

Crossroads Caring for Carers Fife Central Support Service

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Type of inspection: Unannounced
Inspection completed on: 12 August 2016

Service provided by:
Crossroads Fife Central

Service provider number:
SP2004006625

Care service number:
CS2004079063

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Crossroads Caring for Carers Fife Central supports carers of people of all age groups and various conditions or disabilities in the community by offering short breaks at regular intervals to suit.

Their mission statement sets out their aim "to relieve stress on persons or families caring for the elderly or people with physical, mental or sensory impairment" and "to care in appropriate circumstances for the elderly, or people with physical, mental or sensory impairment living on their own".

Care attendants can support and assist the service user to carry out hobbies and activities in their home. They can, by arrangement, take a service user out to the local shops, bowling, cinema, etc.

Alternatively, the care attendant can be with the service user in their own home providing companionship whilst maintaining their safety, comfort and wellbeing for the duration of the visit.

Carers identified as experiencing additional difficulties are offered enhanced respite services to support their needs. The service also provides support to individuals in their own homes via self-directed support options.

The service is managed and coordinated by a full-time service manager, three part-time coordinators and a part-time administrator.

What people told us

During the inspection we spoke with people who used the service and their carers and they all spoke highly of the support they received from the service. They made comments such as:

"Don't know what I would do without the support Crossroads give us, the staff are wonderful."

"The staff are really good I feel as though they are almost part of the family."

"I would have no hesitation in recommending the service to anyone who asked, they have been exemplary."

"I would like to say that the staff and service have taken the time to understand my relative's needs and to get to know her. She is treated as an individual and the service is tailored to meet her needs."

"I do feel confident that Crossroads would take action if I have a concern, though this is not something I have had to do."

Self assessment

The Care Inspectorate received an updated self-assessment document from the service provider. In the self-assessment the provider identified what they thought they did well and some areas for development. The service told us ways that people who use the service have been involved in the self-assessment process.

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 | not assessed |

What the service does well

During the inspection we sampled service user support plans, and these showed a clear assessment of needs, resulting in the creation of support plans for individuals. Support plans covered a range of issues, such as support with personal care or social support, and clearly identified the support the service would provide.

All support plans were reviewed at least every six months, and identified whether actions had been met or whether additional actions had been identified. Reviews gave the service user the opportunity to discuss the quality of support given, and identify any required changes in support. The quality of support plans was reviewed by senior staff and where actions were required these were clearly identified and action had been taken. The service had a comprehensive risk assessment process in place.

It was clear from records and from what people who used the service told us that staff had had appropriate training to allow them to support a range of personal care issues, for example, continence, epilepsy, etc.

People who used the service said that they were very happy with the quality of support they received from the service and said that they received consistent support from a small group of staff who were competent and approachable. They also told us that the support and communication they received from senior staff was also professional and of good quality.

Records showed that staff receive regular training. Staff also told us that they could ask for training at any time. Staff said that they received supervision regularly, and this was confirmed by records. New staff received an induction pack, and staff said that they felt their induction had been thorough.

The service had processes in place to ensure that all staff had undergone a Protecting Vulnerable Groups (PVG) scheme check, and that those who were required to be on a professional register were appropriately registered.

Senior staff carried out regular unannounced observation visits on staff, and any issues identified were followed through. Where new staff had been on a shadow shift with experienced staff, those experienced staff were asked to comment on the competencies of new staff.

What the service could do better

In one support plan sampled, we saw an example of where a service user had a Guardianship order or Power of Attorney in place. Support plans could benefit from more information on this so that staff know how this may

affect the support they provide. We signposted the service to information on this on the Mental Welfare Commission for Scotland website.

In some cases where people who used the service displayed behaviours which could be perceived as challenging, we felt that support plans would benefit from more information on how these situations should be handled. For example, we saw phrases like "use of symbols to explain and de-escalate early with distraction". Support plans should contain more detail on what is likely to be successful in distracting the person, and what symbols or symbol system was in use. In practice this had not been an issue due to the consistency in support staff providing the service, but it would be good practice to ensure that this information is available.

Where staff were required to be on a professional register the service should have a process in place to check that this has been renewed at appropriate timescales.

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.

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|---|
| 20 Aug 2015 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good |
| 19 Aug 2014 | Unannounced | Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good |

| Date | Type | Gradings | |
|-------------|--------------------------|--|---|
| 29 Oct 2013 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed 4 - Good 4 - Good |
| 4 Oct 2012 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed 4 - Good 4 - Good |
| 13 Oct 2010 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed 5 - Very good Not assessed |
| 7 Jan 2010 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed 5 - Very good Not assessed |
| 26 Feb 2009 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed 5 - Very good 5 - Very good |

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