

Braeburn Court Care Home Service

Braeburn Court
St. Margaret's Hope
Orkney
KW17 2RR

Telephone: 01856 831501

Type of inspection:

Unannounced

Completed on:

5 November 2019

Service provided by:

Orkney Islands Council

Service provider number:

SP2003001951

Service no:

CS2011304796

About the service

Braeburn Court is a purpose built facility which offers very sheltered housing. As part of the complex of 14 flats, there is a one bedroomed flat within the main building which is registered to provide a respite service.

Mission Statement from the service:

1. Meet service users' needs via a person centred support planning, agreed packages of support, and risk assessments in relation to risk and quality of life.
2. Promote service users' quality of life, physically, spiritually and organisationally.
3. Promote and respect service users' individuality, independence, dignity, privacy, personal fulfilment and development.
4. Provide skilled, sensitive support of a high standard within people's own homes.
5. To offer service users' family and friends support and guidance, and to ensure good communications between all parties.

The service was registered with the Care Inspectorate 4 May 2012.

What people told us

For this inspection we gained people's views through face to face or telephone discussions. People we spoke with had only praise about the service being offered to people. Some of the comments shared were:

- 'The staff are wonderful'.
- 'The setting is brilliant and beautiful, it's like a home from home'.
- 'I can't fault the service at all, it's great'.

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
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 experienced a very good standard of support whilst they were staying for respite. This demonstrated significant strengths for the service. People spoke highly of the support they experienced from the staff team. Family also said they were impressed with the standard of care and support.

Staff were friendly, responsive and on hand to help meet people's needs. Staff helped to make people feel comfortable during their stay at Braeburn Court whilst there for respite. Other people described the service as being a beautiful home from home, where their friends or family could come to visit, enabling them to continue with their day to day life. The accommodation was set up as a one bedroomed flat, which meant people could choose to stay there privately, free from interruptions. Whilst the service was not set up to provide external support, people were free to bring with them supports they required, for instance from a befriender, or from another service they routinely accessed. This was something the service actively encouraged.

Whilst staying at Braeburn Court, people were informed of any communal activities which were taking place, for instance the weekly lunch club, or any special social events which were happening in the service. There was a sense of community within the service, and people could choose to get involved with it if they wanted too. People were free to spend their time in any way they preferred.

Respite stays sometimes were difficult for some people, but people explained staff did all they could to make them feel at ease during their stay. Friends or family equally felt reassured that their loved ones were being cared and supported for, in a way which helped to support people to keep well and safe. People were supported to maintain their independence, and staff were conscious of this when offering support to people.

Visiting resources would come in when necessary, for instance a GP or external nursing staff. Staff were proactive in seeking support when someone wasn't well, and relatives were kept up to date where this was appropriate.

Overall, Braeburn Court respite service was thought of highly by people who accessed the service, which included their family and friends.

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

Care and support had been planned to a good standard, which demonstrated important strengths with some areas for improvement.

Staff were in the process of moving people's written support plans onto a different format. Some people accessed the service infrequently, so this was being done in stages. The new format of support planning was clearer on what people wished from their support, their preferences and the outcomes that were important to them. One of the plans had been written by someone who knew the person well, and this was apparent with the level of knowledge about the person.

Both styles of the support plans were considered, and it was clear the new format was better and clearer in the way it was set out. Plans detailed people's preferences about how they wanted their care and support to be offered to them, detailing their likes and dislikes. Plans concentrated on the outcomes for people, and there was a clear approach to continuing people's independence during their stay.

Family members, some of whom were acting as legally appointed guardians, told us they hadn't seen a support plan recently, but they felt the service was doing a good job, so they must be up to date. However, it is important for people to be involved in their written plans, as they should be recognised as the experts in their experiences, needs and wishes. The manager was asked to investigate this and take steps to ensure people were afforded the time to contribute to their individual plans.

Overall, written plans demonstrated a good level of detail, which supported staff to offer care and support to people which was right for them.

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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