

Orchardhead House Care Home Service

Ferrytoll Road
Rosyth
KY11 2XE

Telephone: 01383 420 111

Type of inspection:
Unannounced

Completed on:
8 November 2022

Service provided by:
Karen Reid trading as Orchardhead
House

Service provider number:
SP2003001614

Service no:
CS2003007042

About the service

Orchardhead House is a privately owned care home providing 24 hour care and support to a maximum of 34 older adults. There were 32 people living in Orchardhead House at the time of our visit.

The property is located adjacent to a quiet residential area in Rosyth with good road links to the local community, as well as Edinburgh and Glasgow. Accommodation is on three levels and can be accessed by means of staircase or passenger lifts. The original orchard has been retained and the now secure manicured garden benefits from walkways, seating and a summerhouse. There is a small car parking area to the front of the property with disabled access.

About the inspection

This was an unannounced inspection which took place on the 7 and 8 of November 2022. 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 using the service and five of their relatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents

Key messages

- People experience warm care and interactions.
- Staff are knowledgeable and compassionate.
- Infection prevention and control practices are robust and effective.
- People and their relatives are very satisfied with the standard of care and support.
- Residents, relatives and staff feel well supported by the manager.
- People experience good quality food and mealtime experiences.
- There is an outstanding array of activities and links with the local community.
- Anticipatory Care Plans could be more detailed.

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

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

People should expect to experience warmth, kindness and compassion in how they are supported and cared for. We observed warm and compassionate care and interactions between staff and residents were friendly, good natured and humorous. During the course of our visit the atmosphere in the home was calm and relaxed. This meant that people could feel at ease in their day to day lives.

We spoke to people using the service and they told us they felt safe and that they enjoyed living there. One person told us "I really enjoy living here" and another said "it really feels like home here". We were told "there's always something to do" and "the home is lovely." Some people we spoke to preferred not to take part in group activities and some preferred to spend time in their room. We saw these people enjoying one to one time with carers later in the day. We could be confident people were treated as individuals by staff who respect their needs and wishes.

Throughout the inspection we saw that staff were attentive and ensured that choice was promoted. Within the building and in the extensive garden area we saw a number of communal spaces which were all open and inviting. Residents were able to access these spaces without supervision if able and use them for whatever purpose they chose. We saw a number of warm interactions between residents happening in these spaces. This meant that people could feel at home and have choice to spend their time as they wish.

Mealtimes were calm and relaxed and were clearly a part of the day that people looked forward to. People living in the service spoke naturally amongst themselves and this contributed to the homely feel of the service. Staff took time to make sure that people were happy with their choices and found alternatives if this was not the case. One person preferred a vegetarian menu and told us "I get my special food, it's lovely". Menus are reviewed on a regular basis and fresh produce is used. People were encouraged and supported with eating and drinking in a kind and dignified way. Out with meal times we saw people being offered a variety of food and drinks regularly, including fruit, chocolate and smoothies. We could be confident that good nutritional and fluid intake was promoted, benefitting people's health.

A good range of assessments informed support plans. Each section of the plan was reviewed on a monthly basis by staff and as a whole every six months with the person and their relatives. This meant that people were fully involved in their assessments on a regular basis. We suggested that the service could develop their anticipatory care plans to ensure people's wishes for the end of their lives are clearly documented. Support plans were outcome focussed and helped guide staff on how best to support people to meet their needs.

We found that care staff were very responsive to peoples' needs. Care staff were proactive in commencing charts and new assessments whenever they noticed any changes in behaviour or presentation, leading to timely referrals to health professionals and appropriate changes to care plans. Staff were able to do this on a consistent basis because of the longstanding relationships that had been been with people as a result of a consistent and long standing staff group. This meant that people's health was promoted.

There was an outstanding commitment to meaningful contact and activities, both within the service and externally. Activities were taking place throughout our inspection and this included both group activities and one to one. People clearly know each other well and we observed a number of relationships which exist independently of staff input. One person told us "it's good fun" and another said "there's always loads on". During our inspection we observed a song and dance session and community choir. We were also told about therapy pets, trips to the cinema and puppet theatre. We were confident that people are able to undertake a wide range of activities in line with their preferences and interests. These high standards have been maintained over a number of years.

