



## Inspection Report on

**Ymddiriedolaeth Gofalwyr Gogledd Cymru Gwasanaethau Gofal Croesffyrdd Carers  
trust North Wales Crossroads Care Services**

**Carers Trust N W  
Quinton Hazell Enterprise Parc  
Glan-y-wern Road  
Colwyn Bay  
LL28 5BS**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

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# About Ymddiriedolaeth Gofalwyr Gogledd Cymru Gwasanaethau Gofal Croesffyrdd Carers trust North Wales Crossroads Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	Ymddiriedolaeth Gofalwyr Gogledd Cymru- Gwasanaethau Gofal Croesffyrdd Carers Trust North Wales-Crossroads Care Services
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

## Summary

This service provides respite for people who care for their loved ones in their own homes. People who receive this service are happy with the support and care provided. We met with people who use the service. One person said, *“It’s the most important two hours for me; it’s not just help, it is humour, I start the day with a smile.”*

Care staff are skilled, supportive and knowledgeable. Many of the care staff have worked with this service for a long time. This gives consistency because people receive care from the same care staff, which gives *“piece of mind”* to their family, while they receive respite.

The management team have effective oversight of the service and work towards ongoing improvement via a robust monitoring system. Care is reviewed and feedback is sought regularly from people, their family and professionals. People who receive the service attend support group sessions, which are facilitated by care staff. This is extended support where people can also stay in contact provide vital information, support and signposting as well as offering company and having fun. The Welsh language is considered when matching people to care staff.

## Well-being

People have control over their day to day lives. They are provided with information about the service. Care staff and management introduce themselves to people and their family before they receive a service. Once information is shared, the service is planned and arranged around people's routines and care needs. People are given the choice as to whether they receive the service in English or Welsh, with some Welsh speaking staff available. Management monitors the care provided according to people's individual needs and choices. This service provides respite, so carers can choose what they do when not caring. One person told us *"I'd be lost without this service, who else would I turn to"*.

This service assists people to be as healthy and independent as possible. It enables people and their carers to access health appointments. Support groups provide advice, support and guidance by various guest speakers visiting. These support groups assist people to be informed about various health issues including dental and mouth care. People told us they feel supported from the respite provided by care staff and from linking with people in similar circumstances and responsibilities.

People are safeguarded against potential risks. Thorough assessments take place before people use the service. Care staff are trained and know what to do if they have any concerns. Up to date policies and procedures are accessible and underpin the training care staff attend, including safeguarding, falls and first aid. Management monitors any incidents or concerns to identify possible themes which may pose a risk to individuals. People's homes are also checked for any risks, to ensure the safety of people and care staff visiting them.

## Care and Support

People have an accurate and up-to-date plan for how care is to be provided to meet their needs. During the initial visit, the provider gathers all the relevant information to ensure people get the right care at the right times. Care needs are reviewed regularly to ensure these are up to date. The sample of care records we viewed demonstrate the initial visits are recorded. Regular reviews of care take place, which include people, their families, social workers and health professionals where appropriate. We witnessed a phone call which took place to discuss an individual's care package, because their care needs had changed. We found, communication was clear, recorded and dates arranged to review their individual care needs. A copy of care records is kept in people's houses. People using the service told us, care records reflect their individual care needs.

People are provided with the quality of care and support they need. The service is designed in consultation with the individual and considers their personal wishes, aspirations and outcomes of any risks and specialist needs. Personal plans are detailed and contain the relevant information for care staff to understand people's care needs and routines. We met with people attending an educational session, facilitated by care staff and presented by a visiting guest speaker. We observed people enjoying this session and saw how they have established positive relationships with each other and care staff. We chatted with the group who praised the service. One person told us, "*This service is invaluable and supportive*".

People and their families, who receive respite, are supported to access healthcare and other services. In addition to signposting and offering advice to people, this respite provision enables people and those who care for them, to access health appointments. Personal plans contain information and we saw correspondence about appointments and involvement of relevant health professionals, including physiotherapists, district nurses and occupational therapists. The people we spoke with told us the service enables and assists them to access appointments commenting "*I don't know where I would be without them*".

## Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. High quality care and support is provided for individuals using the service to support them to achieve their personal outcomes. The provider seeks feedback from a variety of sources, including people, their families and professionals. We reviewed feedback provided from seven counties. We saw very positive feedback provided in peoples/ families surveys, commenting on the service being “excellent”.

Feedback comments are included in the service annual report. Comments include *“Someone to turn to”, “Make a big difference to me”* and *“I get a break and it’s very important for my well-being”*. Other comments include *“Having the dedicated and caring support of everyone makes a big difference”* and *“It’s the difference between coping and feeling unable to cope.”* We reviewed the last quality of care review report. This report demonstrates what the service does well and areas for improvement. Regular team meetings take place so that care staff and management can share information about the service. We viewed various audits including audits of staff files, training, people’s files, finance, Health and Safety and policies and procedures.

The service provider has oversight of financial arrangements and investment in the service so that it is financially sustainable. We looked at meeting minutes with management, which shows finances are monitored continually. To keep the travel costs down, there is a system to assist care planning, to ensure the carers who live nearest to people are allocated to them.

Individuals are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills and qualifications. They provide the levels of care and support people require to achieve their personal outcomes. The service induction process is safe and recorded within care staff files. Appropriate checks are made and recorded. Care staff complete two weeks of shadowing more experienced staff before caring alone. This means people get to know them beforehand and care staff get to know their care needs. We viewed the most recent staff team meeting minutes, which show records of discussion around, Social Care Wales, policies, training and medication. The sample of staff files we viewed, show care staff are up to date with all training and they receive regular formal supervision within the required timescale. Training and supervision plans show the dates are consistent with records in care staff files.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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