, to ensure that the service is appropriately registered to provide all of the different support services that are being delivered.

This ensures that care and support is consistent with the Health and Social Care Standards which state;

"I experience high quality care and support because people have the necessary information and resources." (HSCS 4.27)

This area for improvement was made on 16 October 2018.

Action taken since then

The 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.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.