



Making Social Care
Better for People

inspection report

DOMICILIARY CARE AGENCY

Crossroads in Wirral, Caring for Carers Ltd

**GF2 Candy Park
Old Hall Road
Bromborough
Wirral
Merseyside
CH62 3PE**

Lead Inspector
June Beaver

Unannounced Inspection
10th 12th and 15th January 2007 2pm

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	Crossroads in Wirral, Caring for Carers Ltd
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Provider Web address	
Name of registered provider(s)/company (if applicable)	Crossroads in Wirral, Caring for Carers Ltd
Name of registered manager (if applicable)	Sheila Elaine Logan
Type of registration	Domiciliary Care Agencies

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 16th January 2006

Brief Description of the Service:

Crossroads Caring for Carers Ltd is a registered domiciliary care agency situated in the Bromborough area of the Wirral. The agency provides services for people living within their own home in the local community e.g. assistance with personal care and meal preparation, sleeping services and supporting carers.

The agency employs approximately 31 carers.

SUMMARY

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

The inspection took place over three days, two site visits were made to the agency's local office and a third visit was made to two service users in their own homes. During the visits to the office, different types of records were examined such as service users care plans, policies and procedures and staff files to make sure they were completed appropriately. Questionnaires were sent out to service users and their carers and staff asking for their views on the service the agency provides. Prior to the visit the Manager completed a pre-inspection questionnaire and the information it contained was verified during the site visit.

What the service does well:

The Statement of Purpose and service user guide have been updated to meet the requirement made at the last inspection. It contains a great deal of information about the service it provides so that carers and service users can see whether the agency is suitable for them. It also includes information on the service it provides for children and young people based on Ofsted guidelines. This helps parents or guardians when choosing the services of an agency, to see if the services provided are what they are looking for. The Statement of Purpose is available for all new service users and visitors to the office. The Agency also provides a brochure which gives details of the structure of the agency and a history of how Crossroads began.

A full assessment of the service users needs is carried out by senior members of staff to make sure the agency has the capacity to meet them. If necessary, staff can be given training in order to meet specific needs prior to the start of any contract. Evidence was available in staff files to verify this for example; staff had been given training in managing oxygen at home and managing tube feeding.

Several service user surveys were returned to the Commission's office and comments made indicated that generally the service users or their carers are very happy with the care provided. One user stated "As I have difficulty with my speech I find their service invaluable". Another user stated, "Carers will stay longer if asked as long as they are not on a following call". A visit was made to the home of two service users and their carers spoke very highly of the service provided by Crossroads as it has made a big difference to the life of their dependants. One carer stated that her regular member of staff was "more like a relative or friend than a care support worker".

Crossroads also provides a respite centre for carers and their dependants known as the "Cameo Club". The Club is managed by fully vetted agency staff and volunteers. Carers can come and talk to other carers in a similar position, or they can leave their dependant for an hour or two whilst they go shopping

safe in the knowledge that their dependants are being looked after. There is no charge for this service however numbers are limited and there is a referral system in operation to make sure it is an appropriate setting for the person applying.

What has improved since the last inspection?

The requirements made at the last inspection have all been met in full. As Crossroads provides care and support for different client groups such as older people with mental or physical care needs training appropriate to specific client groups is given to staff who have the skills and experience to look after them. Training includes non-violent intervention, dementia awareness, managing epilepsy, oxygen therapy at home, tube feeding, sign language (non-verbal communication) and palliative care training at the Marie Curie Centre. Evidence was available in the form of study packs and certificates to support this information. Comments made on the returned staff survey forms also supported this information and one member of staff stated that "the training policy is excellent. They try to get as many varied courses for you to take as possible".

What they could do better:

Whilst staff sickness is unavoidable some service users and their carers have made comments on the survey forms regarding being "let down at short notice". This was discussed with the Manager who stated every effort is made to replace a staff member with someone the service user knows. It can be difficult to get another staff member at short notice and all staff are reminded regularly to plan ahead to avoid last minute changes.

Two of the staff survey forms made comments regarding lack of support out of office hours and that they would like more flexibility in working hours. However another employee stated that "Crossroads is run in a very professional way, the support is always there if needed. I have worked for them for ten years and could not fault them in any way".

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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Personal Care (Standards 7-10)

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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):

1, 2, 3 and 6. Quality in this outcome area is **good**
This judgement has been made using available evidence including a visit to this service.

