

Crossroads North Argyll Support Service

North Argyll Carers Centre
Albany Street
Oban
PA34 4AL

Telephone: 01631 562277

Type of inspection:

Unannounced

Completed on:

27 September 2019

Service provided by:

Crossroads North Argyll Care Attendant
Scheme

Service provider number:

SP2004004476

Service no:

CS2004072719

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Crossroads North Argyll provides a respite service to carers within the areas of Oban, Lorn and the Isles. They have an office base within the North Argyll carers centre in Oban. At the time of inspection the service was operating with a staff team of 12.

The objectives of the service is to relieve stress on the persons or families caring for the elderly or physical, mental or sensory impairment.

The service aims to provide a local respite care service to enable those looking after someone to have some time to themselves. They aim to promote and maintain independence and choice for both the individual carer and the cared for.

At the time of the inspection the service was supporting 23 people.

What people told us

During this inspection, we met with and sought the views of five people who use the service. We also took into consideration the feedback within the six questionnaires that were returned to the Care Inspectorate. Comments included:

"I know my loved one could not remain at home had I not had the excellent support I get. All the staff are fantastic."

"My loved one really enjoys all the outings with Crossroads and always comes home in very good form as they enjoyed chatting."

"I value everything I get from Crossroads, they are all lovely. I am very lucky."

One person told us that the Crossroads staff are amazing, helpful, understanding, approachable and experienced assets to the community.

Another relative said that their loved one has a visit very week and the staff will try and do things to stimulate them instead of just sitting with them.

Self assessment

We did not ask the provider to submit a self assessment prior to the inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good

Quality of management and leadership

4 - Good

What the service does well

We saw that the service placed a high value on treating people as individuals and in respecting their wishes, likes and dislikes. People with full-time caring responsibilities were enabled to have some time for themselves. We heard good examples of how people spent their time in ways that made a positive difference to both them and their families. People could remain active, and participate in an activity meaningful to them, despite their full-time caring responsibilities. One person told us "I get two outings a week which allows me to do things I want like spending time with my daughter."

We noted that the staff team was consistent and stable which led to good outcomes for people who use the service. A reliable and consistent approach means that people using the service can have confidence in their support. A carer said, "The service I have been receiving has been excellent and has gone over and beyond the line of duty." Another person said they received "well delivered support from a friendly and knowledge staff team."

People using the service described it as flexible and adaptive to their needs. This allowed options and choices about how the support was provided and delivered. A carer told us "During the summer I have had extra days so I could go to the bowling during the day. They took my loved one out to do activities and it gave me great piece of mind." We also saw an example where an individual was supported using technology. This enabled the staff member to provide person centred support whilst facilitating a safe way for the person to remain active in their community.

People told us there was a weekly support group to provide additional support to carers. One person said "On Mondays I go with the crossroads group and this is marvellous. I get picked up and dropped off and everything is organised. I really appreciate this as it really helps me so much." The group provided respite, peer support and opportunities for outings and other activities.

We found staff to be highly motivated and they enjoyed their work. Staff had very good support and told us that they were fully supported by the manager. Regular supervision and team meetings took place. People benefit from a culture of continuous improvement where staff are supported well.

The manager had made several links in the local community as well as strengthening existing working relationships. This meant people using the service benefited from organisations work well together.

What the service could do better

Although the service had made several improvements since the last inspection some areas still required development.

We found there was still a lack of quality assurance processes to ensure continuous improvement. Effective quality assurance systems would assist the service to identify and demonstrate improvements and positive outcomes for people. People who use the service should be included in assessing quality. The manager needs to develop methods which ensure stakeholders are heard and listened to.

A development plan could also help the service to involve stakeholders in identifying areas for improvement. In line with good practice, a development plan should include timescales for actions and evaluation.

The manager had created training opportunities for staff since the last inspection. However, this could be developed further by creating a plan that includes mandatory and service specific training. This will help them to ensure that people who use the service receive support from staff who are knowledgeable and competent to assist them in ways that make a difference.

We found supervision was being carried out but records of this could be improved. We discussed ways in which the manager could improve supervision using technology. Supervision is an important tool to help staff reflect on their practice. This can help staff to improve outcomes for people.

We sampled staff files and noted previous recruitment practice had not followed good practice guidance. We discussed this with the manager and signposted them to the Scottish Government's national guidance, Safer Recruitment Through Better Recruitment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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

Previous requirements

Requirement 1

By the 31 November 2018, the provider must put in place a system to monitor that staff are appropriately registered, and that they maintain their registration, with the appropriate professional body. This will help ensure people receive high quality care from a skilled and competent workforce.

This ensures the that care and support is consistent with the Health and Social Care Standard which state: "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 3.14). It also complies with SSI/210, Regulation

15(a) about Staffing, of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 31 August 2018.

Action taken on previous requirement

All staff are currently registering or registered with the SSSC.

Met - within timescales

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

Previous recommendations

Recommendation 1

A training needs analysis should be used to inform the development of both a training and service development plan.

This ensures care and support is consistent with the Health and Social Care Standards which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19) and "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 3.14).

This recommendation was made on 31 August 2018.

Action taken on previous recommendation

Training has taken place since the last inspection. However, the manager has still to complete a training needs analysis to inform a structured training program.

Inspection and grading history

Date	Type	Gradings
31 Aug 2018	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed Not assessed 3 - Adequate
24 Oct 2017	Unannounced	Care and support Environment
		5 - Very good Not assessed

Date	Type	Gradings
		Staffing 5 - Very good Management and leadership Not assessed
8 Nov 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
31 Mar 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
17 Jul 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
24 May 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
6 Sep 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 4 - Good
3 Jun 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
10 Sep 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

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