

Torphin House Care Home Service

49 Torphin Road
Colinton
Edinburgh
EH13 0PQ

Telephone: 0131 241 1880

Type of inspection:

Announced (short notice)

Completed on:

12 November 2019

Service provided by:

Tiphereth Limited

Service provider number:

SP2003002619

Service no:

CS2003011130

About the service

Torphin House is a registered care home service for adults. Support is provided by Tiphereth Ltd which has been registered since 2002.

Tiphereth Ltd is a member of the Association of Camphill Communities who have cultural and spiritual roots inspired by the works of Karl Koenig and Rudolf Steiner. The community is underpinned by Social Pedagogy and creates a culture of living and working together in safe and supportive relationships.

Situated at the foot of the Pentland Hills in Edinburgh, Torphin House is home to four adults with a learning disability who live alongside a family of four and are supported by four foundation students who also live and work in the service. There is a very relaxed house dog and a kitten one of the supported people looks after.

What people told us

We spoke with relatives of all four supported people and during the inspection we met with two people who live at Torphin House.

We received three completed care standard questionnaires, relatives had supported people to complete these. Everyone strongly agreed to all the questions asked and were overall happy with the quality of care and support provided.

A sample of comments from people include:

'Nothing I would change'

'Staff know how to support me, through meetings and reviews, my diary and chatting to me'

'I can choose things I want to do'

'I would tell my houseparents if I had a complaint, or someone in the service or my family'

'The transition over to a new group of students is very smooth and carefully planned'

'Our relative is well looked after, it's a brilliant service'

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?	6 - Excellent
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?	6 - Excellent

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

How well do we support people's wellbeing?

6 - Excellent

The atmosphere at Torphin House continued to reflect the ethos of Tiphereth to live, work, and grow together with openness, respect and trust.

The house had plenty of welcoming, homely communal areas for everyone and people used their own rooms if they wanted time alone. The service had refurbished some of the bedrooms so people had more space within their rooms and there were plans in place for other rooms to be completed over the year.

"X had their room updated to include an en-suite and they're really pleased with it, spent a lot of time with X to get it the way they wanted it, it's beautiful"

House parents had an excellent knowledge of everyone living at Torphin House and this was shared with students during their intense induction period. Alongside daily and weekly meetings, students were able to quickly build relationships with people and this helped to sustain the nurtured and inclusive culture we found.

People told us they felt included in conversations about their support.
"My views are listened to and I can say when I am unhappy"

Exit interviews had taken place from the previous group of students. Some of the comments from these included the words diverse, warm, positive, family, safe and open minded all of which were excellent descriptors of a service that enables and continues to ensure people experience positive outcomes.

People were always busy and continued to enjoy their day working within the local Tiphereth community.

During our inspection, there were excellent interactions between supported people, students and visiting maintenance officers. People were supported to manage their friendships with peers and encouraged to invite friends to visit them at Torphin House. This ensured people experienced relationships which were meaningful, allowing people to feel safe and included both in their home and in their local community.

People were supported to lead healthy and active lives. Where people chose activities which involved an element of risk, they were fully supported to plan for these aspirational choices. People were delighted to have achieved ambitious climbs of Munros and walking part of the West Highland Way. Other people told us of fun they had on house holidays and were looking forward to planning another for next year. All these activities and excellent experiences continued to benefit people's physical health and overall well-being.

People chose to go out in the evenings to local pubs or drama groups and one person was considering joining the gym. Another person had started a games evening in the house so that everyone could join in. This allowed opportunities for people to build their confidence and improve their conversation skills through activities rather than feeling pressured to share information directly.

One person told us:

"I feel safe but sometimes I don't feel safe when out on my own"

The service is very proactive to ensure that people maintained their independence and were able to feel safe when out. People were included in multi disciplinary meetings to look at how to achieve this. Strategies were regularly reviewed with the person and daily conversations were taking place to support forward planning. Where incidents happened, these were managed well and reviewed with the person when they were ready.

Visual prompts continued to be displayed to give people healthy food choices and ideas when making their own lunches or for a snack throughout the day. These were especially helpful for one person who had challenges with food. They told us how they struggled and would speak to house parents or students all the time. The positive responses when these challenges arose and the coping strategies in place meant the person trusted the support around them. Their parent told us:

"(supported person) is part of the conversation - it's with them not about them"

The carefully detailed induction period for new students working alongside previous students allowed for a smooth transition and continuity for supported people. This gave time to form new relationships and any anxieties to be managed. Everybody commented they were happy with the process and "got on fine" with new students.

People benefited from the continuity provided by live in students who spent specific time periods with the people they supported. The benefit of this meant students knew people well, were able to observe their well being and were able to prevent or respond quickly to support people experiencing anxiety or stress.

People were fully involved in decisions about their care and support which enabled them to be in control, to take positive risks and to have a high quality of life.

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?**6 - Excellent**

Care and support plans continued to be well written and organised. They contained very detailed information which promoted positive outcomes people wanted to work towards and informed how to meet people's health and well being. Individuals choices were recorded and we observed people's needs being met with kindness and care.

New students told us the care and support plans were very informative. The plans combined with training, daily and weekly meetings, and an intense induction period gave the students an excellent understanding and knowledge of how to support people's health and social care needs to a very high standard at Torphin House.

Positive and innovative risk strategies were in place which enabled people to feel safe and maintain their independence.

People continued to be involved in developing and reviewing their plans regularly with relevant people and professionals where required.

The culture of the service allowed for time together each day at meal times. This gave everyone the opportunity to talk about their day and for observations to be made of people's wellbeing.

The holistic approach the service uses around people's care and support planning was very effective and meant people were fully involved and their wishes were listened to.

People living at Torphin House had an excellent quality of support. There is a fluid and natural stability from the continuity of the support provided.

Aspirational planning enabled people to lead their lives as they wished within a calm and safe environment.

The service was proactive to anticipate potential support requirements for people so the level of stability is maintained.

We were confident that this level of care and support is sustainable and will be maintained.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent

How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

To find out more

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

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @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 cànan eile ma nithear iartras.

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 ਵਿੱਚ 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.