

Orchardhead House Care Home Service

Ferrytoll Road
Rosyth
KY11 2XE

Telephone: 01383 420 111

Type of inspection:
Unannounced

Completed on:
15 November 2023

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 33 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 14 and 15 November 2023. The inspection was carried out by one inspector from the Care Inspectorate.

This was a pilot inspection to test a new way of confirming that better performing, low risk services, are continuing to provide good quality care and support.

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 four people using the service and two of their relatives
- spoke with four staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- We found that people are safe and protected from harm because the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place.
- Staff had a clear understanding of their responsibility to keep people safe. We saw that mandatory training included this topic and training records indicated that the vast majority of staff were up-to-date with this training. 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's health and wellbeing benefited from safe and effective medication management practices. Spot checks indicated that stock counts were correct and medication records had been completed accurately. Protocols were in place to ensure that medication for stress and distress was a last resort.
- People told us that they were able to stay connected with those important to them. People living in the service told us that they enjoy having relatives come to visit, and relatives told us that they are always made to feel welcome. There are good links with the local community including the local nursery and Church. There was an outstanding commitment to meaningful contact and activities, both within the service and externally. We saw a wide variety of activities taking place during our inspection and people living in the service told us there is always something to do. We were confident that activities were meaningful to the individuals and enhanced their physical and emotional wellbeing.
- We found that effective leadership of the home meant that people's needs and outcomes were met. The manager undertakes a wide range of audits and spot checks which supported in maintaining the high standards of care in the service. Referrals to health professionals were made timeously and care plans were reviewed regularly. Therefore, we could be confident that people's health and wellbeing was being maximised.
- We found a culture of promoting independence and positive risk taking. This meant that although there were some incidents and accidents, mainly around falls, appropriate actions were taken to ensure people were supported to be as independent as possible. Analysis of incidents had resulted in improvements being made, for example, specialist equipment being provided.
- The service had a development plan in place which demonstrated an ongoing commitment to the development of the service. These included works to the building and ongoing improvements to care and support, such as, end of life care planning.

- We found that recruitment procedures were in line with best practice guidance. There was a focus on recruiting people with the right experience and attitude, and interview records showed an emphasis on recruiting staff with high levels of skill, empathy, and compassion. We found that induction training and ongoing training was thorough and focussed on meeting the specific needs of the people living in the service. Additional training was organised on a specific topic if required. We could be confident that staff had the appropriate skills to support the needs and outcomes of the people living in the service.
- We undertook spot checks and random sampling of maintenance records and the home environment. We found that maintenance records in key areas, such as, gas safety, lift maintenance, and fire extinguishers were up-to-date and easy to find. Call bells were in working order and were responded to quickly. We could be confident that the environment was secure and safe.
- Planned care and support was informed by care plans which were detailed and reviewed regularly. We were confident that staff knew people well and after any period of absence they were asked to refamiliarise themselves with care plans to ensure they were aware of any changes. This was reflected day-to-day practice where we observed that timely referrals were made to health professionals and that people spent their days according to their own choices and preferences. We could be confident people were treated as individuals by staff who respect their needs and wishes.

Complaints

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

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