

Care service inspection report

Full inspection

Aurrida House Care Home Service

Papdale Loan
Kirkwall

Service provided by: Orkney Islands Council

Service provider number: SP2003001951

Care service number: CS2003009090

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	4	Good
Quality of management and leadership	5	Very Good

What the service does well

Aurrida House is a short breaks service which actively supports young people to access activities in the community and enjoy a short stay away from home. They have provided support programmes which have enabled young people to develop a range of skills which help with moving on. There is a well developed group work programme where young people build their social skills and also have the opportunity to take part in a range of fun activities. We observed young people being nurtured, where they were well cared for, with warmth and affection.

What the service could do better

There was a need for the service to further develop their care planning to ensure that all care goals reflected the actual goals young people were working on. The service should develop a timetable for upgrading the public areas; many areas were tired and in need of being decorated.

What the service has done since the last inspection

The service had expanded the service questionnaires that it sends out to stakeholders. They also met the previous requirement. The findings are listed within the main report.

Conclusion

Aurrida House had performed well and receives good and very good grades. We found a committed staff group who were motivated to ensuring that young people gain a quality service and very good outcomes during their short stays away from home.

1 About the service we inspected

Aurrida House is a service provided by the local authority and is registered to provide respite care to maximum of five young people.

Aurrida House provides services for young people who need support arising from a physical, sensory or learning disability, which may include challenging behaviour and complex health needs. The facility is purpose-built and provides respite care for a maximum of five young people. The premises is a large, spacious house and is located in the main town of Kirkwall.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people

using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 4 - Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We visited Aurrida House on the 28 and 29 August 2015 between 9:00am and 4:30pm. We were unable to provide feedback until 24 September 2015 where we informed the registered manager and the senior support worker of the outcome of the inspection.

We gathered evidence from various sources, including:

- four service users' files
- residency agreement
- individual risk assessments
- review minutes
- significant incidents sheets
- accident log
- incident log
- comments book
- complaints book
- team meeting minutes
- supervision timetable
- training database
- premises risk assessment
- service action plans
- service quality assurance audits
- current certificate
- insurance certificate
- observation of the premises
- sample of the questionnaires that are issued to young people, parents and staff.

We talked with the following people:

- senior support worker
- six staff members
- four young people.

We also:

- observed how the staff worked
- had lunch with young people
- toured the environment (for example, is the service clean, is it set out well?)

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The self assessment was completed before the inspection took place.

Taking the views of people using the care service into account

The inspector spent time with young people in the service. This included discussion with some young people and also observation of staff interaction with children and young people.

Young people enjoyed their time at the service. They were involved in fun activities with staff who clearly enjoyed their company. Staff used ongoing opportunities to combine individual interests with developing life skills.

Taking carers' views into account

Parents who were spoken with at the time of the inspection were very positive about the care and support their children received. They said that communication between themselves and the staff team was good and that their children enjoyed their time at Aurrida.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service strengths

We saw very good evidence that young people were encouraged and enabled to participate in assessing and improving the service.

Young people were encouraged to make choices about their care and support. During the inspection young people were observed to be involved in decisions about what they would like to do, both in the house and out in the community. Staff spoken with stated that young people were encouraged to be involved in activities of their choice and also to try new experiences and tasks.

It was evident that staff knew the young people they cared for very well and were highly committed to their care, wellbeing and education. Their knowledge of young people and their families increased the opportunities to engage with young people and to support them to feel relaxed and confident during their short break. This enabled both to have open communication systems which had benefits for the young people. Many young people had communication diaries which were used to inform the care that young people received.

Young people were very comfortable within the service. They were able to bring their own familiar things from home to personalise their room and also had a

box of their own 'things' that they left at the service. In addition to this, they were able to contribute to decisions about the decoration and furnishings of communal areas and bedrooms. There were photographs of young people throughout the building showing them taking part in activities and marking special occasions.

Parents and young people attended and contributed to reviews of their care. At these formal meetings, parents and young people had the opportunity to discuss all aspects of their care alongside other professionals involved.

Family members were made very welcome at the service and encouraged to share their views. A family survey had recently been reconfigured to glean opinions of parents and young people. This was carried out annually with the results analysed and any identified areas for improvement were placed on an action plan.

We interviewed two families who stated that they had very good communication with the service, which ensure that there was a consistent approach to the care of their child. Both indicated that they were consistently kept up-to-date with the opportunities that the service had encouraged them to offer their opinions. Both indicated that they were aware of the complaints systems but, however, had "no complaints" as they were "very satisfied with the care that [their] child(ren) received."

The service had a parents-run group called Friends for Aurrida. This group allowed parents to meet and share and also it was a vehicle for them to raise funds for additional resources. This group made an essential contribution to improving the quality of the service.

