

CrossReach Abstinence Recovery Service Care Home Service

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Type of inspection:
Unannounced

Completed on:
27 March 2025

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
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CS2003000922

About the service

CrossReach Abstinence Recovery Service is a care home providing support to people who are committed to living drug and alcohol free. The service supports a maximum of 18 adults. A detox service can be offered to no more than four people at any one time. There were 17 people living in the home and 23 employed members of staff during this inspection. The provider is Church of Scotland Trading as CrossReach. Support is provided by addiction workers, recovery workers, family support worker, aftercare worker and volunteers. Accommodation is provided over three levels, in a modern purpose-built building. All bedrooms are provided on a single basis and have en-suite toilet and shower facilities. The home has a kitchen/dining room, various rooms for use such as group/individual work, computer room, treatment room for any medical matters, gym, and garden space.

About the inspection

This was an unannounced inspection which took place between 25 to 27 March 2025. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 17 people using the service and nine of their friends and family members
- spoke with 21 staff
- Spoke with nine external professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People using the service received high quality and consistent care and support.
- Staff were skilled in supporting complex needs and skilled in delivering person-centred care.
- People were supported by the right number of staff at times that were convenient to them.
- The service should improve the recording of people's outcomes and achievements.

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.

CrossReach Abstinence Recovery service demonstrated the Health and Social Care Standards in their everyday practice. This encouraged a climate of warmth, respect, and dedication to giving people a good quality service. We received feedback from family and people using the service and the positive difference it has made to their lives. One person told us "staff are brilliant, they respect me and help in any way they can". One family member shared "It's life changing for my loved one and everyone in there. It's improved the whole quality of my life also my loved one".

The service supported people to improve their health and wellbeing. People took part in a 12 week programme engaging in daily workshops, which provided structure and a safe environment. The service provided access to an onsite gym, garden area, breakout space and promoted daily walks in the local community. Staff were experienced and continuity within teams meant that the service thoroughly understood people's needs. When accidents or incidents happened, the service followed a methodical approach to understand and learn from the experience to promote people's safety. The service also demonstrated a multi-disciplinary approach where they worked in partnership with health professionals. The service evidenced good communication and responded well to advice ensuring that people received high quality care and support.

Each person using the service had their own care plan. An outcome star model, a visual tool for tracking progress and identifying areas for development, was incorporated into care plans. Examples of outcomes that people wanted to achieve included: abstinence from drug or alcohol use and building family relationships. The service have a family worker who provided support to individuals wider family, this was a great resource in helping to bring others together to share and provide support.

Each individual also had a detailed recovery plan which clearly detailed people's care needs in areas such as healthcare and what support would be needed once leaving the service. The service had an aftercare worker who was a key link to helping people integrate back into the community. Individuals shared that this was a fantastic resource as they had a point of contact if they needed some additional help. This further promotes responsive care and support.

We felt that plans could better evidence people's outcomes. For example, the service recorded individuals activities daily which was good practice but it would be beneficial to record the outcomes such as better health and wellbeing and relationship building. The service acknowledged that it would record people's outcomes and the benefits these have for quality of life which will make the service even more outcome-focused.

People had regular reviews which highlighted the progress made. People had the opportunity to regularly feedback to the manager and also through surveys. To further enhance this, we asked the service to include people's feedback in the service's improvement plan. Having this approach will create even more inclusivity and help the service to further develop in the future.

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.

There was positive morale across the service and people described it as being a pleasure to work with such a fantastic team of people. A member of staff shared "residents and staff have been really helpful. I feel touched that they have welcomed me and I want to give my best. Staff shared that management were always accessible and promoted an open-door policy. We observed good communication between management, staff, and people throughout the inspection. Having leaders who were visible and supportive empowered staff to provide high quality care for both people and families.

Staff were recruited safely in line with national guidance with appropriate checks, references, and professional registrations. Training provided by the service was thorough and promoted in person courses, e-learning, and self-development as well as specialised training. Frequent refresher courses allowed staff to continuously build on their knowledge and skills, ensuring high standards of care were delivered for people.

Staffing arrangements were appropriate to meet people's varied needs and wishes. For example, people had their own key worker and access to structured daily group support which promoted meaningful interactions and effective care and support. Prior to someone joining the service, the manager went out to meet the person to gain a better understanding of their needs and if the service would be suitable for ensuring responsive care and support.

A review of rotas evidenced that people were supported by staff who were familiar to them. There was consistency in staffing and people were cared for by the right number of people at the right time, promoting effective care and meaningful relationships. Rotas were planned in advance taking into consideration staff and people using the service.

Staff attended daily handover meetings at the start of each shift, to share information and plan each day. These gave staff feedback on care and any actions or support needed for each person, leading to a consistent approach to care. Staff also attended regular team meetings and support and supervision. This enabled effective communication between staff and supported positive outcomes for people.

Staff wellbeing was valued and the management team recognised the complexity of the role. Staff regularly had opportunities to socialise outside of work, this helped to build strong foundations. Staff also had access to an employee assistance programme. By investing in staff wellbeing ensured that people were supported by a motivated and dynamic staff team to meet their needs, wishes, and 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
1.3 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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