

## Aurrida House Care Home Service

Papdale Loan  
Kirkwall  
KW15 1JR

Telephone: 01856 876160

Type of inspection: Unannounced  
Inspection completed on: 8 September 2016

**Service provided by:**  
Orkney Islands Council

**Service provider number:**  
SP2003001951

**Care service number:**  
CS2003009090

## About the service

Aurrida House is a service provided by the local authority and is registered to provide respite care to maximum of five young people. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

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.

## What people told us

We interviewed both young people who were using the service. We found that the young people were extremely satisfied with the service. One young person was unable to express their opinion but observation of their interaction with staff indicated that they were at ease in the environment. The other young person spoke very positively about the care and support that they received from staff. The young people made the following positive comments, some of which are listed below:

- "The care is very good."
- "I'm building up my skills in independence living, I'm buying and preparing my own food."
- "Yes, I feel safe."

We also had the opportunity to have a conversation with one parent, who was again very satisfied with the service.

## Self assessment

The service submitted a self assessment form as requested by the Care Inspectorate. This contained information on what the registered manager and staff thought that they did well and how they thought some things should be improved.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The service was delivering very good care resulting in young people being found to be healthy and their wellbeing met. We looked at records and spoke with young people and staff.

Young people were found to be confident and happy and had well developed relationships with the staff. Staff encouraged them to be healthy and active with a range of activities that supported their wellbeing.

The service had continued to develop their personal plans, these were comprehensive. They took account of the wellbeing indicators and had clear targets and focused on young people having positive outcomes. Young people all had extensive risk assessments and behaviour support plans that set out strategies that staff were using to ensure that risks were minimised.

The service was well resourced and used relationships with health and education to work in a proactive way to ensure that they were meeting the health needs of all young people. We saw good expert advice and guidance for staff for other agencies. Staff accessed specific training, where required, to ensure that staff were as knowledgeable as possible.

All young people had health assessments prior to admission and clear tracking and follow up of all aspects of their health.

We found that staff were very good at promoting leisure interests which ensured that there was the promotion of physical activities such as access to the Pickaquoy, swimming and dance. Staff were active in supporting and taking part. Staff were found to be innovative in their approach and to try a range of taster sessions to encourage participation.

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to Tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes. Child protection had a high-profile within the service and the provider was in the process of integrating the new national guidance on CSE into the local child protection policy. There was a need for the staff to have a training input on CSE (**see recommendation 1**).

The service had a range of material that made up a welcome pack. There was information for parents and young people. A booklet also contained clear information about the service's complaints process and how young people could actively participate in the service.

All young people had planned placement meetings where they had the short visits and tea visits building up to over nights. There was an emphasis on supporting young people to enjoy their visits. Key workers were identified and, in many occasions, these key staff were involved in young people getting to know the facility. There was a well developed protocol which ensured that all the necessary paperwork on Getting to Know You and consents were completed to ensure young people could receive the appropriate support on admission.

We saw good evidence of young people that were prepared for moving on. These occasions were marked appropriately with having special meals and leaving events.

## What the service could do better

The service should continue to develop their welcome material to ensure that it is attractive and user-friendly. We gave advice about possible improvements to this material.

There was a need for young people to continue to develop their life skills. The service should give consideration to some young people having more responsibility to self medicate. There could also be the expansion of individual and group work components in developing independent living skills.

The service has to review their current aims and objectives to reflect that they have expanded the current service. This should also have clear roles and responsibilities of staff. These should be submitted to the Care Inspectorate as soon as possible.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The service to raise the awareness of staff's knowledge of child sexual exploitation (CSE) through training and development sessions.

**National Care Standards, Care Homes for Children and Young People - Standard 7: Management and Staffing.**

## 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).

## Inspection and grading history

Date	Type	Gradings	
24 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
16 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Aug 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	3 - Adequate
17 Jan 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 May 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Jun 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Mar 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
30 Sep 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
13 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Oct 2008		Care and support	4 - Good
		Environment	3 - Adequate

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good

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