

Orchard Care Centre Care Home Service

Lychgate Road
Tullibody
Alloa
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Telephone: 01259 720550

Type of inspection:
Unannounced

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Service provided by:
HC-One Limited

Service provider number:
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Service no:
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About the service

Orchard Care Centre is in a quiet residential area of Tullibody. The care home is registered to provide a service to 58 older people in two separate units; Anbri House, is a 16 bedded unit which caters for older people with dementia and Fortune House, which is a 42 bedded unit for older people. The care home is built on one level with enclosed secure gardens at the centre and rear of the building and landscaped gardens to the exterior.

The care service defines its aims and objectives as, "to provide a high standard of individualised care to all service users. It is the objective of The Orchard that all service users will enjoy a clean, smoke free, safe environment in private spaces and non-communal areas within the home and be treated with care, dignity, respect and sensitivity to meet the individual needs and abilities of the service user."

At the time of the inspection 36 people were being supported by the service.

What people told us

We spoke with people informally during the inspection. They told us that they were well looked after and that they felt they had plenty to do to keep busy. We saw friendly and supportive interactions between staff and people experiencing care.

Some comments included:

'The staff are all excellent, they look after me very well.'

'I'm happy here, things going on if I want to but I prefer my room and it's got a lovely view of the gardens.'

'I like it here. The staff look after me well and I'm comfortable. Much better than being at home on my own.'

'The food is always delicious.'

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?	4 - Good
How good is our care and support during the COVID-19 pandemic?	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?

4 - Good

The service had been regraded following an investigation inspection carried out by the Health and Safety Executive in May 2020. We found that the service had made significant improvements. We saw that people's care plans, and risk assessments were in place and updated regularly. Staff had also received further training to ensure they were confident and competent.

Overall, outcomes for people had improved and people were receiving the right care and support to meet their needs. We re-graded upwards with evidence that weak was now good.

How good is our care and support during the COVID-19 pandemic?

4 - Good

7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.

The focus of this inspection was to evaluate the care and support people have received during the COVID-19 pandemic. We looked at whether people's rights had been respected and if their physical, mental and emotional health had been promoted. We found the service to be operating at a good level. This meant that there were important strengths which clearly outweighed areas for improvement.

There were many warm and kind interactions between staff and residents at Orchard Care Centre. People appeared to have good, strong relationships with those who cared for them. The environment was calm and relaxed. People told us that they were very happy with the care and support they received.

People had been supported to keep in close contact with their friends and relatives during the pandemic. This was achieved through video and phone calls using tablets or smartphones so people could see their families. Staff were knowledgeable of how much support each person needed to enable them to use either the tablet or smartphone. People told us these contacts were positive experiences that supported their wellbeing.

The home had a large garden which facilitated outdoor visits that had been carried out in line with current infection prevention and control guidance. People told us about the benefits to their health and wellbeing gained from having regular contact with their loved ones.

The way people spend their day should promote wellbeing and a sense of purposefulness. There were two wellbeing co-ordinators who supported people to take part in a wide range of activities to suit their preferences. During our visit we saw people enjoying planting seeds in the garden. Staff also dedicated time to spend with people who chose to remain in their room. This promoted people's sense of wellbeing.

We looked at a sample of personal plans from both the Fortune and Ambri units as part of the inspection process. We saw that these had been monitored and reviewed regularly throughout the COVID-19 pandemic. Personal plans included detailed information about people's needs, wishes and choices, including if they became unwell with COVID-19. Anticipatory care plans were in place for everyone living in the service and these had input from people's representatives where necessary. This meant that people could be confident their end of life wishes would be respected.

We observed residents freely moving around the home with social distancing measures in place. Staff closely monitored communal areas to ensure that social distancing was maintained. This helped to reduce the transmission of infection and keep people safe.

7.2 Infection control practices support a safe environment for both people experiencing care and staff.

Our focus in this inspection area was to establish if infection prevention and control practices supported a safe environment for both people experiencing care and staff. The service had implemented twice weekly PCR testing of staff for COVID-19 in line with guidance. Daily lateral flow tests (LFT) were also carried out. This followed best practice and assisted with the continued protection of people from harm.

The environment was clean and tidy throughout with domestic staff ensuring that frequently touched areas were cleaned using appropriate cleaning materials and in line with guidance from Health Protection Scotland. Corridors were clear and free from equipment and bedrooms were tidy and free from clutter. This is important to enable thorough cleaning of the home and meant that people were protected as staff were taking necessary precautions. The service had systems and processes in place to guide practice and provide assurance on the cleanliness of both the environment and equipment.

We observed staff wearing cloth aprons during mealtimes. We asked the manager to ensure that, in line with current practice guidance, disposable single use aprons are worn. This would protect staff and reduce the risk of infection or cross contamination.

Décor needs to be in a good state of repair to allow for easy and effective cleaning. Some decoration had taken place since the last inspection, however there remained patches of wear and tear to door frames, walls, skirting boards and corridor rails. The redecoration of the service will remain in place as an area for improvement.

We observed good management of PPE, including storage, access and disposal of. We found that not all PPE stations contained hand sanitiser, and this was discussed with the manager and rectified at the time. Current guidance around the safe management of linen was being followed, this meant that the risk of infection was minimised.

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.

People should have confidence in staff because they are trained, competent and skilled and are able to reflect on their practice and follow their professional and organisational codes.

We observed people being supported with warmth and kindness and there were many positive interactions between staff and residents. Staffing levels were responsive to the changing needs of people and were regularly assessed. There were sufficient staff on duty to allow for meaningful engagement and one-to-one time with people receiving care. A contingency plan was in place to support the service in the event of staff absences.

Staff we spoke with told us that they felt fully informed, they received ongoing training, mainly through eLearning and we saw that records were generally up-to-date. Training had been provided in key topics related to infection prevention control, donning and doffing of personal protective equipment (PPE) and handwashing. Observations of staff practice were undertaken regularly to assess staff competence in this area.

Although audits, quality assurance measures and daily walk rounds monitored how training impacted performance, we felt this could be further improved through supervision. We asked the service to review its approach to supervision and staff development to promote good practice and outcomes for both staff and people living at the service. (See area for improvement 1.)

Staff spoke positively about team working and how supported they felt by each other and the management team. This showed in good relationships which would encourage a good standard of care.

Areas for improvement

1. To ensure that staff are supported in their professional development and to improve practice and outcomes for people, the provider should ensure that staff have access to regular supervision, appraisal, and team meetings. These forums should be meaningful, promote full discussions and good practice. Supervision sessions should produce comprehensive minutes and action plans to inform future practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order to ensure that people are protected and can experience a high quality environment, the provider must produce an action plan to demonstrate;

That a full internal assessment and audit of the interior of the home has been carried out; and an action plan developed detailing what will be done to address windows, décor and floor coverings. This should be shared with the Care Inspectorate.

This is to ensure the quality of the environment is consistent with the Health and Social Care Standards which state that; I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment. (HSCS 5.22)

This area for improvement was made on 21 May 2020.

Action taken since then

Décor needs to be in a good state of repair to allow for easy and effective cleaning. Some decoration had taken place since the last inspection, however there remained patches of wear and tear to door frames, walls, skirting boards and corridor rails. Redecoration of the service will remain in place as an area for improvement.

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?	4 - Good
1.3 People's health benefits from their care and support	4 - Good
How good is our care and support during the COVID-19 pandemic?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	4 - Good

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