

Crossroads Care - Skye & Lochalsh Support Service

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Type of inspection:
Unannounced

Completed on:
4 September 2025

Service provided by:
Crossroads Care - Skye & Lochalsh

Service provider number:
SP2005007188

Service no:
CS2005087104

About the service

The service is operated and managed by Crossroads Care - Skye and Lochalsh, a company limited by guarantee and a registered charity. The service provides support to people in their own homes or in the community and offers respite for families that care for relatives. The service is offered to people of all ages who are affected by illness, disability or who are socially isolated.

The service is based in the town of Portree on the Isle of Skye and covers a large geographical area, including the whole of the island and the neighbouring area of Lochalsh. The office is based above the Crossroads charity shop, which is also run and managed by the company. All profits from the shop help to fund the support provided.

About the inspection

This was an unannounced inspection which took place between 1 and 4 September 2025. Two inspectors from the Care Inspectorate carried out the inspection.

To prepare for the inspection, we reviewed information about the service which included previous inspection findings, registration information and information submitted by the service.

In making our evaluations of the service we:

- visited 11 people and one relative in their homes and spoke with six people receiving a service over the telephone;
- reviewed returned electronic questionnaires;
- spoke with staff and management; and
- reviewed documents and records.

Key messages

The service was well led and managed, with a focus on providing person centred care.

People were highly satisfied with the service they received and a number said it was a life-line.

Staff were kind, caring and accommodating to changes in support hours.

The provider needed to develop robust systems, which allowed effective oversight of staff practices.

The provider needed to ensure staff were following the service's "managing finances policy".

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 leadership?	4 - Good
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 have evaluated this key question as very good. An evaluation of very good means there are major strengths in supporting positive outcomes for people. There are very few areas for improvement.

People were highly satisfied with the service they received and could not identify any areas of improvement. People experienced care and support with compassion because there were warm, encouraging and positive relationships between staff and people they supported. Staff took time to chat with people and kept them updated about community events. This helped people feel less isolated and better connected to the local community.

For a number of people, the staff were the only people they had contact with as they lived in very rural areas. People told us they would never have managed to get their shopping or out of the house without the support of staff. They said Crossroads Care was a lifeline, and allowed them to remain living in their own homes and feeling part of the wider community.

People highlighted that staff always checked "if there was anything else they could do before they left". This reassured people that there was someone who cared about them and was willing to help them. Some of the comments from people included:

"I am very happy with the carers and would not manage without them. This helps me feel less isolated as they are the only people I see."

"The carers connect my gran to the community, which is really important for her and also maintain her routine. This helps her feel secure, and safe."

Staff support enabled people to get the right treatments at the right time and promoted well-being. Staff were very flexible when supporting people. They made great efforts to ensure people were supported to health appointments, often going above and beyond expectations. This was especially important as many people had no access to public transport and it took them a number of hours to travel to appointments. Some of the comments from people included:

"They do a wonderful job with integrity. They are honest and gives us dignity at our time of life, when we struggle not only in body but in mind."

"Crossroads is a lifeline to many on the island, I could not manage without their support."

"I cannot speak highly enough of how helpful the staff are. They really fit in with me, for example, they will change the times if I have a hospital appointment, so they can take me to this."

How good is our leadership?

4 - Good

We have evaluated this key question as good. An evaluation of good means there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

People were well informed about changes to their service. The manager was in regular contact with people and very responsive to suggestions on how the service could be improved. People found the manager and

office staff supportive and approachable, they felt they could discuss any worries with them. This promoted an open and transparent culture. Some of the comments we received included:

"The office staff and manager are really good at listening, they go out of their way to support us, even if it is just a chat."

"If I had any queries I would speak to the manager and the girls in the office. They are really helpful and always cheery."

It's important that people feel safe and listened to if they raise concerns or complaints. People felt confident raising complaints/concerns. They were confident any concerns would be dealt with promptly and appropriately. None of the people we spoke with had any concerns about the service.

We had made an area for improvement at the last inspection about staff supervision and team meetings. There had been minimal progress made in this area. (see area for improvement 1). During the inspection we noted that some staff were not following the provider's "managing people's finance policy". Whilst we saw no evidence of financial abuse, staff were leaving themselves and the people they supported vulnerable to allegations (see area for improvement 2).

We concluded the provider needed to make sure the manager had sufficient time and capacity to undertake her registered manager's role. There also needed to be systems in place which allowed robust oversight and assurance that staff were carrying out their role, in line with policies/procedures, good practice guidance and expectations as registered workers.

Areas for improvement

1. To ensure safe care is being delivered by a competent and confident staff team, the provider should support the manager to ensure she has the time and capacity to undertake all aspects of the registered management's role. Particular focus should be on staff supervision and team meetings.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11);

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.41); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

2. To ensure safe care, the provider should have systems in place to check staff are following the organisation's policies, procedures and good practice guidance. Particular priority should be given to managing people's finances safely.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11);

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.41); and
'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

How well is our care and support planned?

5 - Very Good

We have evaluated this key question as very good. An evaluation of good means there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

Care plans were proportionate and relevant to the service that was being provided. People were fully involved in decisions about their current and future care and support needs. Their views were central to reviews of their care plan.

Files were well organised and easy to access, and all people had a copy of their care plan. People told us their care plan and associated recording reflected the service being delivered.

The necessary risk assessment were in place to promote safe care and well being.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people are receiving person centred care, the provider should move forward with face to face team meetings and formal staff supervision.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27).

This area for improvement was made on 20 November 2024.

Action taken since then

There had been some progress with the area for improvement, but further work was required. We will adjust the area for improvement to reflect this. See key question 2.

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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

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