

## Care Visions – Orca Care Home Service

Orca House  
The Manse  
Chapelknowe  
Canonbie  
DG14 0YB

Telephone: 01387 372 296

**Type of inspection:**

Unannounced

**Completed on:**

13 September 2018

**Service provided by:**

Care Visions Group Limited

**Service provider number:**

SP2003002569

**Service no:**

CS2003044279

## About the service

Orca House is a Care Home that registered with the Care Inspectorate on 1 April 2011 to provide care to four young people. The service is provided by Care Visions Group Limited. The service is situated in a rural area near Cannonbie in Dumfries and Galloway. The service is a large detached, sandstone house with a garden to the rear of the house and parking to the side.

Orca House states on their website they "aim to create a safe, supportive and empowering environment. Orca House runs along similar lines to a family home, where expectations, boundaries and values are clear." There were two young people living at Orca House when we inspected the service. We had a young volunteer speak with young people during the inspection.

Conditions of Registration:

1. To provide a care home service to a maximum of 4 looked-after and accommodated children and young people.
2. The age-range of the children and young people using the service shall be between 8 and 18 years.
3. Staffing levels shall be maintained in accordance with the attached staffing schedule.

## What people told us

We issued two care standard questionnaires to the service to give to young people and we received one response. During the inspection there were two young people living in the service, they told us they liked staying there and felt safe. Young people told us:

"My room is alright, its fine."

"Staff are alright, if I had a problem I would speak to my keyworker."

"The food is okay we get to pick and there are snacks available at any time."

"I feel I can talk to staff and I like my keyworker."

"I get to choose my own food."

"I've learned to swim since coming here."

We saw evidence of staff encouraging young people to participate and be involved in the decisions in the house. Both young people said they felt safe living in Orca and they like staying there. We saw evidence of their views and choices being listened too in the minutes of staff meetings. One young person told us their keyworker helped to paint his bedroom, he chose the paint and told us he can pick soft furnishings for his room. Young people told us they did not want to show us their bedrooms during the inspection, we respected the young people's decision.

## Self assessment

No self-assessment asked for at this time.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

The service demonstrated important strengths in promoting positive outcomes for young people. We saw evidence of staff being responsive to young people's needs during the inspection through encouraging young people to attend school and managing some behaviour expressed by young people. We saw warm, engaging relationships and appropriate humour demonstrated between staff and young people which created a relaxed atmosphere for young people. We saw evidence of regular team meetings, and young people's comments included in discussion and the actions taken by staff in meeting young people's requests.

Young people told us they can choose their own food and there were snacks available for them, we saw evidence of young people being encouraged to cook for themselves and this promoted independence.

Young people's care plans were updated and included young people's views. There was evidence of health appointments including GP, dentist and opticians ensuring young people's health needs being met. Medical records were accurate and audited weekly.

We saw evidence of young people attending education despite having difficulties previously, this was supported by staff transporting young people to school and enabled staff to support young people maintain attendance. Staff showed they are not afraid to use the word "love" when interacting and talking about young people. They use this in an appropriate way as we observed during inspection.

While all young people had plans in place there was a need for them to have a clearer involvement in compiling the content of them. Young people seemed uncertain about the information in their plans and risk assessments. Ways of enabling young people to participate in developing their plans and taking ownership of them should be considered.

We looked at child protection procedures and practice and were satisfied with procedures and practice in place to ensure service users were protected. All staff have completed child protection and child sexual exploitation training.

### Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

The house was in a good state of decoration and repair apart from some areas in the upper part of the house which needed repainted and repaired in some parts. At the time of inspection staff told us there had been an unsettled period in the house and there had been a lot of damage to the furnishings and external area of the house. The manager stated that there is a development plan in place to address the issues raised and we noted the time scales attached.

The rooms were large and the dining area provided a community space for staff and young people to get together. We observed staff and young people playing chess, and general chat between staff and young people. Staff told us they would like to see the house painted in brighter colours in the dining room as it looks a bit dull. Young people also told the young volunteer they would like to see the dining area painted in brighter colours. Due to seeing evidence of a decoration and improvement plan with timescales we have not made this a recommendation but will look at this at the next inspection.

The external area of the house had a large garden with a rope swing, the area could be used for outdoor activities and play. The manager told us they did have furniture and football goals but they have been damaged. Replacing these items would encourage young people to play outside and enhance the facilities for young people living there.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

The services performance was good. There were a number of strengths which taken together, outweighed areas for improvement and had a positive impact on young people's experiences and outcomes. The staff told us they felt supported by the manager and had regular supervision and team meetings. The manager was approachable and supportive and had the young people's best interest at heart.

We saw evidence of staff attending development days every four to six months and new staff have an induction plan which staff told us is discussed at supervision.

Staff used systems in place to promote healthy lifestyles for young people who were encouraged to take part in activities in the community and join clubs and develop social skills.

Staff were skilled in engaging with young people and demonstrated affection for young people. We saw staff engaging in a fun way and there was lots of laughter between staff and young people through playing games and at the table at evening meal.

Regular supervision was in place which provided a means for the manager to monitor progress and support staff reflect on practice as well as identifying areas of development. Staff have attended training to enhance their practice to support young people deal with trauma and managing challenging behaviour. We saw an induction plan for new staff with a probationary period of six months, this folder is used in supervision to talk about practice, development and learning.

Staffing levels and deployment of staff should be kept under review to ensure all the needs of young people are met as fully as possible and that young people continue to have one-to-one time with relevant staff when this is needed.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 – good

## Quality of management and leadership

### Findings from the inspection

The manager demonstrate strong focus on the best interests of young people. They had concentrated on improving safety for young people in the service and supporting staff to put measures in place to ensure this. The manager now needs to extend the focus to further develop staff skills and confidence to meeting the needs, and continue to provide a stable environment, for young people.

We saw evidence of the external manager visiting the service and providing support for the manager. We saw there was external audits of incident and CALM incidents. However, through discussion with the manager we saw there was little evidence of the impact of quality assurance within the service and how this was being used for improvement. Learning from analysis of incident reports would help staff reflect on their approach to managing behaviour and improve consistency.

### Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 4 – good

**What the service has done to meet any requirements we made at or since the last inspection**

## Previous requirements

There are no outstanding requirements.

**What the service has done to meet any recommendations we made at or since the last inspection**

## Previous recommendations

There are no outstanding recommendations.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
6 Jun 2017	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed 4 - Good Not assessed
5 May 2016	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 5 - Very good 5 - Very good 5 - Very good
29 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 4 - Good 5 - Very good
15 Dec 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 5 - Very good 4 - Good
12 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 4 - Good 5 - Very good 4 - Good
15 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
6 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
26 Oct 2011	Unannounced	Care and support Environment Staffing 4 - Good 4 - Good 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good
27 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
19 Jun 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Dec 2008	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Jul 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good



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