

# The Hollies Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
12 November 2024

**Service provided by:**  
Tiphereth Limited

**Service provider number:**  
SP2003002619

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CS2004073783

## About the service

The Hollies is a care home for adults who have learning disabilities. It has been registered with the Care Inspectorate since 2005 and is managed by Tiphereth Ltd, as part of a range of care home and support services they provide in the local area. Tiphereth Ltd is a member of the Association of Camphill Communities, who have their cultural and spiritual roots in the works of Karl Koenig and Rudolph Steiner.

Four people were living at The Hollies at the time of the inspection and have done so for over 10 years. They live alongside a family supported by four foundation students / co-workers who live and work in the service.

The house is a spacious property over three floors in the Colinton area of Edinburgh. People experiencing care have bedrooms and a wide range of communal areas available to them on the ground floor level. There are gardens surrounding the home which are terraced to the side and rear of the building and it is close to local amenities and public transport.

## About the inspection

This was an unannounced inspection which took place on 06 November 2024 between 09:35 and 16:45. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting, and planned care/support.

We confirmed that the service continued to provide a very good level of care and support. We know this because on this inspection we:

- spoke with three people using the service, and three of their friends and family members;
- spoke with four members of staff and management;
- observed practice and daily life;
- reviewed documents.

## Key messages

### Legal Assurances

We found the service was operating legally and in line with their conditions of registration, including having current and appropriate insurance in place. A range of policies and procedures that promoted good outcomes for people were implemented and adhered to. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

### Wellbeing assurances

Processes were in place to ensure people were protected from harm. Staff received protection training as part of their induction to the service. All staff we spoke with were aware of their duty to protect people and knew how they would raise any concerns. Relatives reported having trust in the service to keep their loved ones safe.

Processes were in place to ensure people's health needs were being met. People's use of medication was regularly reviewed and the service could evidence that in some cases, this had led to a reduction in the use of medication. Audits of medication practices were regularly carried out by the service manager. Staff had received training in the administration of medication which helped them gain confidence in their practice. One person managed their own medication with minimal input from staff. This evidenced that people were encouraged to be as independent as possible.

People were supported to maintain regular contact with people who were important to them. This included family and friends and attending services in the local community to take part in workshops and other activities. The service displayed excellent practice in this area.

One relative commented:

"They do an amazing job. People are made to feel as though they have worth and are listened to. People are treated as individuals. I couldn't fault them, and I can't praise them highly enough. I feel very privileged that they are caring for (my relative)".

### Leadership assurances

The service demonstrated a positive attitude towards quality assurance. The manager led all quality assurance measures but decisions made about the service promoted involvement from all relevant parties. People experiencing care, their relatives and all staff members had influence in the direction of the service. Staff confirmed they were always consulted when decisions were made and that their views were always taken into consideration. People experiencing care benefitted from this open approach to service improvement.

A service improvement plan was in place and was regularly updated. This evidenced outcomes that had been achieved since the last inspection of the service, and ongoing pieces of work. Action points had been tasked to suitable relevant individuals. This ensured a whole service approach to quality assurance.

The open approach of the service manager meant people could have trust and confidence in the service.

One family member told us:

"I have a good relationship with (the manager). (They) will always let me know if there's any problems and likewise, I will let (them) know if I have any concerns. I feel that trust is absolutely there. I think they do an incredible job".

## Staffing assurances

The recruitment of new staff (referred to by the service as co-workers) was carried out in a safe manner with systems in place to reduce risks to people experiencing care. Processes were in place to ensure potential staff demonstrated the values required for caring for people. Induction procedures ensured staff were equipped to start supporting and caring for people effectively. People were kept safe as a result of good recruitment and induction processes.

Staff completed training that was relevant to their roles. Training records were kept and evidenced a high level of completion of courses. Staff engaged in supervision which gave them an opportunity to talk about their development. Staff reported feeling supported by the service manager.

One member of staff commented:

"If something comes up we can approach (the manager) at any time. It feels comfortable. It's nice to know someone is interested in what you think and how you feel".

Staff members lived on-site. This meant that people were regularly cared for by the same small staff team which gave an opportunity for strong relationships to be developed. We observed very good staffing levels during the inspection. We were assured that staffing levels were sufficient to meet people's needs.

## Setting assurances

People lived in the service alongside a family and a team of four co-workers. The setting was similar to a family home with all people experiencing care having their own bedrooms and access to many communal areas. People decorated and styled their bedrooms to their own choice and this reflected people's personalities and interests. People thrived living in this type of environment.

One relative told us:

"This is (my relative's) home. (They) always say 'I'm from The Hollies'. I have no concerns with how (they are) treated or cared for in here".

The building was clean and co-workers worked to a rota to ensure continued high standards of cleanliness. A range of assurance measures were in place. All maintenance checks and records we viewed were up to date. This ensured that people experienced a safe living environment.

## Planned care / support assurances

Personal plans clearly detailed how people's health and wellbeing needs would be met. People's preferences for daily routines were noted in plans and staff adhered to them. Risk assessments were completed when there was an identified need and these were based on the challenges people faced. This practice helped ensure people were protected from potential harm.

Reviews were meaningful and involved people experiencing care, their family members and other professionals. Previous actions were discussed and new action plans were created, focussing on what people wanted to achieve. This ensured that care and support remained responsive to people's changing needs.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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