

Inspecting for Better Lives

# Annual Service Review

**Name of Service:** Chester Crossroads Limited

We do an annual service review when there has been no major inspection of the service (we call this a key inspection) in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

**Has this annual service review changed our opinion of the service?**

You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection: 14/02/2010

Name of inspector:	Date of this annual service review:
Bronwyn Kelly	10 January 2008

## Information about the service

Address of service:	Richmond Place, 125 Boughton, Chester CH3 5BH
Telephone number:	01244 356699
Fax number:	01244 346442
Email address:	Chester@crossroads.org.uk
Provider web address:	www.chestercrossroads.org

Name of registered provider(s):	Chester Crossroads Limited	
Name of registered manager (if applicable):	Mrs Margaret E Mason	
Categories of registration:	Domiciliary Care Agency	
Conditions of registration:	See Certificate	
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No	
If yes, what have they been:		

Date of last key inspection:	14/02/2007
Date of last annual service review (if applicable):	N/A

### 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 25 care staff (care support workers) in addition to management and administration staff, providing services to 233 adults and 19 children and their families. 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.

## Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection.

This included:

- The **annual quality assurance assessment (AQAA)** that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.
- **Surveys** returned to us by people using the service and from other people with an interest in the service.
- Information we have about how the service has managed any **complaints**.
- What the service has told us about things that have happened in the service, these are called '**notifications**' and are a legal requirement.
- The previous **key inspection** and the results of any **other visits** that we have made to the service in the last 12 months.
- Relevant information from **other organisations**.
- What **other people** have told us about the service.

What has this told us about the service?

We received the annual quality assurance assessment (AQAA) when we asked for it. It was very detailed and clear, and gave us all the information we asked for.

We looked at the information in the AQAA and our judgement is that the agency is still providing an excellent service. They gave us a lot of evidence to show that they continue to listen to people and improve and develop the service to meet their needs. Some examples are a Social Skills Group for clients with Aspergers syndrome and a weekly drop in service for those diagnosed with dementia where carers are welcomed and supported. They also offer a summer scheme to adults with learning difficulties and they have recently taken over the running of a sports club for young adults with learning disabilities. These show that the agency can develop new and creative ways to make sure that their service is able to do the things that matter to people.

We received completed surveys from 11 people that use the service and 12 from relatives of other people that use the service. All continue to be very satisfied with the agency and the support they receive. One relative told us "Our carer has become a good friend and source of support for my mother. They have a very good relationship". Another wrote, "I have found the service he receives very trustworthy and dependable. The staff involved are very obliging and courteous". The agency supports carers, and many of the questionnaires reflected the fact that they were happy to leave their relative in the care of the support workers whilst they had a break, knowing that they would be well cared for. One relative summed this up by writing "I am well pleased with the competence, integrity and level of care given to my wife by visiting carers".

Some comments from people that use the service are "I think the agency looks after me very well", and another wrote "As far as I am concerned, the agency could not do better. I am completely happy with the help that my carer gives". Another concluded his survey by writing "Excellent service".

We are always told about any important things that happen in the agency. We have not received any complaints or concerns about the agency in the last year. They told us that they have also not received any complaints.

The surveys showed that the agency is managed in a way that shows it has the interests of the people using the agency at the centre of what they do. This means that people receive a personal service, that meets their own particular needs.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan, and will do a key inspection by 9 January 2010.

However we can inspect the service at any time if we have concerns about the quality of the service or the safety of the people using the service.

## Reader Information

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**Telephone:** 0845 015 0120 or 0191 233 3323

**Textphone:** 0845 015 2255 or 0191 233 3588

**Email:** [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

**Web:** [www.csci.org.uk](http://www.csci.org.uk)

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