



*Making Social Care
Better for People*

inspection report

DOMICILIARY CARE AGENCY

Chester Crossroads Ltd

**Richmond Place
125 Boughton
Chester
Cheshire
CH3 5BH**

Lead Inspector
Bronwyn Kelly

Unannounced Inspection
14th & 16th February 2007 09:30 am

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this agency are those for *Domiciliary Care*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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SERVICE INFORMATION

Name of service	Chester Crossroads Ltd
Address	Richmond Place 125 Boughton Chester Cheshire CH3 5BH
Telephone number	01244 346699
Fax number	01244 346442
Email address	caringforcareers@chestercrossroads.co.uk
Provider Web address	
Name of registered provider(s)/company (if applicable)	Chester Crossroads Ltd
Name of registered manager (if applicable)	Mrs Margaret Elizabeth Mason
Type of registration	Domiciliary Care Agencies

SERVICE INFORMATION

Conditions of registration:

1. The agency is registered to provide domiciliary care for the following groups of service users:

Adults aged 18 to 65 years of age in the following categories:

Learning disabilities
Physical disabilities
Mental health problems
Sensory impairment
Terminal illness
Chronic illness
Dementia
HIV/Aids

Children in the following categories:

Learning disabilities
Physical disabilities
Mental health problems
Sensory impairment
Terminal illness
Chronic illness
HIV/Aids

Older people in the following categories:

Learning disabilities
Mental health problems
Sensory impairment
Terminal illness
Chronic illness
Dementia
HIV/Aids

2. The registered provider must, at all times, employ a suitably qualified and experienced manager who is registered with the Commission for Social Care Inspection.
3. The registered provider must provide staff to meet the dependency needs of service users at all times and shall comply with any guidelines, which may be issued through the Commission for Social Care Inspection.

4. The registered provider must ensure that information in respect of domiciliary care workers employed by Chester Crossroads complies with Regulation 12 and Schedule 3 of the Domiciliary Care Agencies Regulations 2002.
5. The registered provider must ensure that quality assurance systems comply with Regulation 21 of the Domiciliary Care Agencies Regulations 2002.
6. The matter detailed in the attached schedule of requirements must be completed by the stated timescale.

Date of last inspection 26th July 2005

Brief Description of the Service:

Chester Crossroads - Caring for Carers - is a specialist voluntary organisation providing support to carers in their own homes in the city of Chester and surrounding areas. Crossroads is nationwide, with over 180 schemes. The agency provides practical support and respite to enable carers to have a break from their caring responsibilities. Crossroads provides care ranging from personal care and company through to escorted trips out of the house. It also runs a number of clubs and support groups for carers and service users in Chester.

Crossroads currently employs 21 care staff (care support workers) in addition to management and administration staff, providing services to 147 adults and 19 children. Crossroads offices are based on the ground floor of a building on a main road into the city, with car parking space to the rear of the building.

SUMMARY

This is an overview of what the inspector found during the inspection.

An unannounced visit took place on the 14th and 16th February 2007 which lasted 12 hours. The visit was carried out by Bronwyn Kelly.

This visit was just one part of the inspection. Before the visit the manager was asked to complete a questionnaire to provide up to date information about the agency's services. CSCI questionnaires were also made available for service users, health and social care professionals and agency care staff to find out their views. Other information received since the last key inspection was also reviewed.

During the visit, various records were looked at and staff spoken with. A number of service users and their carers were also spoken with in their own homes and they gave their views about the service, which have been included in this report.

What the service does well:

The agency is well managed and provides a reliable and flexible service that is organised to meet the needs of the service users and their carers. Very positive feedback was received from the people who use the service and the following are some of the comments received from the service users or the completed questionnaires:

- *"I have had the same carer for 5½ years – very good continuity".*
- *"I would be lost without Crossroads – I am very happy with the service I get".*
- *"My relative is treated with respect and dignity".*
- *"We are very grateful for the support of the agency and the care worker who gives us very understanding support".*
- *"I receive excellent care from the agency...I cannot praise the service too highly".*
- *"We are totally satisfied with the service provided".*

Staff spoken with enjoyed their work and felt they had good support and training from the agency. This enables them to provide a good service to service users and their carers.

