The Orchard Centre
Support Service Without Care at Home
Orchard Centre
14 Lothian Street
Bonnyrigg
EH19 3AB
Telephone: 0131 663 1616

Inspected by: Donald Preston
Type of inspection: Unannounced
Inspection completed on: 22 January 2014
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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>6</td>
<td>Excellent</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
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What the service does well

The service provides many things to many people with a variety of drop-in times, appointments and group activities which are structured and socially based. The variety gives people the opportunity to engage with the service and supports them in their daily lives and their recovery from periods of illness.

What the service could do better

The service continues to look for new ideas for activities / support for individuals in their recovery.

What the service has done since the last inspection

Service user involvement in this service continues to thrive in many aspects of what is provided.

Conclusion

This service is providing a high standard of support to a large number of people with mental health problems in a safe environment where trusting relationships can be established.
Who did this inspection

Donald Preston
1 About the service we inspected

The Orchard Centre is a resource centre, based in Bonnyrigg, for people living in the Midlothian area who have mental health problems. The service is registered for fifty and there are one hundred and eighty people who make use of the service at different times and for different purposes.

There had been significant developments in service provision over the last ten years, with increased hours, additional staff and diversity in method of support.

The centre is in a central location in Bonnyrigg, with all the amenities of the town close to hand and good access to public transport.

The aim of the service is to provide opportunities for therapeutic group and individual support and a range of activities which are educational which encourage social stimulation and integration.

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

Quality of Care and Support - Grade 6 - Excellent
Quality of Environment - Grade 5 - Very Good
Quality of Staffing - Grade 6 - Excellent
Quality of Management and Leadership - Grade 6 - Excellent

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 0845 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
During the inspection we spent time with the manager of the service, the depute, five support workers and twelve service users.
On this occasion the service users were met individually and in groups at the Orchard Centre.
Questionnaires were returned from eight service users and three staff members.
A number of documents were observed during the inspection including support plans, minutes of meetings and training plans.

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.firelawscotland.org
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 thoroughly and highlighted the many strengths within the service and some areas for development.

Taking the views of people using the care service into account
We spoke to 12 service users during the visit and the comments were all very positive about the support they received at The Orchard Centre. Comments were as follows:

"staff are very good and will make time for you"

"you are encouraged to get involved and to recover by both talking about issues but becoming active in whatever suits you - there is so much on offer that you don't realise"

"other people help you - they understand what you are going through - you can make friends if you want"

"volunteering is great - being able to give something back - gaining more confidence & self-esteem"

Taking carers’ views into account
No carers were spoken to as part of this inspection.
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: 6 - Excellent

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

The service has a weekly community meeting which we attended. Up-to-date news and views are shared and it is a place where ideas are shared and developed. Service users take an active role in running this group.

When events or groups are held there is evaluations carried out both formally and in one-to-one discussions.

Two groups called Clear (Substance Misuse and Mental Health Project) & Share (Suicide Harm Awareness Recovery Empathy) have service users on steering groups. Service users are involved in developing their personal support plans. This includes individuals being part of the assessment and risk assessment process. Regular reviews are held with people involved in them, choosing who attends and completing a questionnaire about their support prior to the meeting.

Access to staff is very good with a duty system in place and people can make an appointment with duty person or their keyworker at an appropriate time. There is also the crisis line available for people as a back-up in the evenings.

The service also has a suggestion box available for anyone to put their comments in.

Health in Mind has a complaints procedure in place which is explained to all service users at their introduction to the service.

Service users have attended Board Meetings with manager to present annual report.
Service users are involved in all recruitment. There is an informal interview held with users and staff support and their views are fed into the formal panel. The service has an active Fundraising committee which is supported as required by the management in the service.

Service users have also been involved in presenting training or workshops alongside staff. This includes joint training sessions Assist and Scottish Mental Health First Aid. This has increased service users confidence as has being involved in Peer Support - passing on their experiences through their recovery and the support they have received. Training has been presented to staff, volunteers and other service users. Two service users are involved in the Health in Mind newsletter and are being supported in this task.

**Areas for improvement**

This area has significant strengths which it has maintained since the last inspection. The involvement of people is built into the day to day running of this service and is to be commended.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 3**

We ensure that service users’ health and wellbeing needs are met.

**Service strengths**

The assessment process fully considers all the physical and mental health needs of the individual at the outset before a service is provided. The outcomes from the assessment will be targeted goals and joint working with other professionals including health workers to support the individual. The emphasis on looking at the person’s needs in every area of their live is to ensure that the recovery process is planned in an individual manner. It looks at people’s aspirations, strengths, building resilience and the many things people can do.

There are many groups available that both help people’s recovery emotionally and physically and people are encouraged to engage with these activities as they get involved with the service. People talk enthusiastically about how these activities have helped them in many aspects of their lives. Support plans are developed with the individual and agreed goals are reviewed on a regular basis.
The staff team receive ongoing training in respect of health needs to ensure that appropriate support can be provided to people. This training includes mental health first aid, ASSIST, WRAP, first aid and adult support and protection. The support provided includes the promotion, encouragement and practical support around leading a healthy lifestyle with a good diet, nutrition and exercise.

The cafe promotes healthy food options and volunteers (service users) and staff receive training in first aid and food hygiene.

The service has regular contact with a variety of health professionals on behalf of and supporting service users in their recovery.

