

Crossroads Caring For Carers Wokingham Limited

Crossroads Caring for Carers

Inspection summary

CQC carried out an inspection of this care service on 30 August 2016. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

This inspection took place on the 30 August 2016 and was announced.

Crossroads Caring for Carers - Wokingham is a charity run domiciliary care agency. Crossroads provides non-emergency support to family members who care for people in their own home. Crossroads provides this support for both older people and children. The aim of the service is to provide short periods of respite for the carer by giving care and support to the person they care for. At the time of our inspection the service was supporting 84 people.

The service had a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the service is run.

People told us they felt safe with staff and would be confident to raise any concerns they had. The provider's recruitment procedures were thorough and medicines were managed safely. There were sufficient staff to provide safe, effective care at the times agreed by the people who were using the service.

There were procedures in place to manage risks to people and staff. Staff were aware of how to deal with emergency situations and knew how to keep people safe by reporting concerns promptly

through processes that they understood well.

Staff received an induction and spent time working with experienced members of staff before working alone with people. The induction process corresponded with the 15 standards that health and social care workers need to complete during their induction period. Staff were supported to receive the training and development they needed to care for and support people's individual needs.

People and their families were complementary about the services provided. The comments we received demonstrated that people felt valued and listened to. People were treated with kindness and respect whilst their independence was promoted within their homes and the community. People received care and support from familiar and regular staff and would recommend the service to others.

People's needs were reviewed regularly and their care and support plans promoted person-centred care. Up to date information was communicated to staff to ensure they could provide the appropriate care and support for each individual. Staff knew how to contact healthcare professionals in a timely manner if there were concerns about a person's wellbeing.

The provider had a system to regularly assess and monitor the quality of service that people received and identify areas for improvement.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning **03000 616161**