

Crossroads (Perth and Kinross) Care Attendant Scheme Support Service

The Gateway
North Methven Street
Perth
PH1 5PP

Telephone: 01738 639 460

Type of inspection:
Unannounced

Completed on:
20 August 2025

Service provided by:
Crossroads (Perth & Kinross) Care
Attendant Scheme

Service provider number:
SP2004005890

Service no:
CS2005086406

About the service

Crossroads (Perth and Kinross) Care Attendant Scheme service contracts with the local authority to provide a care at home service to a wide range of people living in the community. The service provided can include helping people to continue living in their own home.

The service is managed from a main office in Perth. The service is available across Perth and Kinross. The service was registered with the Care Inspectorate on 1 April 2011.

About the inspection

This was an unannounced inspection which took place between 13 and 19 August 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:

- received feedback from 17 people using the service and 48 of their family
- received feedback from 22 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- This service is highly valued by people who use it and their families.
- There were small consistent staff teams supporting people. People looked forward to staff visiting.
- Staff were matched with people taking into consideration of likes and interests. This helped to ensure people got the most out of their support.
- People had been involved in the development and review of their care plans. People felt listened to and involved.
- Improvements are required in the recruitment of staff.

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?	3 - Adequate
How well is our care and support planned?	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.

The service was highly valued by those using it. People and their relatives praised the management and staff teams that enabled people to enjoy a range of past times and opportunities. Relatives spoke of the benefit of 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:

'Crossroads support has been a great help, I really enjoy being able to get out'.

'The care received by Crossroads is brilliant and I look forward to my carer coming'.

'Extremely pleased with service. Look forward to my respite carer's visits'.

'I feel safe going out knowing Crossroads are with my relative'.

Support was flexible to help meet people's needs people told us about examples where they had needed a change to scheduled support and were pleased this had been accommodated.

People using care services benefitted from dynamic, innovative and aspirational care and support planning. The personal plans we viewed 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. People felt their views were valued and held central to the planning and reviewing of their support.

People's health benefitted from the support provided. Staff understood their responsibilities in supporting people to access community health care. The support provided enabled people to attend health appointments and provided relatives with reassurance that they too could attend scheduled appointments. We also saw that appropriate support was provided to ensure people received the right support following unplanned events like accidents or episodes of ill health. This helped to keep people safe and well and able to continue in their caring roles.

Accidents and incidents were recorded with appropriate actions described. At the time of the inspection, there was not a complete overview of events to help identify trends etc. In addition, the Provider is required to make relevant notifications to the Care Inspectorate as per our guidance, 'Adult Services: Guidance on records you must keep and notifications you must make'. We highlighted two accidents from the reports samples that had not been notified.

We saw and heard of examples where the support provided had encouraged people to remain as independent as possible, whilst also ensuring risks were reduced and their needs were met. The good continuity of staff helped to build trusting relationships with an experienced staff team who 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.

Legal arrangements in place to support people make decisions such as power of attorney were recorded within care plans. It is important that this information is verified to ensure peoples rights are not compromised.

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?

3 - Adequate

We considered two quality indicators under this key question. We considered how well staff were recruited (Quality Indicator 3.1) and this resulted in an evaluation of adequate. We also considered if staffing arrangements are right and staff work well together (Quality Indicator 3.3) and evaluated this element as very good. The overall evaluation however is adequate.

We could not evidence that the principles of safer recruitment were being implemented consistently. For example, some staff had commenced in employment supporting people with only one reference. There was insufficient information in recruitment files to demonstrate that a second reference had been pursued or the rationale for employing without this. In addition, one person had commenced prior to the required check or application to the PVG scheme, this does not reflect that current best practice and legislation in Scotland was being followed consistently. This could put people at risk. **(See requirement 1)**

Staff described a good induction which included some essential training. This helped prepare staff for their roles and helped to ensure people who used the service received good support.

We received some very good feedback from people about their staff. Comments included;

'Excellent service from lovely people!!'

'Carers are punctual, respectful, smartly dressed, and kind'.

'Excellent service from Crossroads management and staff. Very approachable and accommodating to changing needs requests'.

'Ensures clients and staff are looked after'.

People were supported by a consistent staff team. The scheduling of staff took into account peoples interests and preferences to try as far as possible to match staff with common interests. This helped people to build good trusting relationships with their staff. 'I look forward to my carer coming'. People enjoyed their support from a reliable and compassionate staff team.

Most of the time the right number of staff were available at the right times to support peoples outcomes meaning staff had the time to spend with people supporting them to do the things they wanted to do. 'Spending quality time with clients and clients become familiar with a small team supporting them to enable trusting and professional relationships to be developed'. Recently some absences had meant people did not receive their support visit. This had been discussed with people and where possible alternative arrangements agreed. Some people told us they preferred to wait for their usual staff to become available so did not feel this was a problem for them.

Staffing arrangements supported positive outcomes for people. Staff were responsive to people's changing needs and were flexible to changing situations to ensure that care and support is consistent and stable. For example, where people required changes to their support out with their agreed support schedule the service was reactive to this. This reassured people that their service was flexible to meet their needs.

Staff reported feeling supported in their roles. One staff member told us; 'As well as caring for carers it also cares and supports us working carers too very well'. A plan was in place to ensure regular and structured supervision, which is important for staff development and wellbeing.

People using the service experienced compassionate and friendly support because there were good working relationships between staff. There was good communication and team working within the service. Staff told us they felt very supported in their roles and found the manager approachable and responsive. This showed commitment and ensured staff work well as a team to benefit people.

Requirements

1. By 30 November 2025, the provider, must ensure that people are kept safe by ensuring people are supported by staff who have been recruited in line with best practice and current legislation in Scotland.

This is in order to comply with Regulation 9 (SSI 2011/210) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

How well is our care and support planned?

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.

People who use the service and their families are routinely involved in planning, evaluating and reviewing the support provided. People told us that they had received a good introduction to the service and that managers took time to find out what was important to them and for them in relation to staffing arrangements and staff qualities. This helped to match staff with people meaning very good relationships were formed which led to better outcomes for people. People told us:

'You can't value enough on the friendship and support given by Crossroads Perth to both members of the family'.

'Crossroads staff treat my husband and I as if we are the only ones that matter'.

'On occasions where I have contacted the office, that are very helpful and respectful and compassionate about the various situations that may arise when caring for a relative'.

People also told us that the support was flexible to meet their changing needs on a planned and unplanned basis. People told us, 'It's never been a problem to change times or days of support' and 'I have been able to change support times to enable me to attend an appointment'. People felt reassured that the service provided supported the family unit.

Where guardianship or powers of attorney are in place, staff should be clear which legal powers are relevant, and fully involve and consult with the guardian. During this inspection although care plans described where a power of attorney had been appointed, there was not evidence how this had been verified or copies of the order. We shared the current guidance produced by the Mental Welfare Commission - 'Working with the Adults with Incapacity Act - for people working in adult care settings' which would help to ensure the right people are consulted about the right things.

It would be positive to explore how people who use the service and their families can contribute to developments within the service developments - for example the service improvement plan, recruitment, induction and supervision of staff.

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?	3 - Adequate
3.1 Staff have been recruited well	3 - Adequate
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.