

ASC Orchard Court and Dalguise Care Home Service

Balbeggie
Perth
PH2 6AT

Telephone: 01821 585 012

Type of inspection:
Unannounced

Completed on:
5 November 2024

Service provided by:
Advanced Specialist Care Limited

Service provider number:
SP2005007542

Service no:
CS2011298007

About the service

ASC Orchard Court and Dalguise is a care home. It provides support for up to 24 adults with learning disabilities. It is set in a rural location, close to a village which provides some amenities and transport links.

The care home consists of two separate buildings each of which can accommodate up to 12 people in individual en-suite rooms. There are communal areas in each building for people to spend time together. There is also a large garden.

About the inspection

This service was subject to an Improvement Notice that was issued on 11 September 2024.

This was an unannounced inspection which took place on 01 November 2024. The inspection was carried out by two inspectors 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 ten people using the service and one of their families
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

Required improvement 1:

By 31 October 2024, you must ensure that where people's independence and choice are restricted, this is justified, kept to a minimum and done sensitively. In particular, you must ensure that:

- a) no person is subjected to restrictive practice, including but not limited to physical restraint unless it is the only practicable means of securing their or other people's, welfare and there are exceptional circumstances,
- b) you put in place, implement and review, restraint plans and risk assessments for everyone using the service, which clearly identify and set out how people's health, welfare and safety needs are to be met.

This is in order to comply with regulations 3, 4(1)(a) and (c) and 5(1) and (2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Restrictive practices across the service had been reviewed. Reviews included, but were not limited to review of guardianship orders, physical restraint and also restraint care plans. Further consideration had been given to forms of restraint, the impact on the person and others around them, and how best to support people involved. Risk assessments were developed and implemented, for example for the locking of kitchens and were being reviewed frequently and applied appropriately. This meant that staff were more aware of people's individual needs and wishes, and had a better understanding of how to support them correctly. Overall, this meant that people in the service were not subjected to restrictive practice, unless it was the only practicable means of securing their or other people's, welfare or there were exceptional circumstances.

This required improvement has been met.

Required improvement 2:

By 31 October 2024, staff employed in the provision of care and support must have the skills and experience required to meet people's health, welfare and safety needs, where their independence and choice are restricted. In particular, you must:

- a) demonstrate that there is effective ongoing oversight and assessment of staff competence and skills in relation to restrictive practice,
- b) ensure that staff receive training when required based on their assessed level of competence and skills.

This is in order to comply with regulations 4(1)(a) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019

Since the last inspection, there was an improvement in oversight of staff competence and skills, particularly in relation to restrictive practice. There had been a focus on restrictive practice training for all staff, to ensure they were able to support people who used the service correctly. All staff we spoke to confidently described the positive impact this training had on their knowledge, skills and understanding of restrictive practice and people's rights. They explained how this knowledge was being applied to their practice and the impact for people who live there such as more freedom and control. Staff were now supported by increased competency assessments and one to one meetings, to assess and reflect on their practice. This should result in increased oversight of individual staff member's knowledge and skills in relation to their role.

New restrictive practice logs had been developed and we reviewed plans to implement them. These were to be completed to provide oversight and analysis of incidents within the service. Reflective discussion sessions for staff were being completed regularly to ensure the team reflected on their practice, for example after an incident, and discuss what went well and what could be improved to support outcomes for people.

This required improvement has been met.

Key messages

- The service had made a number of improvements in relation to restrictive practice.
- Staff were now aware of forms of restraint and felt more comfortable asking questions about changes in practice.
- There had been a focus on restrictive practice training for all staff, to ensure they had the right skills and knowledge to support people.
- New documents had been developed and were to be implemented, to provide increased oversight and analysis of incidents.
- On-going work is required to ensure improvements made are sustained, and further improvements are made to the service.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.