Good policies and procedures for health and safety and recruitment of staff help to ensure the safety of service users. Staff are well trained, enabling them to provide a good service to the people they support.

The agency also likes to find out what people who use the service think of it. Results from the survey carried out last year were very good.

What has improved since the last inspection?

Since the last inspection, the management structure of Crossroads has been improved with the addition of two senior support workers. This has enabled the manager to fulfil her responsibilities better, enabling the supervision, monitoring and development of staff to be organised more effectively. This has improved the quality of the service and the outcome for service users.

The recording of information and reviewing of care plans has improved ensuring staff have the necessary information to care for service users.

What they could do better:

Information that CSCI needs to check regarding staff recruitment procedures (CRB checks) should be more organised.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

DETAILS OF INSPECTOR FINDINGS

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User Focused Services (Standards 1-6)

Personal Care (Standards 7-10)

Protection (Standards 11-16)

Managers and Staff (Standards 17-21)

Organisation and Running of the business (Standards 22-27)

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

User Focused Services

The intended outcomes for Standards 1 – 6 are:

1. Current and potential service users and their relatives have access to comprehensive information, so that they can make informed decisions on whether the agency is able to meet their specific care needs.
2. The care needs requirements of service users and their personal or family carers when appropriate, are individually assessed before they are offered a personal domiciliary care service.
3. Service users, their relatives and representatives know that the agency providing their care service has the skills and competence required to meet their care needs.
4. Each service user has a written individual service contract or equivalent for the provision of care, with the agency, except employment agencies solely introducing workers.
5. Service users and their relatives or representatives know that their personal information is handled appropriately and that their personal confidences are respected. In the case of standards 5.2 and 5.3, these do not apply to employment agencies solely introducing workers.
6. Service users receive a flexible, consistent and reliable personal care service. In the case of standards 6.3 and 6.4 these do not apply to employment agencies solely introducing workers.

The Commission considers Standard 2 the key standard to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

2

Quality in this outcome area is **excellent**.

This judgement has been made using available evidence including a visit to this service. The care needs of service users are assessed before they are offered a service, which ensures that the agency can meet their needs.

EVIDENCE:

Following a request for support from Crossroads, a senior member of the staff undertakes an initial visit to carry out a full assessment of the service user and their carers. Moving and handling assessments and risk assessments of the home and environment are also completed at this stage. Documentation seen in service users' files regarding assessment was well written and thorough. The assessment process continues over the first few weeks of support while

staff build up a full picture of the care needs. Some of the care plans are quite complex and are a result of close communication between the service users, their family and Crossroads.

Personal Care

The intended outcomes for Standard 7 – 10 are:

7. The care needs, wishes, preferences and personal goals for each individual service user are recorded in their personal service user plan, except for employment agencies solely introducing workers.
8. Service users feel that they are treated with respect and valued as a person, and their right to privacy is upheld.
9. Service users are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.
10. The agency's policy and procedures on medication and health related activities protect service users and assists them to maintain responsibility for their own medication and to remain in their own home, even if they are unable to administer their medication themselves. In the case of standards 10.8 and 10.9, these do not apply to employment agencies solely introducing workers.

The Commission considers Standards 8 and 10 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

7,8 and 10

Quality in this outcome area is **excellent**.

This judgement has been made using available evidence including a visit to this service. Service users and their relatives are well cared for in a way that helps them retain dignity and independence, in a sensitive and courteous manner, ensuring a better quality of life.

EVIDENCE:

The care plans and assessments of six service users were seen both in the office and their own homes. They were well maintained and up to date and contained all the required information. Service users and relatives said that they are involved in the development and reviews of the care plans. Some of the more complex care plans now include information that identifies each individual task to be done by describing in detail how the service user likes this task to be carried out. Care plans are reviewed at least six monthly.

All service users and carers spoken with praised the care they receive from the staff at Crossroads. Some of the written comments received in questionnaires from service users and their carers include:

- *"Invaluable service with dedicated carers".*
- *"The service is exemplary and I look forward to their visits in the mornings having developed a good relationship with the staff".*
- *"Thank you for sending me a form. I would like you to note my positive feelings towards Crossroads".*
- *"They are excellent and friendly and changes of personnel are communicated to us in good time in writing".*
- *"Crossroads and Cheshire Social Services are excellent in the older person's services they provide and their accountability".*
- *"We are very grateful for the support of the agency and the care worker who gives us very understanding support".*
- *"I receive excellent care from the agency...I cannot praise the service too highly".*
- *"We are totally satisfied with the service provided".*

Service users and carers spoken with gave examples of the ways in which the support workers enabled them to retain dignity in their lives.

