

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Report Domiciliary care agency

**Crossroads Care North Wales
Heritage Gate
Abergele Road
Colwyn Bay
LL29 8BW**

Date of publication – 2 February 2012

You may reproduce this Report in its entirety. You may not reproduce it in part or in any abridged form and may only quote from it with the consent in writing of Welsh Ministers

Date of Visit: 06/01/2012

What does the service do well?

Care plans are person centred and promote choice and individuality. If the carer requests activities can also be included as part of the care package provided by the agency.

The management endeavour to provide continuity of care. Two or three care support workers are matched to service users and the individual they care for. During absence due to holidays or sickness these identified carers cover the shifts.

What needs to be done to improve the service?

Although it is the policy of the agency to provide cover for staff absences from comments contained on the feedback forms from service users highlighted that this had not always been possible. A record of cancelled or missed calls is kept by management and this issue was being addressed.

Quality of life

The files of three service users were checked and each contained copies of the information kept in service user's homes. Risk assessments had been carried out to ensure the environment is safe for staff and service users and safe working practices are in place. Service delivery plans showed how needs were to be met by staff for each service user and had been signed by the service user. A record was kept of the information provided by the agency signed by service user. The service user contacted said that the arrangements in place worked very well, the carer who visits is excellent and the service provided was flexible, reliable and meets his needs.

Reviews of care plans are carried out regularly. It was evident from the records kept and discussions with a service user that management ensure that their views are sought and care is delivered how the individual wants it to be. Staff follow any guidance or instruction provided by professionals involved with service users and training is provided to meet the specific needs of individuals.

Three staff files were inspected and each contained the information required to demonstrate safe recruitment practices are in place. Staff training is provided to meet the assessed needs of the service users using internal and external training resources. A training and development record was kept and certificates of training completed on each file.

A copy of the complaint procedure is given to all service users. No complaints had been received by CSSIW and a log of compliments/complaints received directly by the agency was made available. Feedback from service users is recorded and some records contained comments regarding cancelled calls and that extra hours of care would have been useful, this was discussed with management. They all stated that they were happy with the standard of care provided and would recommend the agency to other people.

Staff attend training on Safeguarding of Vulnerable Adults and Children provided by local authority training departments.



Inspection methods:

This inspection focused on the experience of people using the service and their quality of life. The method was chosen because the service has a good track record. The focus of the inspection was on the service provided, not compliance with standards. This will be checked at future inspections.

I
C
C
E