Carers and service users receive sufficient information about the agency prior to engagement and receive a flexible reliable service from a well-trained staff.

EVIDENCE:

The Statement of Purpose and service user guide have been updated to meet the requirement made at the last inspection. It contains a great deal of information about the service it provides so that carers and service users can see whether the agency is suitable for them. It also includes information on the service it provides for children and young people based on Ofsted

guidelines. This helps parents or guardians when choosing the services of an agency, to see if the services provided are what they are looking for. The Statement of Purpose is available for all new service users and visitors to the office. It gives details of the structure of the agency and the aims and objectives of the company.

All service users receive a visit from a senior member of staff once a referral has been made from social services or a private enquiry. A full assessment of needs is carried out including personal and environmental risk assessments. The Manager explained that a full assessment is done initially so that they can match the needs of the service user with the experience and skills of their staff. Evidence that this type of assessment is done was in the service user files examined on the day of the site visit. Where possible background information is obtained from healthcare professionals such as G.P.'s or district nurses which helps build up a picture of the type of care needed. The Manager stated staff from the agency work alongside any visiting professionals and would not take on any tasks that they were not trained to do.

Following the initial assessment a "care package" is agreed with the service user and their main carer and the staff assigned to looking after them are introduced to them before the package begins. Service users and their main carers are always informed about who will be looking after them and are given a rota for a set period of time. Sometimes staff members are not able to keep to the rota, which can cause problems, however the agency will try to send someone familiar to the service user to try and keep some continuity. Comments on the service users surveys supported this.

All carers and service users are given a contract which clearly states the terms and conditions of engagement, it sets out the hours that care will be provided and how many days a week. Both parties sign the agreement (private fee payers or Wirral Social Services). Copies of the contracts were available for inspection on the service users files seen on the day of the site visit to the office.

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 **good**

This judgement has been made using available evidence including a visit to this service.

Service users and their carers are consulted about all aspects of care and informed of any changes. The agency has a satisfactory policy on medication administration and provides staff with appropriate training.

EVIDENCE:

The care files examined on the day of the site visit contained relevant and useful information on the needs of the service user. The files provided evidence that the care plans had been developed from the information contained in the initial assessment documents and evidence that regular reviews are carried out by senior members of the agency staff. After an initial review to make sure the service users needs are being met, a more formal

review is usually carried out six weeks after the start of the package and if everything is running smoothly reviewed annually thereafter. Each member of staff providing care completes the daily diary records sheets at the end of each shift so that the next staff member providing care knows what has been done. Spot checks are carried out by senior members of staff to make sure needs are being met appropriately.

Staff have to agree on commencement of employment to abide by the agency's confidentiality disclosure policy and a copy of this is kept in their training file. Copies were seen during an examination of staff files. All staff are reminded about the importance of maintaining confidentiality during induction and are given a staff handbook which contains a copy of the agency's policy.

The staff team are involved in assisting service users to take their medication if it has been agreed, risk assessed and recorded in the care plan. The agency has a comprehensive policy in place that clearly identifies the boundaries regarding medication issues.

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 **good**

This judgement has been made using available evidence including a visit to this service.

The agency has clearly written adult protection, health and safety policies and procedures in place to promote the protection of service users and support staff.

EVIDENCE:

The agency has a Health and Safety Policy and various procedures in place that all staff are made aware of at induction and throughout their employment with the agency. Summaries of the policies are contained in the Staff Handbook.

Risk assessments are carried out during the initial assessment on any personal risks such as moving and handling or risks around the home such as slippery floors when wet. Any risks are documented and reviewed and updated as necessary.

Staff are aware of the importance of recording any accidents and are given training in emergency first aid. Evidence that staff have to attend moving and handling updates was available in their files as well as evidence of other health and safety training such as food hygiene and fire safety procedures.

The agency operates a strict money handling policy and staff receive training in cash handling (certificates seen) so that service users and their carers can be confident that staff are able to deal with some issues involving cash such as light shopping.

The agency operates a strict key holder protocols and staff have specific instructions to follow. The Manager outlined the safety precautions surrounding key holding and service users, their carers and the agency agree to abide by them. All staff are given training on induction on what to do if they cannot access a service users home. Service users or their carers can contact the agency twenty-four hours a day. So if a member of staff does not arrive they can ring up and inform the person on-call. All staff wear identity badges and wear an agency uniform.

