



15 FEB 2010

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Dr Helen Brown
West Anglia Crossroads Caring for Carers
Meadow Lane
8 The Meadow
St Ives
Cambs
PE27 4LG

10 February 2010

Ref: 2000061514

**Care Quality Commission
Care Standards Act 2000 – Annual Service Review – West Anglia Crossroads Caring
for Carers**

Dear Dr Brown

Please find enclosed a copy of our final report of our annual review of your service.

We believe this report to be factually accurate and will publish it.

You should make sure that people who use your service, and those who are thinking of using it, are able to see a copy of the report. You should also make the report available to carers, staff, placing authorities and, where appropriate, other interested parties.

You can get more copies of the report by:

- Telephoning the order line on 0870 240 7535, or
- Downloading or ordering online at www.cqc.org.uk

If you need to contact us please quote the above reference number.

Yours sincerely

Alison Hilton
Regulatory Inspector

Enclosures: Final Annual Service Review

We welcome your feedback to help us improve our service.
Please feel free to contact the National Contact Centre on
03000 616161

Annual service review

Name of Service: West Anglia Crossroads Caring for Carers (St Ives)

The quality rating for this agency is: three star excellent service

The rating was made on: 1 4 1 0 2 0 0 8

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection

We do an annual service review when there has been no key inspection of the service 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? No

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:

Name of inspector: Date of this annual service review:

Alison Hilton 0 7 0 1 2 0 1 0

Information about the service

Address of service:	8 The Meadow Meadow Lane St Ives Cambs PE27 4LG
Telephone number:	08452410954
Fax number:	01480461133
Email address:	care@westangliacrossroads.org.uk
Provider web address:	

Name of registered provider(s):	West Anglia Crossroads Caring for Carers(St Ives)
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Conditions of registration:	
The registered person may provide the following category of service only: Domiciliary Care Agency to service users of the following gender: Either	
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:	1	4	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Crossroads is a specialist voluntary organisation whose primary function is to provide support to carers, who are providing care to a relative or friend within their own home. They provide a service over a twenty-four hour period, seven days a week to a range of carers and people with complex needs. A full range of services provided by Crossroads is documented in their Statement of Purpose and Service User Guide given out to all service users and contains relevant policies and procedures.</p> <p>West Anglia Crossroads (WAC) remains the legal business name but the service has changed its name to Crossroads Care Cambridgeshire (CRCC) by request of those to whom it provides a service. CRCC operates from three premises in St Ives, Peterborough and Fenland. The staff remain in the teams, and go to their respective offices for supervision and team meetings. A service is currently provided to adults and children.</p> <p>The service supplied is dependent on identified need and level of priority, including support to carers by enabling them to have a break from their caring responsibilities.</p>

A copy of the inspection report can be obtained on line or from CRCC office in St Ives. The cost of care is negotiated on an individual basis and details can be obtained from any office.

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 we received, or asked for about the service since the last key inspection on 14/10/08.

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 gives some numerical information about the service.

The previous key inspection and any events that have occurred and been reported to the Commission.

Surveys returned by staff and people who use the service. We received 16 completed surveys from staff, ten from adults who use the service, four from young people and one from a social/healthcare professional.

What has this told us about the service?

The agency has been renamed as Crossroads Care Cambridgeshire (CRCC) as the result of listening to service users, although West Anglia Crossroads remains the legal business name.

We use the term 'carer' to mean people who look after someone (usually a relative) at home. Staff are the people who work as part of Crossroads Care Cambridgeshire.

The AQAA showed that the agency provides a service to a wide variety of people such as the carers of people with specific needs, the people with different needs including dementia, palliative care (Macmillan Crossroads Cancer) and physical difficulties.

Clubs are run for children who are carers as well as those requiring care. The agency was selected to provide activities for children with disabilities and is in consultation with the children and families to ensure the activities are appropriate and what is wanted.

Everyone is encouraged to attend the CRCC AGM, and to be involved in Carers week where pamper sessions and information sessions are held.

The agency evaluates the changing needs of people who use the service regularly. It involves Speaking Up and Pinpoint to give feedback on any gaps in service provision and surveys over the 'phone, on paper or on line. The agency provides courses such as Caring with Confidence for those caring for loved ones in the community and supports carers through Carers Groups.

Comments received from staff under what the agency does well included :- "Training"; "Fantastic manager support"; "Great communication and continual education"; "cares about the cared for, carers, support workers and its staff"; "Keeps training up to date

and makes sure relevant care plans are in place"; "Supporting staff in work and personal issues as well"; "The new managers are enthusiastic about their jobs"; "Offers regular supervision and training"; "The care plans are detailed"; "Care is very professional using all the guidelines to protect clients and support staff"; "Good cross section of male/female staff who have had plenty of life experiences"; "The whole team work hard to support us and ensure the smooth running of the agency". Several others mentioned the quality of the training, dedication of staff and their enjoyment of working for Crossroads. The amount and diversity of training exceeds the standards required by CQC, although the AQAA comments that accessing Safeguarding Children and some moving and handling training (to the standard they want) has been difficult.

The only issue raised by staff was that clients should be informed as early as possible when changes to carers are made so that they are aware. This was something also raised by some of those who receive the service (see below). The AQAA showed that this is an area under review, whilst acknowledging that there had been some office staff leave which led to workload increases for those remaining.

Information from adults using the service included "Crossroads does everything very well"; "Look after you well and are always kind and helpful"; "Our worker is very capable"; "I look forward to my visitor coming, allowing my wife time out"; "Show an interest in the carers and encourage them to lead their own lives"; "Well trained staff".

Nine of the ten adults completing the form said they knew how to make a complaint if they were not happy with the service. One did not write in an answer. All ten said their privacy and dignity was respected and all said staff always (9) or usually (1) listened and acted on what they said.

Some issues from the adults surveys were that people wanted to know of changes to their usual staff member in advance, not "when she doesn't arrive". One would like more time allocated. One person suggested there should be more staff "when other staff are off sick" and another that there should be more flexibility regards times. The AQAA does comment on the flexibility of staff and that recruitment is underway as well as the use of current staff in a more creative way.

Young people who use the service commented on the staff "being so cheerful and helpful when they are seen" and "Support me every time I ask". The support given also allows people to get out and about and staff "let me play a CD in the car".

Three of the four surveys returned by young people showed that they had not been asked what they thought of the staff from Crossroads. Three out of four knew how to make a complaint. All four said that staff know what they need help with and listen to them.

There were no areas people felt the agency could improve on.

Further information in the AQAA showed the agency is forward thinking and aims to provide more trips for carers, employ staff to work as 'rapid response', more carer training, link with schools to ensure children who are carers can access trips and other opportunities and make better use of technology.

OFSTED have also inspected the service in relation to children.

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

As a result of this annual service review (ASR) we are not going to change our inspection plan. We will undertake a key inspection before 14/10/11.

We can inspect at any time if we have concerns about the quality of the service being provided, or the safety of those using the service.

Reader Information

Document Purpose:	Annual service review
Author:	CQC
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Further copies from:	0870 240 7535 (national contact centre)

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