

Crossroads North Argyll Support Service

North Argyll Carers Centre
Albany Street
Oban
PA34 4AL

Telephone: 01631 562877

Type of inspection: Unannounced
Inspection completed on: 24 October 2017

Service provided by:
Crossroads North Argyll Care Attendant
Scheme

Service provider number:
SP2004004476

Care service number:
CS2004072719

About the service

Crossroads North Argyll provides care at home services in Oban and the surrounding area, including some islands. It operates from the Carers' Centre in Oban.

It is affiliated with the national Crossroads Caring Scotland although it operates independently through its own board of management.

It has been registered with the Care Inspectorate since 2011 and was previously registered with the Care Inspectorate.

What people told us

Service users of Crossroads North Argyll were very happy with the support they received. Comments included:

'Crossroads has been a marvellous support over the past year. Fantastic service.'

'Very reliable and keep me up to date.'

'Would not manage without their help.'

Self assessment

The Care Inspectorate has not requested self-assessments in this inspection year.

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

Care plans and reviews are important in ensuring services provide the right supports to improve outcomes for individuals. Crossroads North Argyll had care plans and reviews that involved the individual and, where appropriate, their families, in deciding the most appropriate assistance. This meant that supports could be adjusted to meet changing needs or preferences to make a positive difference to the lives of individuals.

Individuals receiving support from care services benefit from having regular, consistent services. Service users told us that they could rely on the services they received being delivered when they expected it. They were supported by regular staff who knew them but when, for any reason, this had to be changed, they were contacted and advised beforehand.

Care staff should be supported in their work. This is essential for service users to be confident that staff are confident and competent in the work they do. We saw evidence that staff received regular supervision from the manager. Staff not based on the mainland would receive regular supervision by phone. The supervision

included discussing how the supports to individuals could be improved. Team meeting took place on a regular basis. Staff told us that they felt well supported by Crossroads North Argyll.

What the service could do better

The manager said that she was well supported by a Board member who took responsibility for meeting with her on a regular basis. We thought that this could be developed further by making it a formal part of the Board's responsibilities. This would be particularly important as the service takes on a new manager.

On-going recruitment of staff is a challenge in the local area. The service will continue to use existing networks and contacts to attract suitable applicants.

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								
8 Nov 2016	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	4 - Good
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Environment	Not assessed									
Staffing	Not assessed									
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31 Mar 2016	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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Date	Type	Gradings
17 Jul 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
24 May 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 5 - Very good 4 - Good
6 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 4 - Good
3 Jun 2010	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
10 Sep 2009	Announced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 5 - Very good 5 - Very good

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