

Orchar Nursing Home Care Home Service

31-39 Beach Crescent
Broughty Ferry
Dundee
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Telephone: 01382 774 174

Type of inspection:
Unannounced

Completed on:
26 July 2023

Service provided by:
Orchar Care Ltd

Service provider number:
SP2009010513

Service no:
CS2009230869

About the service

This service has been registered since 2009.

Orchar Nursing Home is situated in the town of Broughty Ferry and overlooks the Tay estuary. It is close to the city of Dundee and within walking distance of the local amenities.

The service provides nursing and respite care for up to 40 residents, in 38 bedrooms.

Orchar Nursing Home is a traditional building, set out over two floors with lift access to the first floor. Most rooms are single occupancy; however, some rooms can accommodate up to two people.

All of the bedrooms are ensuite, with most offering wet floor shower rooms.

Orchar Nursing Home is a privately owned service.

About the inspection

This was an unannounced inspection which took place on 25 and 26 July 2023. 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 six people using the service and three of their family members
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

Key messages

- The quality of care and support people received was very good.
- Staff were welcoming, kind, and worked hard to ensure people were well cared for.
- A new manager and depute manager had recently been promoted within the service.
- There were enough staff on duty to safely meet people's needs.
- The environment was well maintained.
- The management team needed to make some improvements and adjustments to the quality assurance systems that were in place.

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?	4 - 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 interacted warmly with people and clearly knew their individual wishes, choices and preferences. People experienced friendly, respectful care. This meant that people were comfortable and relaxed with the staff who cared for them.

People were encouraged to get the most out of life and engage with the local community through trips out to local tea dances, church services, exercise classes, music therapy, and walks along the beach or to the local shops. There were four part-time activity co-ordinators who organised and supported a varied activity programme, which people told us they enjoyed. One person told us, "I like going into The Ferry for a look around the shops." Another told us, "I love it when we go dancing, it's such fun." The service had started to look at individual wishes and aspirations for people and had supported some people to achieve these. Staff were heard asking for feedback 'did you enjoy that?'

The staff worked closely with the local GP practice and visiting health care professionals to ensure people's health care needs were being met. The health care professionals we spoke to during our inspection gave positive feedback about the quality of care being provided and the helpfulness of staff when they visited. This meant people could be confident that their health was being well-managed.

People should expect to have access to well presented, healthy meals and snacks that helps to maintain their nutritional health and wellbeing. People told us that they really enjoyed the food and were always offered choices or alternatives at mealtimes. The chef took an active part in ensuring that people enjoyed their food and regularly sought feedback through speaking to people using the service. One person told us, "The chef is excellent and will make me an omelette if that's what I fancy." We saw that people's weights were maintained through regular monitoring with action taken when they lost weight.

Medication administration was well managed. The service used an electronic medication administration system and people were supported to take the right medication at the right time. Guidance was in place for staff to correctly administer 'as required' and 'covert administered' medication. Robust records and audits were in place to ensure people received their medication as prescribed. People could be confident that their medication administration was being carried out safely.

We saw an organised, well-managed approach to care and support where regular resident dependency assessments informed staffing levels within the home. People living in the home and their relatives told us that they felt there was sufficient staff on duty to help them, and that any calls for assistance were answered promptly, which offered reassurance.

How good is our leadership?**4 - Good**

We evaluated this key question as good, where several strengths impacted positively on outcomes for people, and clearly outweighed areas for improvement.

There had been some management changes within the home since our last inspection. The manager and depute manager had both been promoted within the service. People told us that the transition had been smooth and well organised. One person commented, "I felt very well informed about the changes that were taking place and actually it's been seamless." Another relative told us, "The manager and depute work so well together. They complement each other very well."

The management team knew people and staff well and were providing good leadership. We heard that staff felt confident speaking to managers and sharing views on the service. Good staff communication was promoted with regular discussions on practice and improvement. Handover discussions were held when staff came on duty to ensure good communication.

Managers and senior staff had a good overview of what was working well in the service and had good oversight of staff practice on a day-to-day basis.

People should expect to benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes in place. The service had an improvement plan in place which highlighted what was working well in the home and areas that could be better. We discussed how the plan could be improved to ensure that it captured all aspects of the service, with follow up actions clearly identified, and who was responsible. Improvement plans should also include the views of residents, relatives and staff, as well as feedback from any other stakeholders. We asked the service to review its approach to self-evaluation and improvement to ensure that it is more inclusive. This will give people experiencing care and their representatives a stronger voice and influence in future changes within the service.

Regular meetings were in place with staff and residents. Since the pandemic, the service had relied on emailing information to relatives through a newsletter. We suggested that the development of formal satisfaction questionnaires or surveys for residents, relatives and staff would help the service with their self-evaluation and could inform their improvement plan. This would ensure that the views of people and their families were central to implementing any future improvements.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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