Evidence was provided in the staff files that all staff attend adult protection and child training if appropriate so they can recognise any form of harm or abuse. Some of the staff survey forms returned confirmed their attendance on this training. The requirement made at the last inspection for staff to be given specific training in managing challenging behaviour has been met. The Manager arranged for all staff to have non-violent intervention training and certificates were on file to evidence this.

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 agencies recruitment and selection processes are robust and provide appropriate protection for service users. Staff are offered mandatory and some specialist training to meet the needs of service users.

EVIDENCE:

Staff are selected and recruited in line with the company's procedures. An application form is completed, references are obtained and face-to-face interviews are undertaken at the agency. All recruits have to have a criminal records bureau and POVA first check done before starting work to help safe guard service users from any harm or abuse. Staff looking after people under eighteen have to have a separate check against the Children's Register.

A random selection of staff files were examined on the day of the site visit and they all contained the information mentioned. They also contained copies of a contract of employment signed by the employee to state they agree to abide by the agency's policies and procedures and code of conduct. There was a copy of carer's job description in each file.

Crossroads currently employ thirty-one domiciliary care workers, two admin staff, a care manager and a scheme manager. They have also recently had a medical student on placement who played a useful role in the development of practice development protocols.

All staff members receive induction, the inspector looked at a new member of staff induction and this met the Training Organisation for Personal Services induction standards. There was a staff training matrix available which makes identifying staff training needs easier. It is important that staff are given the opportunity to develop their skills and learn new things as well as attending mandatory training updates in areas such as moving and handling, first aid and fire safety.

Crossroads provides care and support for different client groups such as older people with mental or physical care needs, younger people with a learning disability and children or young people with behavioural issues. Training appropriate to specific client groups is given to staff who have the skills and experience to look after them such as non-violent intervention, dementia awareness, managing epilepsy, oxygen therapy at home, tube feeding, sign language (non-verbal communication) and palliative care training at the Marie Curie Centre. Evidence was available in the form of study packs and certificates to support this information. Comments made on the returned staff survey forms also supported this information and one member of staff stated that "the training policy is excellent. They try to get as many varied courses for you to take as possible".

Evidence that staff are given regular one to one supervision was available and on the day of the site visit a staff meeting was taking place. Following the meeting, staff were given the opportunity to take part in a lecture on Pensions and Benefits. The Manager stated that they try to include some form of training after the staff meetings to improve the service they provide for staff. There were a number of returned staff surveys which contain comments such as "We have a team meeting every month and supervision every three months" and "we provide a high quality of care to our clients" .

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, 23, 25, 26 and 27. Quality in this outcome area is **good**

This judgement has been made using available evidence including a visit to this service.

The agency is very well managed and the scheme manager and senior staff provide clear guidance to staff to ensure that people who use the service receive consistent support from well trained and experienced staff.

EVIDENCE:

Crossroads (Wirral) Caring for Carers Ltd operates from a permanent base in Bromborough which is central to the service users it serves and is equipped with phone lines, fax, photocopier, computers and mobile phones for the on-call system.

. A qualified accountant prepares annual accounts and the manager ensures financial procedures are in place for the agency's continued financial viability. The agency has policies and procedures, which are constantly being reviewed and changed in line with good practice, research and legislation.

The management structure of the agency ensures that there are sufficient numbers of senior staff on duty to deal with every day matters and there is a robust on-call system so that service users or their carers can contact the agency twenty four hours a day.

The complaints procedure is given to service users or their relatives and representatives in the service users pack. The Manager stated that any complaints would be documented and investigated in full by the most appropriate agency however there have been no complaints since the last inspection.

The agency has a quality assurance system called CROQUET (Crossroads Quality Evaluation Tool) in place and takes service users and their carers views very seriously. The Manager stated that all comments made on the survey forms they send out are evaluated and discussed at senior management meetings.

Several service user surveys were returned to the Commission's office and comments made indicated that generally the service users or their carers are very happy with the care provided. One user stated "As I have difficulty with my speech I find their service invaluable". Another user stated "Carers will stay longer if asked as long as they are not on a following call". A visit was made to the home of two service users and their carers spoke very highly of the service provided by Crossroads and it has made a big difference to their life and their dependants.

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	3
2	3
3	3
4	X
5	X
6	3

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

Personal Care	
Standard No	Score
7	3
8	3
9	X
10	3

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

Protection	
Standard No	Score
11	3
12	3
13	X
14	3
15	X
16	3

no

Are there any outstanding requirements from the last inspection?

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
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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
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Commission for Social Care Inspection

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