

Orchard Grove House Care Home Service

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Glasgow
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Telephone: 0141 276 3980

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Unannounced

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Service provided by:
Glasgow City Council

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About the service

Orchard Grove House is situated in the Toryglen area of Glasgow and is close to local amenities including shops, sports centres and music venues. Orchard Grove House is situated in a residential area and there are shops and other facilities nearby.

The provider Glasgow City Council registered the service with the Care Inspectorate to provide care and support for up to 120 older people in eight units of 15 beds. There were 120 people using the service at the time of this inspection. The Pear unit provided care for those with needs related to dementia. Grape, Orange, Cherry, Strawberry, Peach, Plum, and Bramley units provided care for frail older people.

The service is within a modern, purpose build care home, with single en-suite accommodation over two floors.

There was a range of sitting areas on the ground and upper floor, with residents opting to stay within their unit, if they wish to do so, or attend events in the communal areas of the care home. The care home had a car park to the front and enclosed garden and patio area to the rear which provided a pleasant and private space for people who experienced this service.

What people told us

People that we met spoke very highly of the staff team and the level of care and support they received. Some examples of their comments included:

"The care staff have been brilliant with our relative they can't do enough for you, all the staff have made her stay much easier. We have noticed a great difference in our relative, she is enthusiastic about her clubs and activities and seems to enjoy them - so much happier in herself."

"We love using the balcony upstairs when I visit, if the weather is good. My relative is a fuss eater, but he seems to enjoy the food here. Staff are very good; they are always lovely when you come in - you never feel as though you are getting in their way - we are glad we came here."

"The service is very accommodating, we celebrated our relatives 90th birthday in the Roxy, this meant plenty of people could attend. We think the standard of care is very good. We can depend on staff following through with any specific requests."

"I quite like it here, I feel safe."

"I enjoy coming out to the balcony to take part in the gardening group, the fresh air is great."

"I like my room, it's very spacious, and I can keep some personal nick knacks here to."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
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How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

People who used this service should receive high quality care and support that is right for them. Through observations, relative's and resident's testimony, and a review of resident's care and support plans we saw that the service provided a very good standard of care from an experienced and dedicated staff team.

We observed staff interactions with people and found that overall it was warm and respectful. We saw that staff and managers knew people who lived there which meant people felt secure and confident with staff who cared for them.

People using the service can be confident that staff take time to get to know their wishes and preferences and use the information to shape how the service is offered.

People's rights are protected through staff being clear of their legal status which identified who should be involved in key decisions about their health and welfare for people who had limited ability to make informed decisions. People using the service are encouraged to remain as independent as they can be and are not unduly restrained.

Having meaningful things to do is important for maintaining interests and having a sense of wellbeing. We saw a wide range of planned activities reflected within the activities programme. These involved many group activities which included people from each unit which gave them greater opportunity to meet others and form new friendships.

People living within the home had formed positive connections and relationships with local primary school children and have benefitted from these sessions by sharing their skills, stories, and experiences as well as learning from the children.

We found that people who were supported by different organisations worked well together by sharing information, which was appropriate, confidential and respectful. This meant that people who used this service could be confident that they received responsive care and support.

Care plans should give clear direction about how to deliver people's care and support, and how their needs will be met. We reviewed various care plans in relation to people's health and wellbeing and how the service supported people to achieve positive outcomes. Examples of these included management of stress and distress, and how active people wanted to be. This ensured that people's health and wellbeing was being maintained.

We saw that people also had access to external support from GPs, community nurses including mental health teams, physiotherapists, podiatrists and opticians. This ensured that their general health and wellbeing was being maintained.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

4 - Good

People's health and wellbeing should benefit from the level of screening; care and support which is based on good practice and evidence-based guidance. We observed people experiencing positive outcomes, and good interaction with each other and staff.

However we discussed with the service the need to review some of their medication management procedures to ensure the accurate recording and reconciliation of medication following administration.

"As required" medication protocols should be in place for anyone in receipt of "as required" medication and should include which non-pharmacological intervention strategies to be used prior to administration of medication. The outcome of any "as required" medication administered should also be recorded on the reverse of the medication administration recording sheet. See area for improvement one.

Overall, we found that the standard of care planning and recording was good. However, we discussed the potential impact for people using the service if what they wanted to achieve during their stay was not outcome focussed. This could mean that they might not achieve what they set out to do.

We acknowledged that the service was working towards a new care planning and review process which will detail what people want to achieve and how this will be done. We will monitor this at future inspections.

We saw that mostly, people who used the service, their families, and staff from Orchard Grove House were involved in the care review process and were able to have a meaningful input, which meant they were kept involved. However, some care review documents that we sampled were overdue, we discussed with the service the need to ensure that people have their care and support reviewed at least once in every six months. See area for improvement two.

Areas for improvement

1. The service would benefit from reviewing their medication management procedures to ensure the accurate recording and reconciliation of medication following administration.

This should include "As required" medication protocols to be in place for anyone in receipt of "as required" medication and should include which non-pharmacological intervention strategies to be used prior to administration of medication.

The outcome of any "as required" medication administered should also be recorded on the reverse of the medication administration recording sheet.

This ensures care and support is consistent with the Health and Social Care Standards which state "any treatment or intervention that I experience is safe and effective. (HSCS 1:24)

2. The service should ensure that personal plans are reviewed at least once in every six months period whilst the person is in receipt of the service.

This ensures care and support is consistent with the Health and Social Care Standards which state "I am fully involved in developing and reviewing my personal plan, which is always available to me". (HSCS 2:17)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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