

Orchardhead House Care Home Service

Ferrytoll Road
Rosyth
Dunfermline
KY11 2EX

Telephone: 01383 420 111

Type of inspection: Unannounced
Inspection completed on: 9 February 2017

Service provided by:
Karen Reid trading as Orchardhead
House

Service provider number:
SP2003001614

Care service number:
CS2003007042

About the service

Orchardhead House is a privately owned care home providing twenty-four hour care and support to a maximum of thirty-four older adults. A condition of registration is that no less than thirty-two places shall be single occupancy.

The property is located adjacent to a quiet residential area in Rosyth, and was originally a working farm. Accommodation is on three levels, and can be accessed by means of staircase or passenger lifts. The house has a very large and attractive landscaped garden.

The original orchard has been retained and the garden benefits from walkways, seating, summerhouse, lawned areas, a fountain and various bird feeders. There is a small car parking area to the front of the property with disabled access.

Informal visits to the home are encouraged and can be arranged by the Manager.
The Home's Care Philosophy states that:

"Our philosophy is to support our residents in the best possible way, in a home from home environment, creating an atmosphere to meet all care, social, spiritual and psychological needs of each individual."

We spoke with residents and visitors to the service who gave us positive views about living in the home. Visitors felt welcomed and there was pleasant and kind interaction between them and staff.

Residents were treated as individuals and encouraged to engage in activity both inside and out with the home. A high standard of care was offered in the service and delivered by a trained and committed staff group.

What people told us

Before the inspection we received 16 responses to Care Standard Questionnaires (out of 20 sent) from relatives/carers and five responses from residents (out of 20 sent).

Overall, everyone was satisfied with the quality of care in the home. There were particularly positive comments about the care and support and staff working in the service.

Written comments from residents included:

"I could not do as well at home as I do here. Staff are wonderful".

"I have a lovely room. The care in here is really good".

"Excellent (in respect of the environment)".

Some residents were unable to tell us what they thought about the service or the care they received. We observed interaction between staff and resident during the inspection and spoke with some individually and in small groups whilst they carried out their daily living.

People told us about how staff supported them and how attentive they were. This was reflected in our observations. People were happy with the bedrooms and cleanliness of the home. They told us about meals and how they were given choices. One stated, "I don't like lamb so I get something I want".

Written comments from relatives/carers were extremely positive. Example of quotes were:

- "This is a kind, caring and professionally run care home. xxx (named resident) is treated with incredible generosity of spirit and the staff are extremely considerate".

- "xxx (named resident) has received a lot of support to help him settle....lovely environment. looking and feeling much better since he moved in and as a family we are happy he is in a safe environment".
- "Staff are fantastic and look after xxx (resident name) amazingly well. They are unfailingly kind, considerate and caring. I cannot praise highly enough the work they do or the care they give. So reassuring to know my (relative) is safe and well looked after by such fabulous staff. Real home from home".

These views were repeated by others in questionnaires and also when speaking with visiting relatives during inspection.

Self assessment

This was completed and returned before the inspection. There had been consideration of all quality themes and our findings reflected what was in the self assessment.

Areas for development showed that the service wished to reflect on what they did well and maintain the high standards already achieved.

From this inspection we graded this service as:

| | |
|---------------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | 5 - Very Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | not assessed |

Quality of care and support

Findings from the inspection

Residents and relative/carers were extremely positive about the quality of care in Orchardhead House. People expressed how happy they were with the quality of care in the service and how the staff met their relative's needs. The service has sustained a very good standard of care over many years.

Residents we met felt satisfied with all aspects of the home including care, the standard of the environment and the staff working in the service.

There was a system of key working and staff knew residents well, with interaction between them pleasant, caring and respectful.

Residents looked well groomed and staff were able to be guided in the preferences of individuals from a high standard of person centred care plans. All of this contributes to people feeling valued and cared for.

Care plans also directed staff in how to assist residents to maintain their existing skills to promote independence. There was a good range of imaginative activity that residents could take part in. This took account of past preferences but residents were also encouraged to try new activity. This is a way to stimulate and interest individuals.

Full care files included risk assessments and detailed care information, for example, in skin care, nutrition and mobility. These were well evaluated and updated to reflect the changing needs of the individual. Healthcare professionals helped review and meet the needs of residents.

Legal documentation, in respect of 'Adult with Incapacity' was in place so that representatives could be involved in any decisions in the best interest of the resident. This helped to make sure that the appropriate people were afforded the opportunity to attend and contribute to their relative's care review.

We noted a few areas for development during inspection. For example, prescribed topical medications were not all named or included dates of opening. This is important to make sure that the correct medication is applied to the correct person and that it is still in date and fit for use. This was addressed by the second day of our visit.

We suggested to the manager where spot checks or observations of staff practice could be useful. For example we saw food being taken to bedrooms uncovered, despite plate covers being available. This is needed to minimise infection.

The high standards of care provided resulted in positive outcomes for residents and we have reflected this in the grade awarded.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The home was pleasant, clean and fresh with no unpleasant odours. Some bedrooms had ensuite facilities but all were personalised with personal possessions and toiletries. This gives residents the sense of having their own private space.

Communal areas were well used and these were comfortable, well decorated and furnished. The general view from people was reflected in the following statement:

"Always clean, warm and beautifully kept".

The garden area was well set out and maintained well. Residents and staff told us about how they enjoyed this facility.

Call bells were available and easily accessible which helped residents access assistance. There was a range of equipment in the home including specialist bed, hoists, slings, baths and pressure mats. These were regularly

checked by an external contractor in line with LOLER requirements. (Lifting Operations and Lifting Equipment Regulations 1998).

Call bells were available and easily accessible which helped residents access assistance. Whilst most beds were divan type, there was access to adjustable beds which meant that staff could deliver care with reduced harm to themselves and/or the resident.

Whilst many residents had their own wheelchairs, there were some for temporary use. We were satisfied that all checks of equipment were up to date and items in use were kept clean.

Monthly audits of accidents and incidents were carried out and events, such as falls, showed that there was consideration of how to minimise recurrence.

Safe recruitment procedures were in place and the home was staffed to a good level and this is important to maintain a safe environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

This quality theme was not assessed.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|----------------------------------------------------------------------------------------------------------------------------------|
| 9 Dec 2015 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 16 Oct 2014 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 9 May 2013 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |

| Date | Type | Gradings | |
|-------------|-------------|--------------------------------------------------------------------------|------------------------------------------------------------------|
| 15 May 2012 | Unannounced | Care and support Environment Staffing Management and leadership | 5 - Very good 5 - Very good 5 - Very good 5 - Very good |
| 19 Oct 2010 | Unannounced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed Not assessed Not assessed |
| 18 Aug 2010 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed Not assessed 5 - Very good |
| 18 Mar 2010 | Unannounced | Care and support Environment Staffing Management and leadership | Not assessed Not assessed Not assessed 4 - Good |
| 1 Jul 2009 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good 5 - Very good 5 - Very good 4 - Good |
| 18 Mar 2009 | Unannounced | Care and support Environment Staffing Management and leadership | Not assessed Not assessed Not assessed 4 - Good |
| 29 Sep 2008 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good 5 - Very good 5 - Very good 4 - Good |

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