

Crosspoint Care Agency Ltd Support Service

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Type of inspection:
Unannounced

Completed on:
30 May 2025

Service provided by:
Crosspoint Care Agency Ltd

Service provider number:
SP2023000392

Service no:
CS2024000062

About the service

Crosspoint Care Agency Ltd state their service delivers personalised support and home care, ensuring people lead fulfilling lives within the comfort of their own home.

They are committed to person-centred care and offer high-quality home care services in Lanarkshire and surrounding areas.

About the inspection

This was an unannounced inspection which took place on 28, 29 and 30 May 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection, we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since their registration.

In making our evaluations of the service we:

- spoke with four people using the service
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were very satisfied with the service they received.
- People's outcomes were extremely good as a result of the support from the service.
- Staff were very knowledgeable and skilled in their role.
- The provider and manager had an extremely good overview of the service performance and knowledge of people experiencing care.
- Care plans were especially good, person centred and written well.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

Staff were effective in identifying if people's health care needs were deteriorating and able to respond. Staff liaised with relevant health professionals, such as GP's and the Health and Social Care Partnership. This meant that people got the right care at the right time.

People were also supported to attend health appointments, such as podiatry, dentist, and opticians. As a result, people gained from early intervention approaches and maintained particularly good and ongoing health and wellbeing.

Medication was administered in a person-centred and safe way. People were able to maintain their independence where this was possible. This ensured people's dignity and personhood was promoted. Where necessary and relevant, people's medication was stored in a lockable safe.

We heard of extremely good outcomes where people had progressed and rehabilitated their poor health and safety outcomes, such as reduction in falls, weight gain, and decreased intake of substances. Where previous services had not been able to meet people's needs, Crosspoint were successful.

Staff were very knowledgeable about people's care plans and the people experiencing care. This meant that people got a high-quality service which was person centred and tailored to their needs and outcomes.

People mostly spoke very highly of their staff team and some commented:

"They are brilliant, can't fault them."

"They are punctual or phone if they are going to be late."

"I'm not happy with a few of their attitudes."

"Always on time."

"We see the managers who ask how we are doing."

"I haven't got a bad word to say about them."

We saw fantastic support being offered to support people to access community activities, such as shopping, lunches, and to visit family members. Staff were knowledgeable about people's rights and ensured that these were respected and acted upon.

Any concerns that people or their relatives had been responded to and addressed timeously and to people's satisfaction. This meant that people benefitted from improvements to their support and service.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

Quality assurance was conducted to a high standard by the managers. The manager and the director were extremely visible within the service and continually asked people about the quality of the service. This meant people could feel empowered and listened to.

Competency checks were conducted following training that staff had attended. This should also be recorded to demonstrate how staff development and progress has occurred.

A particularly good induction took place following staff recruitment. Staff spoke very positively about this, and all felt equipped to carry out their role when this was completed. Staff felt able to approach managers when and if they were unsure of any practice issues.

Safe recruitment had taken place with necessary checks in place, such as right to work, ID, references, and PVG's. As a result, people could feel confident and safe knowing staff had been through a safe recruitment process.

Supervisions of staff were conducted regularly to ensure practice was monitored and development was ongoing. Staff felt these sessions were positive and informative. Improvement could be made to ensure all staff issues were responded to and recorded; this would also capture the wellbeing aspect of the safer staffing legislation (Health and Care (staffing) Act 2019).

Spot checks of practice were conducted unannounced. Examples, such as the wearing of PPE, engagement with people, housework, and medication administration were assessed and given feedback on. This ensured staff were on a continuous journey of improvement.

Team meetings took place regularly with good set agenda items concerning the performance of the service. Staff were encouraged to offer feedback to support the enhancement and development of the service.

A service development plan was in place with the areas targeted for improvement. This included dates for actions to be completed by named staff. The self-evaluation Quality Framework should also be used to identify areas for improvement.

Audits of people's care was carried out regularly, indicating the service was performing well. This ensured the manager had a good overview of the service and staff performance. Any concerns raised by people or their relatives were responded to timeously to people's satisfaction.

Quality assurance audits were completed relating to various aspects of care. These included house safety and medication administration. Improvement outcomes of the audit should be written into the development plan. An example we highlighted to the manager was the training of staff working with people who have a hearing impairment. This would ensure that improvements were time limited and achieved.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

The service demonstrated how they arranged and managed their scheduling of staff rotas. Staff were happy with how the rota operated and advised they have time to get from one service to the next on time.

Staff were extremely compassionate and caring. The manager ensured the right skill mix was on duty, particularly of going out in pairs. This would be mixed with an experienced worker and new worker. As a result, people could expect staff to be consistent and knowledgeable in their role.

Staff had a significant sense of teamwork and enjoyed participating in team meetings to share and learn off each other. This meant people could benefit from the information shared and discussed at team meetings.

All staff advised that they felt supported by the management team and could approach them for advice when and if necessary. As a result, people experiencing care had their issues discussed and resolved.

Staff training was completed to a very good degree, which was confirmed by paperwork looked at and from staff interviews. This meant people could be confident that they were supported by a skilled and knowledgeable staff team.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

Care plans were very detailed, and person centred, starting with a person-centred one page profile. This gave a brief outline of who the person was and their likes, dislikes, and what was important to them.

Each aspect of the person's life which was relevant to their care plan was outcome focussed and goal setting. Plans set out how people want to achieve these and how staff need to support people. Risk assessments were in place to ensure people could take informed risk while supporting their safety.

People were able to participate and assert how they wanted their support to be. This ensured people felt empowered and promoted their independence and self-confidence.

There was a multidisciplinary approach to the care planning, where good working relations had been adopted by the provider. This meant that professionals worked collaboratively and consistently to the care plans.

Staff were very familiar with the care plans, which were dynamic and always accessible through the staff handheld devices. This meant that staff could be informed of any changes to the plan and support people accordingly.

They could improve on the medical part of the care plan which writes in a generalised matter about the person's condition. Instead, this should read how their condition impacts on them.

Reviews had taken place where necessary, although most people had not been in service long enough for the six-monthly reviews. We saw some social work reviews which took place and were positive with goal setting in place.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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