Areas for improvement

The service should continue to explore opportunities which involve parents and young people in the development of the provision.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

"We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential."

Service strengths

We saw very good evidence that young people could make individual choices and be supported to achieve their potential.

All young people and their families shared relevant information which was collated in a care plan. This document reflected the wellbeing indicators and reflected the young person's likes and dislikes and their individual preferences about various things. This information allowed staff to support young people in a way that met their needs. This was particularly useful for young people when they were new to the service, were non-verbal, and for new staff.

Staff knew young people and their families well and were able to target activities to individual interests, whilst also encouraging new experiences. Wherever possible, young people's time at the service was planned to ensure they were there with other young people they were compatible with. The service was ideally located for easy access to leisure facilities and for events in the community. High levels of staffing ensured that young people could have tailored support and enabled young people to be part of the community and attend local events and clubs. Young people attended a variety of community events and were regular visitors to the local leisure centre and cinema. The service also had a great safe outdoor space and young people took part in planting, harvesting and playing in the open air.

Staff were knowledgeable and sensitive to the ways in which individual young people could be positively supported to make choices and to achieve their potential. This knowledge allowed staff to support young people to develop and

maintain skills in areas such as speech, mobility personal hygiene, and life skills. Staff described some very good examples where young people were able to use the range of rooms in the service to develop skills which would help them move on. The service had a self contained flat which was frequently used to gain independence skills, such as cooking, laundry and also spending some time doing their own activities.

During the inspection young people were observed to be helping prepare the lunch and doing chores, such as setting the table and clearing away. We also noted that young people were encouraged to develop self care skills, such as washing their hands prior to having a meal and after using the bathroom.

Staff at the service had very good relationships with families and with staff at other services which the young people attended. There was a very proactive approach to meeting the needs of young people and their families, with professionals working collaboratively to develop a positive plan of support, even at very short notice. This responsive approach had proved to be a real benefit for families who had been faced with unexpected situations requiring the need for additional support.

Liaison with other professionals in health and education was good and supported a shared understanding of the support needs of the children and young people using the service. Staff worked collaboratively with these professionals to ensure that young people's specific needs were met to their optimum levels.

Areas for improvement

There was a need for care plans to reflect the actual goals and targets that young people were being supported to achieve. This will ensure that all staff are consistently supporting young people to continually strive to achieve their potential.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

"We make sure that the environment is safe and service users are protected."

Service strengths

We saw very good evidence that the environment was safe and service users were protected.

All young people who were able to communicate stated that they felt safe. There were high levels of staff supervision and during the inspection there was one member of staff to one young person, enabling the young people to take part in individual activities and still feel well supported.

Effective records were maintained of health and safety checks and maintenance work. All repairs were organised through a clear system of requesting repairs and recording these once they were completed.

The service had relevant health and safety procedures and health and safety was a standing items on the staff meeting ensuring that there was regular checks of the environment. Appropriate checks were now in place made and recorded in relation to Legionella.

We found that Aurrida had a very high standard of cleanliness with all areas of the care home found to be clean and hygienic.

There had been a number of incidents and accidents, these were found to be recorded appropriately and a system in place to ensure that, where relevant, appropriate strategies were put in place to minimise risk. All young people had individual risk assessments to ensure they could enjoy activities and tasks with any risks identified and strategies in place to minimise these.

The vehicle used by Aurrida was serviced and maintained by the local authority transport department. Staff driving the vehicles were also required to carry out checks of the vehicle and had undertaken appropriate training to drive the vehicle.

There was a secure entry system to the service and there was a recording system for visitors at the front door.

Areas for improvement

The service should continue to explore opportunities to ensure that young people are safe and well protected.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"The accommodation we provide ensures that the privacy of service users is respected."

Service strengths

We found that the environment ensured that young people had privacy and that they were respected. We graded this Quality Statement as very good as there were major strengths.

Young people lived in a warm, welcoming and nurturing environment. Staff established caring relationships with young people and their families. The outcome of this was an environment where young people had a warm respect for staff and each other. People spoke to each other, and treated each other, kindly and with positive regard.

Young people indicated that staff dealt with issues of confidentiality and privacy very well. They stated that staff were trained to deal with issues in a sensitive

manner. They indicated that staff always knocked on their door: "Doors are always knocked and staff give you time to dress."

All bedrooms were comfortable, well ventilated and had controllable temperatures. All young people had a lockable storage space which was large enough to store their possessions. All bedrooms had a bath or shower facility nearby. All of these were designed to enable young people in wheelchairs to have easy access, ensuring that all young people had privacy when using them.

The service had enough space to support individual and group activities. This included a playroom with ball pit and well resourced with games. There was a self contained flat with specialist areas for wheelchairs to have complete access to the kitchen, shower room and also bedroom. These areas allowed young people with additional needs to gain skills for independent living.

