

Hamnavoe House Care Home Service

Coplands Road
Stromness
Orkney
KW16 3BW

Telephone: 01856 850 311

Type of inspection:
Unannounced

Completed on:
24 October 2025

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2003009101

About the service

Hamnavoe House was opened in 2020. The home has four wings, three of which are currently in use, while the fourth is yet to be completed. Care and support is currently provided for up to 30 older people, with the service being registered to provide a care service to a maximum of 40 older people in total.

Each wing within Hamnavoe House provided smaller group living for up to 10 older people, with a communal lounge, dining area and kitchen. There was good access to outdoor spaces and the service had access to a minibus for some trips away from the care home.

About the inspection

This was a follow up inspection which took place on 9 and 10 October 2025. The inspection was carried out by one inspector 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 two people using the service
- Spoke with five staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with one external professional

Key messages

- The service was continuing to take steps to improve staffing levels
- Some of the recent improvements have had a positive impact for people
- Further progress with staffing levels would be of benefit
- The activities staff member had increased hours
- Some improvement in environment checks was needed
- Some steps to ensure staff learning and development had been taken

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 24 September 2025, the provider must ensure that people's staffing arrangements are right to support their health and wellbeing.

To do this, the provider must, at a minimum:

- a) ensure assessments for people reflect people's abilities and wishes and reviewed regularly so as to give a full and accurate picture of what staff levels should be, including at different times during the day, and
- b) review staffing arrangements to enable staff to work in a person centred and person led way with people.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15) and 'People have time to support and care for me and to speak with me' (HSCS 3.16).

This requirement was made on 25 June 2025.

Action taken on previous requirement

This Requirement was not met. We have decided to extend this requirement to 19 January 2026. This should provide sufficient time for progress to be achieved.

It was positive to see that the service provider had taken some steps to address the staffing level matters highlighted in the requirement. There had been some increase in hours for the activities member of staff and there had been occasional days when care staff numbers within home were higher than before. We heard good comments about the days when there had been higher number of staff and how this benefitted people's support, and their wellbeing and safety.

It was reported to us that there was an expectation that higher care staff numbers for both days and night time will be increased. However, this has not happened or been clearly agreed at this time. If increases do happen, we anticipate that people's care and support will be safer, more responsive to their health needs and beneficial to their wellbeing.

Not met

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

To support people's health and wellbeing, the provider should ensure staff access training appropriate to their role, apply their training in practice and that their training is up to date.

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

This area for improvement was made on 25 June 2025.

Action taken since then

Overall, this was met. We noted that there had been a continuing focus on this area. Staff training and competency checks records were mostly updated and where staff had gaps this was identified and training arranged whenever it was available. Staff member have been attending training in the last few months.

Training and competency support for staff is an ongoing activity and the service should continue to strive to ensure that staff training is focused on and as up to date as possible.

Previous area for improvement 2

To support people's safety, health and wellbeing, the provider should ensure quality assurance and checks are undertaken following best practice and on an set, appropriate and regular basis.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: ' My environment is secure and safe' (HSCS 5.17)

This area for improvement was made on 25 June 2025.

Action taken since then

This area for improvement was not met. There were gaps in some of the essential and regular checks needed to ensure the safety of the premises. Fire safety measures are a priority. The service provider needs to ensure all measures in place, including satisfactory management oversight are effective and carried out. These actions when undertaken fully, will further assist in people being kept safe and well at Hamnavoe.

Complaints

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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