In addition, the service has built links with local businesses and organisations to ensure people maintain links with the local community. We heard about Guides coming in to do arts and crafts, the local nursery coming in to spend time with people and a local business providing tours of its premises and goodie bags for people. We were confident that people were able to maintain connection and involvement with the wider community. The culture of choice and involvement was clear and this meant that people were able to retain existing interests and develop new ones. Activities are therefore meaningful to the individuals and enhance their physical and emotional wellbeing.

People told us that their families visit regularly and that there are no restrictions on this. Feedback from visitors was very positive with respect to the ease of visiting, friendliness of staff and the quality of the care. We were told "the care is exceptional", "it's absolutely tremendous here" and "she is always included." Relatives also told us that staff are open to visitors coming in whenever they like and are always friendly and knowledgeable. People were therefore able to maintain close contact with people close to them.

People were supported in an environment which was cleaned to a high standard, meaning people were living in a pleasant and dignified environment. Domestic staff were knowledgeable and visible throughout the day. Therefore the risk of infection spread was reduced and people were kept safer as a result.

People could be confident that staff understood the importance of infection prevention and control. We saw that all staff were wearing their Personal Protective Equipment (PPE) correctly and that disposal of PPE was in line with good practice.

Staff sanitised their hands when moving through the home and between tasks and we saw frequently touched surfaces being cleaned throughout the day. There were ample supplies of tests, PPE and cleaning materials. Spot checks of bathrooms, communal areas, bedrooms and mattresses were undertaken with no issues identified. The laundry was well organised and clean. People could be confident that their clothes were being washed in accordance with good practice guidelines.

The high standards of infection prevention and control were balanced with personalisation throughout communal areas and private bedrooms where there was no restriction on wall displays, pictures or personal effects. This ensured that the home retained a warm and homely feel.

How good is our leadership?

5 - Very Good

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

The manager undertakes a wide range of audits and spot checks in order to monitor areas including cleanliness, medication management, care planning and money management. These audits are completed on a regular basis and contribute to maintaining high standards of practice within the home. Audits and checks are of such detail and effectiveness that the service is able to actively prevent many incidents and accidents including falls. For example the service makes early referrals to health professionals based on a comprehensive audit and spot check system, supplemented by in depth staff knowledge of residents. We could be confident that quality assurance in the service improves outcomes for people.

A detailed development plan outlines recent changes and next steps for service improvement. The manager was able to show how each change had benefitted the people living in the service, as well as relatives and staff. Some changes had improved specific individuals' lives, including the installation of rails in the garden and the creation of hospital passports. This meant that people could be assured that their needs were the main focus when decisions were being made.

We suggested that the service should develop how they record the planning, undertaking and review of activities. We were confident that these were of an outstanding standard and recording this more effectively would allow the service to demonstrate achieving positive outcomes for people.

Staffing levels are guided by the use of a dependency tool which is updated regularly. Staff were visible and attentive throughout the inspection. Call systems were responded to quickly and staff were clear on their roles and responsibilities. Staff had time to have meaningful conversations and interactions with people throughout the day. We could be confident that staffing arrangements were right and staff work well together. This meant that people were kept safe and their needs met.

Training records were up to date and covered a range of topics including infection control, adult protection and moving and handling. A combination of in person and electronic training is undertaken, as well as a detailed induction period. Staff told us that they enjoy training and were able to tell us how they use training in practice. We could be confident that staff have the right knowledge, competence and development to care for and support people.

Relatives we spoke to were overwhelmingly positive in their feedback about the manager. One relative told us "communication is outstanding" and another said "I can always talk to the manager". Relatives told us they enjoy being kept up to date via a Whatsapp group and can approach the manager with any feedback if they wish. This meant that relatives were fully involved in shaping care and support.

Staff told us they found supervision and staff meetings to be very helpful and that they feel comfortable in raising issues or ideas. Minutes of supervision and staff meetings reflected the culture of high standards and continuous improvement. We could be confident that people living in the service benefit from a staff team who are able to reflect on their practice and work together to affect change.

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
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	6 - Excellent
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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