There is a medication policy for staff to follow should assistance be required in this area, which has been agreed nationally. Staff spoken with were aware of the procedures to be followed.

Protection

The intended outcomes for Standards 11 - 16 are:

11. The health, safety and welfare of service users and care and support staff is promoted and protected, except for employment agencies solely introducing workers.
12. The risk of accidents and harm happening to Service Users and staff in the provision of the personal care, is minimised, except for employment agencies solely introducing workers.
13. The money and property of service users is protected at all times whilst providing the care service, except for employment agencies solely introducing workers.
14. Service users are protected from abuse, neglect and self-harm, except for employment agencies solely introducing workers.
15. Service users are protected and are safe in their home, except for employment agencies solely introducing workers.
16. The health, rights and best interests of service users are safeguarded by maintaining a record of key events and activities undertaken in the home in relation to the provision of personal care, except for employment agencies solely introducing workers.

The Commission considers Standards 11, 12 and 14 the key standards to be inspected at least once.

JUDGEMENT – we looked at outcomes for the following standard(s):

11, 12 and 14

Quality in this outcome area is **excellent**.

This judgement has been made using available evidence including a visit to this service. Good policies, procedures and systems are in place to minimise risk, ensuring the safety and protection of service users and staff.

EVIDENCE:

Systems and procedures are in place to comply with health and safety legislation and staff are made aware of the various policies and procedures to be followed. Staff who undertake risk assessments and moving and handling assessments have all been trained to do so, and training and refresher courses are provided for staff when required.

Environmental and moving and handling assessments are completed as required and available in files in the service users' own homes as well as a copy on the office file. This ensures that the risk of accidents to service users and staff is minimised.

There is an on-call system in place so that staff can ring for advice or assistance at any time. Staff spoken with said they were well supported by the office and senior staff.

All staff surveys received indicated that they were aware of child and adult protection procedures. All staff spoken with confirmed they had received child protection and protection of vulnerable adults training.

Managers and Staff

The intended outcomes for Standards 17 - 21 are:

17. The well-being, health and security of services users is protected by the agency's policies and procedures on recruitment and selection of staff.
18. Service users benefit from clarity of staff roles and responsibilities, except for employment agencies solely introducing workers.
19. Service users know that staff are appropriately trained to meet their personal care needs, except for employment agencies solely introducing workers.
20. The personal care of service users is provided by qualified and competent staff, except for employment agencies solely introducing workers.
21. Service users know and benefit from having staff who are supervised and whose performance is appraised regularly, except for employment agencies solely introducing workers.

The Commission considers Standards 17, 19 and 21 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

17, 19 and 21.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service. The recruitment, training and supervision of staff are well managed to ensure the well-being, protection and security of service users.

EVIDENCE:

Since the last inspection, the management structure of Crossroads has been improved with the addition of two senior support workers. This has enabled the manager to fulfil her responsibilities better, enabling the supervision, monitoring and development of staff to be organised more effectively. The manager is planning to commence training for the Registered Managers award in the near future. This should be encouraged.

The agency has a robust recruitment procedure in place to ensure the safety of vulnerable people, ensuring written references are obtained and a formal interview takes place. Six staff files and documentation were seen and these

contained evidence that Criminal Records Bureau (CRB) and Protection of Vulnerable Adults (POVA) checks are carried out on staff as required. However, one new member of staff was found to be working with a CRB (three months ago) from her previous employment. This was due to a misunderstanding by the scheme manager about the portability of CRB checks, who undertook to remedy the situation immediately. The agency is now fully aware of the requirements regarding CRB and POVA/POCA checks for all staff. Better ways of recording CRB information on staff, that is easily retrievable for audit purposes, are recommended.

Induction training is provided for all staff up to national standards. As part of this training, new staff attend Crossroads regional centre for induction foundation training.

