

# Orchard Care Centre Care Home Service

Lychgate Road  
Tullibody  
Alloa  
FK10 2RQ

Telephone: 01259 720 550

**Type of inspection:**  
Unannounced

**Completed on:**  
17 June 2022

**Service provided by:**  
HC-One Limited

**Service provider number:**  
SP2011011682

**Service no:**  
CS2011300783

## 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."

## About the inspection

This was an unannounced inspection which took place on 15 June 19:45 to 21:30 hours, 16 June 09:15 to 16:45 and 17 June 09:15 to 13:30 hours. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 18 people using the service and five of their family/friends/representatives.
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

**Key messages**

- -Staff were warm and kind.
- -People's health needs were escalated to other health professionals when needed.
- -Care plans were person centred.
- -Quality assurance system was very good.
- -Staff worked hard to ensure the home was clean and tidy.

**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?                | 5 - Very 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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff treated people with compassion, dignity and respect. We saw warm interactions between staff and the people they were supporting. One person told us "I feel safe here and enjoy the company" whilst another said "the staff are great."

People benefitted from regular access to relevant professionals to support their health and wellbeing. Staff had good links with local health professionals and liaised with them promptly when any concerns were identified.

People were well supported to maintain contact with their family and friends as the home was working within Scottish governments "open with care" guidance. One person told us "its great that I can now pop in anytime to see my relative." People enjoyed a range of activities, visiting entertainers and local outings.

We found overall, that infection prevention and control procedures helped to protect people from infection. The general environment was clean, tidy and free from any offensive odours. The home recently had refurbishment works carried out and looked fresh and welcoming. Cleaning schedules were in place to ensure that all areas of the care home were cleaned, including the frequently touched points. This ensured that no areas were missed out. People could be assured that housekeeping staff were very knowledgeable in their job roles.

## How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The manager was committed to ensuring people were well cared for. They were well supported by a very experienced staff team, however at times of staff absence and recruitment this was mitigated by using agency staff. Staff and management demonstrated that they had the skills, capacity and systems in place to identify risks and drive improvement. One resident told us "they knew the manager and the staff were great."

People could be assured that there were systems in place to monitor standards of care within Orchard Care Centre. We found that this included audits for key areas, including nutrition, pressure area care and falls. The benefit of this was that any actions needed were discussed to ensure that they were appropriate and whether anything could be done differently to improve outcomes for people.

Feedback from staff indicated that management were very approachable and supportive and we heard that there was very good team working and that staff were very supportive to each other.

## 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 June 2020.**

#### Action taken since then

Since our last inspection the home had carried out a full refurbishment.

This area for improvement has been met.

#### Previous area for improvement 2

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)

**This area for improvement was made on 3 March 2021.**

#### Action taken since then

Staff were well supported by the management team. This included supervision, appraisals and staff meetings has now restarted.

This area for improvement has been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

|  |               |
|--|---------------|
| How well do we support people's wellbeing?   | 5 - Very Good |
| 1.3 People's health and wellbeing benefits from their care and support                                       | 5 - Very Good |
| 1.4 People experience meaningful contact that meets their outcomes, needs and wishes                         | 5 - Very Good |
| 1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure | 5 - Very Good |
| How good is our leadership?  | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well  | 5 - Very Good |

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 iarrtas.

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 ਵਿਚ 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.