Crossroads Care Orkney
Support Service

Kirkwall Travel Centre
West Castle Street
Kirkwall
KW15 1GU

Telephone: 01856 870 500

Type of inspection:
Unannounced

Completed on:
27 August 2026

Service provided by:
Crossroads Orkney

Service provider number:
SP2004005928

Service no:
CS2004060561

HAPPY TO TRANSLATE

About the service

Crossroads Care Orkney is registered to provide a care at home service. The service operates across Orkney and is coordinated from its office in Kirkwall. It offers flexible support during the day, evenings, and weekends to enable unpaid carers to have respite from their caring role. The service also supports a small number of people who live alone and are affected by age or disability.

At the time of inspection, the service was providing respite and support to 157 people. Ninety people received support on a regular basis, with 67 receiving planned ad-hoc support to enable carers' breaks.

The service is an independent charity which is managed by a board of trustees.

About the inspection

This was an unannounced inspection which took place on 27 and 28 August 2026. 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 previous inspection findings, registration information, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with five people who received support and five relatives who are unpaid carers
- received 41 questionnaires from people experiencing support and/or unpaid carers
- spoke with four staff and members of management and received 11 staff feedback questionnaires
- reviewed a range of documents within the service
- received feedback from seven health and social care professionals who worked closely with the service.

Key messages

- People and unpaid carers consistently reported positive experiences of the service and the support provided.
- People enjoyed meaningful time with staff, which enhanced their wellbeing and provided valued breaks for unpaid carers.
- Consistent staffing arrangements supported the development of trusting relationships and ensured staff knew people well.
- People were actively involved in planning and reviewing their support and were encouraged to share feedback to influence service delivery.

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

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 the care provided and how these supported positive outcomes for people and their unpaid carers. Therefore, we evaluated this key question as very good.

People and unpaid carers experienced positive health and wellbeing outcomes through responsive, person-centred support. The service effectively balanced the needs of unpaid carers and supported people, ensuring both were prioritised. This approach helped reduce stress for unpaid carers and supported positive outcomes for people receiving support.

People were confident in the care and support provided. Support was provided by consistent staff, which meant that there were positive and knowledgeable relationships between staff, unpaid carers, and people receiving support. We observed strong connections across the service. This consistency was helping people feel safe and enabling unpaid carers to have a break from caring for loved ones.

Everyone was very positive about the support they received. Unpaid carers described critical respite while their loved ones appreciated and enjoyed their time with staff. This support was contributing to improved wellbeing. Some of the feedback that we heard included:

- "Without this service, my [relative] could not get a break from caring for me. This service is a lifeline for me and my family."
- "This is the only time I have away from [my relative], it is so helpful. I am very grateful to them."
- "The care from Crossroads was excellent and I cannot thank them enough. We were able to rely on them to look after [my relative] to allow us to have a couple of breaks away."
- "We cannot express how much we have depended on the help and support we received over the years. Without it we would have been overwhelmed. It was very reassuring to know when things got really tough that we just needed to phone or go past the office and they would go that extra mile to assist wherever they could. It was so good to know they were always there for us."

People were fully involved in decisions about their support. Changes were made to suit individual needs and preferences. People felt comfortable sharing feedback through reviews, surveys, and regular contact with the service. This strengthened involvement and supported person-centred outcomes.

Staff were responsive to people's needs. Records and professional feedback showed effective partnership working. This ensured people's changing health needs were recognised and addressed quickly.

Incidents were managed with a clear focus on wellbeing. The management team acted promptly and supported staff to manage incidents and resolve any concerns. This promoted safety and help reassure people and their unpaid carers.

Support plans were respectful and personalised. Plans outlined the support people needed but some required more detail on people's preferences and how best to support them. People's preferences were well understood by the consistent staff team. More detailed recording would help newer staff and evidence the team's strong understanding of each person. The service was addressing overdue reviews and prioritising people with changing needs.

Staff were well trained. They completed a combination of online and in-person learning, which they described as good preparation for their roles. New staff received a structured induction and worked alongside experienced colleagues before supporting people independently. The team attended an annual training day which supported learning. This ensured that staff were competent, confident, and skilled.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

So that people can have confidence in the organisation providing their care and support, the provider should ensure that the quality assurance process is kept up to date, with clear action plans identified.

This should include, but is not limited to:

a) Implementing regular audits with action plans on findings to support improvements.

b) Outcomes of audits and action plans should be included in a service improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 11 October 2023.

Action taken since then

Quality assurance processes and self evaluation activity had developed since the last inspection, providing a stronger basis for service improvement.

Although some areas of self evaluation, recording, and policy development require further completion, the service has demonstrated a clear understanding of improvement priorities and has taken appropriate steps to address these. We will check on progress at future inspections.

This area for improvement has been met.

Previous area for improvement 2

To ensure people are confident that staff are competent and skilled to undertake their designated roles, the provider should ensure:

a) Staff supervision must be offered to all workers, in accordance with the provider's policy.

b) Supervision should include a focus on reflective practice and support staff to identify their learning and development needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 11 October 2023.

Action taken since then

Staff described feeling well supported and confirmed that supervision provided opportunities to reflect on practice, identify learning needs, and discuss any concerns. Informal support arrangements were also reported as being readily available.

Supervision arrangements were established and being effectively monitored through a tracking system. The majority of staff have received supervision within expected timescales, with plans in place to address any that were overdue.

This area for improvement has been met.

Complaints

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

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.scot

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.gov.scot

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.