



Inspection Report on

Cross Care Limited

**31a Park View Business Centre
Combermere
Whitchurch
SY13 4AL**

Date Inspection Completed

22 September 2021

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About Cross Care Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Cross Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection following registration with CIW
Does this service provide the Welsh Language active offer?	Working towards

Summary

People and their relatives told us they are very happy with the support provided and would recommend the service to others. They are involved in developing personal plans so care staff can provide consistent support, as people would like it. People are happy with the care staff, saying they are kind and go above and beyond to support them.

There is thorough management oversight of the service. Good use of information technology helps them to identify areas for improvement. A strong management team work together to identify ways of improving and implementing changes to develop the service. Care staff are trained appropriately and feel they are well supported. People feel that the management team are approachable and listen.

Well-being

People have control over day to day life. Support is planned in conjunction with the individual, ensuring they receive the support the way they would like it. People's personal plans are updated as individual preferences are identified. People know who to contact if they need to and feel listened to. Any concerns were listened to and responded to in a very timely way.

People's well-being is supported. A person we spoke to who receives support said '*the carers are lovely and do everything I need them to do. They understand my health needs*'. Family members said some carers '*go above and beyond*', and that the care provided is very person centred. People told us care staff were usually on time, and the support was provided in a relaxed manner. However, people's choice of language, Welsh or English, should be ascertained and supported when possible.

People are kept safe. There are good infection control measures in place, to protect people using the service and care staff. There are thorough infection control risk assessments in place for both staff visiting people in their homes and for office staff, and a policy on safe working through the Covid-19 pandemic. Care workers are trained on the protection of vulnerable adults, and told us they would feel confident reporting any concerns. There is an on call system that ensures people can contact the service out of hours and staff are supported all times.

Care and Support

People have detailed personal plans which inform care staff how they want their needs to be met. The service works with people and their families to develop a person centred plan. The initial assessment should be recorded to evidence the service has carried out an assessment to be sure they can meet an individual's needs. Care plans are kept under regular review to ensure they contain enough information so people get consistent care. They are accessible to people and staff in paper or digital format, for ease of reference. This ensures care workers have access to up to date information prior to undertaking their calls.

People can feel confident that their well-being is well supported. Staff ensure that where people need healthcare support, signs and symptoms are identified and referred on as required. The service react swiftly to changes in health and contact relevant healthcare professionals as required. One family member told us a small concern they raised was dealt with very quickly and positively.

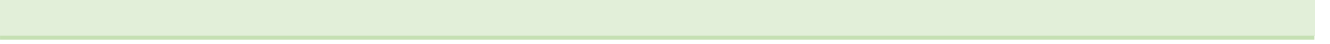
Generally, people receive support from care staff who know them. The service tries to ensure consistency of carer workers wherever possible. People and care staff told us support calls are usually on time, and care is provided in a relaxed manner. People praised the care staff, and find them skilled, kind and caring.

Leadership and Management

People can feel confident they receive a service from an organisation that is developing and improving. The senior staff carry out a range of audits to look at how the service is being delivered and to identify areas that need improvement. We saw the provider's investment in modern technology is supporting this. The provider's information technology also supports improved communication with people, their families and within the staff team.

The Responsible Individual completes three monthly visit reports as required. These showed that people's views about their service was sought, as well as care staff. A quality of care review has been carried out, and actions identified to improve the service further have been planned. However, some policies should be reviewed to ensure they contain enough information to guide all staff.

People are supported by care staff who have the knowledge and skills to support their needs. The service has a dedicated training manager. They carry out induction training and ensure that care workers are up to date with all training. Care staff shadow other staff prior to working alone, however consideration should be given to how much is required to ensure all staff feel confident. As well as one to one supervision to support staff to provide good care, unplanned spot checks are also carried out, so any practice issues can be identified. Care staff told us they feel well supported and have done throughout the Covid pandemic. They say they have enough time to travel between calls.



Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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