All staff spoken with said there are good opportunities for training within the agency. Specialist advice or training is provided for care staff when necessary and other professionals often provide training and support. One member of staff wrote in the questionnaire, *"The agency provides regular and on-going training to keep carers up to date with new regulations. It also responds well to requests for particular training"*.

Crossroads have exceeded the standard of 50% of staff trained to a minimum of NVQ level 2. To date, 15 out of 21 staff members hold an NVQ qualification (71%).

Staff receive regular supervision and an annual appraisal. Senior staff do spot checks while staff are with service users and observe their work. This ensures that service users receive a good quality and consistent service from Crossroads staff. Team meetings for care staff are held regularly and staff spoken with all enjoyed their work very much.

Some of the comments written by care staff in the questionnaires include: -

- *"Crossroads is a well run structure in which everyone knows how to access information or help if needed"*.
- *"Staff training seems to be a priority, which is a definite plus"*.
- *"They listen to any problems you may have concerning clients needs"*.
- *"I think that the training is excellent and the atmosphere is friendly. I feel needed and respected"*.

Discussions with some of the staff indicated that they are able to meet the diverse needs of service users. Care plans also recognised the individual and diverse needs of service users. There are resources for staff to use regarding the different care needs of various community groups. The scheme manager has had meetings with local Asian community leaders, looking at various ways in which Crossroads can offer support.

Organisation and Running of the Business

The intended outcomes for Standards 22 – 27 are:

22. Service users receive a consistent, well managed and planned service.
23. The continuity of the service provided to service users is safeguarded by the accounting and financial procedures of the agency.
24. The rights and best interests of service users are safeguarded by the agency keeping accurate and up-to-date records.
25. The service user's rights, health, and best interests are safeguarded by robust policies and procedures which are consistently implemented and constantly monitored by the agency.
26. Service users and their relatives or representatives are confident that their complaints will be listened to, taken seriously and acted upon.
27. The service is run in the best interests of its service users.

The Commission considers Standards 22 and 26 the key standards to be inspected at least once.

JUDGEMENT – we looked at outcomes for the following standard(s):

22 and 26

Quality in this outcome area is **excellent**.

This judgement has been made using available evidence including a visit to this service. The agency is well managed, ensuring service users are listened to and receive a consistent, reliable service.

EVIDENCE:

The premises, equipment and resources are appropriate for the provision of domiciliary care. All records kept by the business are secure, safeguarding service users' confidentiality. All seen were up to date and in good order.

The service users' guide contains information about how to make a complaint, and a copy has been given to each service user. The procedure still refers to the previous inspection body, NCSC, and should be updated to refer to CSCI. No complaints have been received by CSCI about Crossroads. Service users and carers spoken with all knew whom to contact should they wish to raise any concerns. All spoke about the very good relationship they had with Crossroads. One carer of a service user said, "*They are very friendly, very approachable and genuinely nice people*". All spoke very highly of the service

received. One particular common theme was how pleased they were with the communication they received from Crossroads such as letters informing them of any changes to the support worker for holidays or illness. Another service user visited in her own home said, *"I would be lost without Crossroads. I have been very happy with the service I get"*.

Crossroads in Chester have just received the Investors in People award. In addition, they also operate an external quality assurance system called a 'Croquet Audit', which is a quality standards measure used to evaluate the performance of the Crossroads schemes across the country. Both schemes help towards assuring service users that they are receiving a good standard of care.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Domiciliary Care have been met and uses the following scale.

4 Standard Exceeded (Commendable) **3** Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls) **1** Standard Not Met (Major Shortfalls)

"X" in the standard met box denotes standard not assessed on this occasion
 "N/A" in the standard met box denotes standard not applicable

User Focused Services	
Standard No	Score
1	X
2	4
3	X
4	X
5	X
6	X

Managers and Staff	
Standard No	Score
17	3
18	X
19	4
20	X
21	4

Personal Care	
Standard No	Score
7	4
8	4
9	X
10	4

Organisation And Running Of The Business	
Standard No	Score
22	4
23	X
24	X
25	X
26	3
27	X

Protection	
Standard No	Score
11	4
12	4
13	X
14	4
15	X
16	X

Are there any outstanding requirements from the last inspection? No

STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Domiciliary Care Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1	DO17	New CRB checks for new members of staff must be done even if they are in receipt of a very recent check from their previous employment.

Commission for Social Care Inspection

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