Staff were also highly aware of the requirements of their conduct in terms of confidentiality and data protection and were observed putting this into practice in dealing with direct requests from young people. Young people stated that they felt valued and that all staff treated them respectfully.

Areas for improvement

There was a need for the service to develop a timetable for decorating the main public areas, for many of these were becoming tired and were in need of attention.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

Service strengths

The findings in this Quality Statement are similar to the findings in Quality Theme 1 - Statement 1.

Areas for improvement

The should continue to consult with young people in accessing and improving the quality of staff.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

Service strengths

We found that there was good evidence of a professional, trained and motivated workforce.

Staff spoken with were very knowledgeable about the young people they cared for and demonstrated a high level of motivation, warmth and commitment to

them. They were very focused on meeting the needs of the young people and to ensuring that all young people achieved their potential.

As stated earlier in the report the service provided very responsive support to young people and families who needed this support. This reflects the commitment of the staff team to be flexible and meet the needs of parents and young people.

All of the staff team were registered with the Scottish Social Services Council (SSSC) and therefore required to undertake training and learning to build their knowledge, skills and values and evidence this through a post-registration training and learning record.

New staff received a formal induction and had the opportunity to work 'shadow shifts'. This allowed new staff to work alongside established members of the team, observe practice and gain insight into the individual needs of the young people and the values of the service.

Staff attended regular team meetings and received formal supervision. These forums provided opportunities for discussion about best practice, aims, values, and training. The staff team also had an annual training and team development days. These had not yet occurred this year, however were planned to include discussion of the service development plan.

The service had developed an overview of staff training needs and had a recording system to ensure that mandatory training was completed, and refreshed, as required.

Some staff spoken with stated that training opportunities were good and that professional development was encouraged, while others felt that training opportunities had been reduced over the last few years.

Areas for improvement

We found that there was some slippage in maintaining regular supervision in the timescales that were in local authority policy. There was a need for all

staff to have an annual employee review and development (ERD) meeting. This had only recently been established.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service."

Service strengths

The findings in this Quality Statement are similar to those identified in Quality Theme 1 - Statement 1.

Areas for improvement

The service should continue to consult with young people, where appropriate, regarding the quality of management.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide"

Service strengths

We found that there was good use of quality assurance systems and processes which involve service users, carers, staff, and stakeholders.

The service evidenced a good approach to quality assurance, with a number of structured systems in place to monitor and develop the quality of the service.

The registered manager had reviewed the quality assurance systems and had developed a tool which would monitor the quality of the service in most aspects. There was an environmental audit that ensured that all health and safety checks were monitored and improve.

Staff attended team meetings and were part of shift changeovers. This allowed important information exchange, planning and discussion about best practice. This also allowed a regular discussion on how the service should improve.

A participation strategy outlined the ways in which young people, families, staff, and stakeholders could influence service provision. The service provided a range of evidence to show that it involved young people, parents and carers, staff, and stakeholders in evaluating aspects of the service's operation.

The service developed a number of new questionnaires to ensure that all stakeholders were offered the opportunity to complete these with their opinions of the service. The service planned to use these to inform a development plan which was in its infancy.

There had also been good compliance with previous inspections and the service had developed wide-ranging action plans which were fully actioned. The service was found to have good performance in relation to this Quality Statement.

Areas for improvement

The service need to further develop their service development plan to ensure that it includes all stakeholders' opinions about how the service should improve. There was also a need for the service to continue to improve the opportunities for staff to give feedback in supervision and ERDs.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

1. The service should train a competent person to carry out water safety tests in all hostels in keeping with local guidance.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) - a provider must make the proper provision for the health, welfare and safety of service users.

Timescale: three months on receipt of this report.

This requirement was made on 01 October 2015

This requirement was fully implemented and there are regular checks compliant with best practice.

Met - Within Timescales

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
16 Jul 2014	Unannounced	<div>Care and support 4 - Good</div> <div>Environment 4 - Good</div> <div>Staffing 4 - Good</div> <div>Management and Leadership 4 - Good</div>
9 Aug 2013	Unannounced	Care and support 4 - Good

		Environment Staffing Management and Leadership	4 - Good 4 - Good 3 - Adequate
17 Jan 2012	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good
18 May 2011	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good
23 Nov 2010	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed Not Assessed Not Assessed
16 Jun 2010	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good Not Assessed Not Assessed
16 Mar 2010	Announced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed Not Assessed 4 - Good
30 Sep 2009	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 5 - Very Good 5 - Very Good 4 - Good
13 Jan 2009	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good

29 Oct 2008		<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and Leadership</div> <div>4 - Good</div> <div>3 - Adequate</div> <div>4 - Good</div> <div>4 - Good</div>
-------------	--	---

To find out more

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

You can also read more about our work online.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 @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 c?nain eile ma nithear iarrtas.

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.