



OUTCOME-SUMMARY



Areas of Good Practice:

Orchardhead House is an independent residential home for up to 34 residents, the care home has a friendly and family orientated atmosphere with person centered care evident throughout.

There were several areas of good practice which included:

- The commitment of the deputy manager to the wellbeing of the staff team, they have moved into the home and have lived there for the past 14 weeks, they have ensured that all staff have weekly one to one support meetings, access to all available information regarding policies and mental wellbeing and has also ensured a sense of safety and wellbeing.
- The commitment of the staff in ensuring the wellbeing of residents and one another as they have worked extra shifts and have been an integral part of residents' social lives throughout the restrictions.
- An innovative approach to ensuring the wellbeing of residents when isolating which has included the use of breathing exercises and also exercises for residents to ensure that they do not lose their ability to carry out activities of daily living.
- Comprehensive and person-centred care plans that are detailed for each individual support need and how this is to be met by staff in accordance with the residents' preference. They also contain detailed life histories to support relationship building and all relevant legal documentation is in place.
- Comprehensive COVID folder which details all relevant guidance in relation to infection control, mental wellbeing, support, cleaning schedules and personalised messages from the deputy manager to boost staff morale. This folder also contains detailed risk assessments for residents and staff in relation to social distancing and infection control.
- The use of social bubbles to ensure that residents can enjoy group activities and social contact with their friendship groups.
- Innovative ways of maintaining contact with residents' families which has not only included video calls but the writing of letters and cards. There has also been the use of reminiscence therapy for those unable to tolerate video calls and staff will use this one-to-one time to ensure that residents can speak about their memories with loved ones.
- A commitment to maintaining normality for residents as birthdays are still marked and staff provide presents that are individual and thoughtful. This was witnessed during the visit whereby the resident was given a framed photograph of their wedding day and also a birthday cake.
- Forward planning in relation to visitor access ensuring that all are aware of the policies in place.
- A commitment to families' wellbeing by maintaining regular contact through phone calls and personalised letters.

Overall an extremely positive visit, the deputy manager and her team have demonstrated a commitment to person centered care throughout to ensure the wellbeing of the residents and one another. Sally and her team were extremely welcoming and attentive throughout the visit.

We were both very impressed with the standards of infection control and the level of adherence to guidelines in respect of PPE use. Team-work and good leadership was evident. Residents were cared for in a person-centered way and there was good interaction between staff and residents. Residents were in a very homely environment. The staff are using technology to promote family contact through Facetime and Skype, but also using memory photographs and reminiscence to help residents to connect with their families. There are good plans in place for family garden contacts when restrictions are eased. The documented care plans are of a very high standard. There was good evidence available in the COVID folder to show that staff were appropriately trained and kept up to date. Staff have supported each other well throughout this difficult time and all staff spoken too appreciated the support that their deputy manager had given them.

Areas for Improvement

None

Additional Support/Education Required?

None