

# Torphin House Care Home Service

49 Torphin Road  
Colinton  
Edinburgh  
EH13 0PQ

Telephone: 01312 411 880

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
21 November 2024

**Service provided by:**  
Tiphereth Limited

**Service provider number:**  
SP2003002619

**Service no:**  
CS2003011130

## About the service

Torphin House is a care home for adults who have learning disabilities. It has been registered with the Care Inspectorate since 2002 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.

The home is situated at the foot of the Pentland Hills in the south of Edinburgh. People experiencing care have bedrooms, their own bathroom and a wide range of communal areas available to them on the ground floor level. There are gardens surrounding the home which people are able to access. A bus service to the city centre is a ten minute walk away from the home.

Four people were living at Torphin House at the time of the inspection. They live alongside a family supported by four foundation students / co-workers who live and work in the service.

## About the inspection

This was an announced inspection which took place on 14 November 2024 between 09:50 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 five 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. 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. Medication was stored safely and followed best practice guidance. This reduced the risk of medication errors and kept people well as a result.

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. A social calendar was in place to support and encourage friendships being formed with users of all local Tiphereth services. The service displayed excellent practice in this area. One relative commented:

"they continue to work with us to make (my relative's) life as fulfilling as possible".

### 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. 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.

Newsletters were regularly published to keep families up to date with events in the service. Relatives we spoke with told us communication with the manager was excellent. The open approach of the service manager meant people could have trust and confidence in the service. One family member told us:

"I don't have any concerns at all. I have trust in them and the organisation to make sure everything is as good as it can be".

### 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 and team meetings which gave them opportunities to talk about their development. Staff told us they felt valued by the service and that their efforts were recognised. One staff member told us:

"we have good relationships with each other. We speak to each other. We all know what to do. The house managers give me a lot of appreciation and tell me they're grateful I am here".

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:

"It's inspiring. As a parent we feel very much in partnership with them. We regard them as (our relative's) other family. You don't see that in most organisations. We're so lucky to have it".

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 continued to experience 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).

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 iarrrtas.

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 ਵਿਚ 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.