

Crossroads (South Ayrshire) Care Attendant Scheme Support Service

Biggart Hospital
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Type of inspection:
Announced (short notice)

Completed on:
6 May 2025

Service provided by:
Crossroads (South Ayrshire) Care
Attendant Scheme

Service provider number:
SP2005007534

Service no:
CS2004073986

About the service

Crossroads (South Ayrshire) Care Attendant Scheme is a registered charity. The service is registered to provide a care at home service to people in their own homes and in the community. The service operates from an office base in Prestwick.

At the time of this inspection, the service was provided to 120 people throughout South Ayrshire, primarily supporting carers with short respite breaks from their caring role.

About the inspection

This was a short notice inspection which took place on 30 April and 1, 5 and 6 May 2025. 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 seven relatives and received four questionnaire responses
- spoke with five staff and management
- received 14 questionnaire responses from staff
- reviewed documents
- received feedback from four professionals associated with the service.

Key messages

People being supported and their carers received a responsive, reliable service due to effective leadership and a consistent staff team who were skilled, knowledgeable and highly motivated.

People were able to maintain their caring role as a result of the compassionate, flexible support provided by Crossroads.

There was a strong commitment to working in partnership with people that promoted their meaningful involvement with feedback about the service being consistently positive.

Staff were valued and appreciated by a management team who demonstrated care and concern for staff wellbeing. As a result, staff were committed and motivated, achieving positive outcomes for people and their families.

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 service was highly valued by those using it. Relatives praised the management team and the care attendants that enabled them to benefit from having a break from their caring role. People told us they had formed positive, trusting relationships and staff were said to be kind, compassionate and reliable. Comments included:

'They listen and take the person's needs into account first and foremost - they're fantastic. It's good for me knowing that they're with her and that she's happy in their company.'

'I'm absolutely delighted with the service - I couldn't do this without them, I really couldn't. They are brilliant. It lets me get out of the house and I look forward to these days.'

'It gives me peace of mind. The first week I just sat in the house and chatted to them and after that I just knew I could trust them 120%. I knew right away I could go out and not worry. That couple of hours I get to myself recharges my batteries. I'm amazed at what they do - I never knew I could get this help and I'm so, so grateful for it. I can't emphasise it enough how wonderful they are and what they do helps us immensely.'

'I couldn't do without them. They are wonderful. It enables me to get out and do things and they're very accommodating with me, changing times so I can do things I enjoy. It's a wonderful service and I couldn't manage without them.'

The service was flexible to meet people's needs. We saw examples where the management team had responded positively to requests for changes. This meant people felt listened to as well as ensuring carers received the maximum benefit from their respite breaks.

People using care services should benefit from dynamic, innovative and aspirational care and support planning which consistently informs all aspects of the care and support they experience. The personal plans we reviewed reflected the needs, outcomes and wishes of people being supported and their carers. The detailed, person-centred information recorded showed that staff knew people well and valued their involvement. The regular reviews undertaken with people being supported and their carers promoted an inclusive approach to the shared planning and delivery of support.

The management team maintained effective communication with carers and care attendants which meant people were well informed. To ensure visits were meeting people's needs, the management team contacted carers following the first visit, six weeks later and at six-monthly intervals. This offered opportunities to review the support and resolve any concerns or issues. Having such good communication with carers meant that people experienced good outcomes.

We saw examples where staff supported people to be active and remain as independent as possible, whilst also ensuring risks were reduced and their needs were met. The good continuity of support from an experienced staff team meant that staff were able to recognise any concerning changes in health and wellbeing, sharing this with the right people. This helped to keep people safe and well.

Carers told us they felt able to provide feedback as the management team promoted an approach that welcomed their involvement in a spirit of partnership. Responses to the annual survey had been very positive and this had afforded an opportunity for people to influence the delivery and development of the service. The manager had started to undertake self-evaluation against the Health and Social Care Standards and the quality framework for support services, which was good to see. This should involve people being supported, their carers and the staff team.

A more detailed policy setting out the quality assurance checks being undertaken, and the frequency of these, should be developed. This would enhance the measurable processes in place that contribute to the maintenance of the very good standards of performance we found.

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 experienced consistent and reliable support as a result of stable management arrangements and an experienced staff team who communicated effectively with each other. Staff were highly motivated and valued the contribution they made in helping people live at home for longer as a result of the respite breaks they facilitated. We received very positive feedback about the staff team from carers and professionals with experience of the service. Comments included:

'It makes a big difference to me - I can get out myself and my wife enjoys spending time with the carer who comes in. I can go and do the things I need without worrying about her. I trust them to look after her and it's the same lassie who comes in so we've got to know her really well which is nice and she's good company for my wife. I can speak to (manager) or (depute) if I need to on the phone and they are excellent.'

'It's an excellent service, absolutely no concerns at all. They've been excellent from start to finish and we are delighted with the difference it makes to (relative). They are such nice people and I trust them completely.'

'The staff at Crossroads are very supportive. They work alongside us understanding that no two people's needs are the same. They respond quickly and are flexible with our referral needs trying to accommodate and find solutions when needed.'

Support was provided on a one-to-one basis with staffing arrangements being responsive to demand and the needs of people being supported. 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. This was a considerate approach that meant a lot to people being supported and their carers.

The service was responsive to people's changing needs, altering staffing accordingly to ensure carers received maximum benefit from their respite breaks. This reassured people that the service was flexible to meet their needs.

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 covered people's health and wellbeing needs as well as

risk management and health and safety topics. Staff were positive about their training and said they could request additional learning if there was anything they were unsure of.

Staff told us they felt well supported by the management team, commenting, 'Crossroads managers are great and someone is always available on the other end of the phone with advice, support and solutions if needed.' This enabled staff to practice safely and to deliver consistently high standards of care. Team meetings and effective communication systems meant that people experienced high-quality care and support because staff had the necessary information and resources.

In addition to the training programme, individual staff had been supported with their continuous professional development through annual appraisals and supervision. We encouraged the manager to review the scope and format of supervision meetings to include more reflection on professional codes of practice, the Health and Social Care Standards, and so on.

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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