

## Oversteps (Care Home) Care Home Service

Earls Cross Road  
Dornoch  
IV25 3PJ

Telephone: 01862 810 393

**Type of inspection:**  
Unannounced

**Completed on:**  
30 July 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 inspection which took place on 11 July 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.

## 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

The requirement was extended to 30 June 2025. An unannounced follow-up visit to the care home took place on 11 July 2025.

During this visit, we confirmed that all senior staff had completed first aid training. Additionally, all staff who had undertaken the training had submitted reflective accounts, demonstrating their understanding and competence.

Staff members we spoke with described the first aid training as highly informative, both in theoretical content and practical application.

**Met - outwith 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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