

Oversteps (Care Home) Care Home Service

Earls Cross Road
Dornoch
IV25 3PJ

Telephone: 01862 810 393

Type of inspection:
Unannounced

Completed on:
28 February 2025

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2003008465

About the service

Oversteps Care Home provides a care service for up to 24 older people.

It is situated in the coastal village of Dornoch. The service provides accommodation over two floors in single bedrooms, each with an en-suite toilet and wash hand basins. There is one large sitting room downstairs and a dining room, accessed by a lift from the first floor. There is a large, attractive communal garden area around the home.

The provider is Church of Scotland Trading as Crossreach.

About the inspection

This was an unannounced follow up inspection which took place between 26 and 28 February 2025. 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 a number of people using the service and nine of their relatives;
- spoke with staff and the leadership team;
- received feedback from one visiting professional;
- observed practice and daily life; and
- reviewed documents.

Key messages

There had been satisfactory progress since the last inspection. There was improved supervision of people in the main areas of the care home.

The manager was committed to making improvements within the service. The service improvement plan was being actioned with a focus on improved outcomes for people living in the care home.

Staff were good at getting in touch with relatives should there be a change to their loved ones' health.

Some staff went the extra mile, whilst other staff lacked motivation at times.

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?	3 - Adequate
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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?

3 - Adequate

We evaluated this key question as adequate because strengths just outweighed weaknesses. The strengths had a positive impact on people's experience but there were key areas of performance which needed to improve.

See action taken on "outstanding requirements" within the report. Due to ongoing staffing challenges we are going to make two areas for improvement to ensure the safe supervision of residents and opportunities for activities remain a focus.

Areas for improvement

1. To ensure the safety of residents, staff should be deployed effectively throughout the building.

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

'My needs are met by the right number of people'. (HSCS 3.15).

2. People should have the opportunity to participate in activities that are of interest to them.

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

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25).

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

Requirements

Requirement 1

By 14 February 2024, the provider must ensure that people are supported and supervised safely throughout the building.

In order to do this, the provider must:

a) ensure that staff are deployed effectively throughout the building and are able to promptly meet people's needs in a person centred manner. This should also include supporting people with meaningful activities.

This is in order to comply with: Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My needs are met by the right number of people'. (HSCS 3.15).

This requirement was made on 18 November 2024.

Action taken on previous requirement

The requirement has been met. Our observations confirmed people were being supervised safely within the care home. There were new systems in place to ensure appropriate supervision of residents in the shared areas of the care home. Staff were now allocated responsibilities in the morning and afternoon to engage residents in activities. A number of residents were enjoying pancake making, quizzes and music. Due to staffing challenges we are going to make two areas for improvement to ensure safe supervision of residents and ongoing activities remain a focus. See key question 3 for further information.

Met - within timescales

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 should continue identifying and actioning areas for improvement within the service. Priority should be given to improved outcomes for individuals relating to their health and well-being.

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 18 November 2024.

Action taken since then

The area for improvement has been met. There was a comprehensive improvement plan in place that was being actioned. Recent improvements included staff training, new flooring in the main areas of the building, more robust quality assurance systems and ongoing recruitment.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How good is our staff team?	3 - Adequate
3.3 Staffing arrangements are right and staff work well together	3 - Adequate

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