

## Oversteps (Care Home) Care Home Service

Earls Cross Road  
Dornoch  
IV25 3PJ

Telephone: 01862 810 393

**Type of inspection:**  
Unannounced

**Completed on:**  
4 April 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 a follow up which took place on 04 April and 25 April 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 manager, deputy manager and 3 staff. We reviewed relevant documents pertaining to the follow up requirement visit, including training for staff on medication, policy and procedures, residents medication plans and audits.

## Key messages

n/a

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

### Requirements

#### Requirement 1

By 31 March 2025, the provider must demonstrate that the service has an effective system in place when people require emergency first aid. In order to achieve this, the service must:

- a. Review first aid training and ensure all staff, including senior staff, have this and are deemed competent;
- b. Ensure there is an effective protocol in place to guide staff should any emergencies occur;
- c. Regular audits are undertaken to ensure staff remain competent and are compliant with first aid procedures;

To be completed by: 31 March 2025

This is to ensure care and support is consistent with Health and Social Care Standard 1.24: Any treatment or intervention that I experience is safe and effective.

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 requirement was made on 24 January 2025.**

#### Action taken on previous requirement

Care staff had completed First Aid training.

Some staff had completed reflective accounts but not all. This did not evidence competency of all staff in this area.

Senior staff had not completed First Aid training. This was arranged for 29 and 30 May 2025.

First Aid guidance had been updated and named first aiders were delegated for each shift.

Audits of staff practice indicated that relevant emergency services and medical agencies were contacted when required.

As some staff had still to complete First Aid training, and not all staff had completed reflective accounts of their learning, the requirement is not met.

The requirement is extended until 30 June 2025.

## Not met

### Requirement 2

By 31 March 2025, the provider must ensure that medication is managed in a manner that protects the health and wellbeing of service users. In order to do this, the provider must:

- a. Review medication training with staff to ensure they are competent and follow best practice;
- b. Ensure there are sufficient stocks of medication for all residents' prescriptions (including but not limited to when new residents are admitted to the care home);
- c. Where there are "as required" medication prescribed, a protocol is in place for each medication to guide staff on when it is to be administered and when, and record effectiveness of medication when administered and time of this on MAR chart;
- d. Regular audits are undertaken to monitor compliance and staff competency.

To be completed by: 31 March 2025

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: 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.

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 requirement was made on 24 January 2025.**

### Action taken on previous requirement

We evidenced staff who administered medication had updated medication training. This included assessments in theory and practical to deem staff competent to administer medication safely to people experiencing care.

Medication ordering and supply for all residents, including admission of new residents had been reviewed, with updated guidance for staff to follow to ensure sufficient stocks.

As required medications had been reviewed for all residents. Details of the as required medications were in all of the medication files for each resident. This included recordings of effectiveness when as required medications were administered. As required medications were reviewed on a monthly basis.

Audits of all medication was undertaken on a monthly basis.

### Met – within timescales

## 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).

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