Areas for improvement
Many strengths in this area which have been maintained over a lengthy period of time.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0
Quality Theme 2: Quality of Environment
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 environment within the service.

Service strengths
It has been decided that during this inspection this statement in relation to participation will not be considered. The grade for participation statement (1.1) in Quality Theme 1 - Care and Support will be accepted as the grade for this statement.

The service has lots of strengths in relation to involving service users / carers and evidence of this was seen at the time of the inspection.

Areas for improvement
There are major strengths in this area which the service are maintaining high standards in.

Grade awarded for this statement: 6 - Excellent
Number of requirements: 0
Number of recommendations: 0

Statement 3
The environment allows service users to have as positive a quality of life as possible.

Service strengths
Certain areas of the service have been redecorated which has freshened up and brightened up the environment.

The garden around the building is well laid out and can be used for a variety of purposes with volunteers maintaining this area and producing vegetables for the cafe from part of it.

There are variety of different areas for meetings as group or 1 to 1 ones and the drop in area which is used for certain activities and socializing.
The service also access various locations for groups outwith the centre in other towns across Midlothian.

**Areas for improvement**

The only limitation is the access to the upstairs activity rooms which is insurmountable but activities can be carried out in other parts the building or in other places that are accessible if required for particular individuals.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 3: Quality of Staffing
Grade awarded for this theme: 6 - Excellent

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
It has been decided that during this inspection this statement in relation to participation will not be considered. The grade for participation statement (1.1) in Quality Theme 1 - Care and Support will be accepted as the grade for this statement.

The service has lots of strengths in relation to involving service users / carers and evidence of this was seen at the time of the inspection.

Areas for improvement
This area has many strengths which the service has been able to maintain over a period of time.

Grade awarded for this statement: 6 - Excellent
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
Health in Mind has a comprehensive induction for new staff members which covers the necessary good practice training inputs and introduces on-going support and supervision.
During the induction period new staff members will have the opportunity to shadow experienced members of staff.

Health in Mind’s internal training programme is available to all staff members. Individuals training needs will be discussed with Line Managers and if appropriate places on the specific course will be sought.
Staff meetings are forums where new policies, legislation, best practice to be discussed and training opportunities to be communicated to all staff members. This was evidenced by observing minutes of meetings and talking to staff members.

On a daily basis there are staff handovers & register of service users discussed. We sat in at one of these meetings and any areas of concern were discussed. There is a management presence in the centre on a daily basis as support when required and it was clear during the inspection that people were given time if required to discuss issues they were dealing with. Staff continue to state that the support they received is excellent and that managers and peers were very approachable and this was evident during the time spent in the service. Recognised qualifications are promoted within this service and the provider is an SQA accredited training provider and has internal SVQ assessors and verifiers. All staff members are required by Health in Mind to have achieved or work towards obtaining a recognised qualification required for their job role as laid down by the Scottish Social Services Council (SSSC).

**Areas for improvement**

The service has maintained a high standard in the area of staff support, training and qualifications.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 4: Quality of Management and Leadership
Grade awarded for this theme: 6 - Excellent

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
It has been decided that during this inspection this statement in relation to participation will not be considered. The grade for participation statement (1.1) in Quality Theme 1 - Care and Support will be accepted as the grade for this statement.

The service has lots of strengths in relation to involving service users / carers and evidence of this was seen at the time of the inspection.

Areas for improvement
This area of the service has many strengths in how it involves service users and carer’s in the development of the service and the quality being provided.

Grade awarded for this statement: 6 - Excellent
Number of requirements: 0
Number of recommendations: 0

Statement 2
We involve our workforce in determining the direction and future objectives of the service.

Service strengths
The service has carried out an online staff consultation to gain their views on working conditions and health and wellbeing. Feedback to be given and action plan developed.

There is a full staff meeting for all staff based in The Orchard Centre every month also.
Monthly supervision and annual appraisals are held with objective setting relating to service plan.
Staff members are encouraged through team meetings to share their learning, experiences and work involvement with colleagues.
The senior manager is involved in working groups and consults with staff through team meetings on developments. The service has a staff consultation forum to which a representative is encouraged to represent the service’s views. Management are very supportive and encouraging of support staff and involved them in discussions on many aspects of the service. Staff members stated this and it was evidenced in team meeting minutes.

As well as Care Inspectorate visits have also occurred by the Mental Welfare Commission and Midlothian Quality Assurance - the local authority.

The service’s staff and its management are involved in consultations / steering groups / planning groups with other professionals in respect of future services of Mental Health services in the Midlothian area.

Areas for improvement
This area of support is characterised by major strengths within the service.

Grade awarded for this statement:  6 - Excellent

Number of requirements:  0

Number of recommendations:  0
4 Other information

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

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

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
## 5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 6 - Excellent</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Environment - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 2</td>
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## 6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Care and support</th>
<th>Environment</th>
<th>Staffing</th>
<th>Management and Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td>27 Oct 2010</td>
<td>Announced</td>
<td>6 - Excellent</td>
<td>Not Assessed</td>
<td>Not Assessed</td>
<td>Not Assessed</td>
</tr>
<tr>
<td>1 Feb 2010</td>
<td>Announced</td>
<td>6 - Excellent</td>
<td>5 - Very Good</td>
<td>6 - Excellent</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>26 Nov 2008</td>
<td>Announced</td>
<td>5 - Very Good</td>
<td>5 - Very Good</td>
<td>5 - Very Good</td>
<td>5 - Very Good</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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