

Aurrida House Care Home Service

Kirkwall

Type of inspection:
Unannounced

Completed on:
14 November 2025

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2003009090

About the service

Aurrida House is a service provided by Orkney Islands Council and is registered to provide a flexible short breaks service for disabled children and young people, and those with an additional support need. The service can accommodate up to a maximum of five children and young people at any one time.

The facility is a purpose-built house and is located in the main town of Kirkwall. Areas for children and young people throughout the building comprise of four single bedrooms, a kitchen, sitting room and dining area, playroom, shower room, sensory room and garden. Part of the building forms a self-contained flat (the Finn Suite) that has a living room, kitchen and bedroom with en-suite facilities.

About the inspection

This was an unannounced inspection which took place on 24 & 25 September 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:

- Spent time in the company of two children using the service and received survey responses from six family members.
- Spoke six members of staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with visiting professionals.

Key messages

- Aurrida House provided invaluable support to children, young people and their families.
- The views of young people and their families were very positive.
- There was excellent collaborative working with partners.
- Managers and staff were compassionate and highly committed to children and young people in their care.
- The environment was adapted to meet the needs of young people.

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 children and young people's rights and wellbeing?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support children and young people's rights and wellbeing?

5 - Very Good

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

Aurrida House provided invaluable care and support to young people and their families. They did so in ways that truly helped young people to experience safe, compassionate, therapeutic and responsive supports.

Young people said, 'Aurrida is very good'. The boss is a nice person'. Parents commented that, 'My child is happy and content. She skips into the building', while another said, 'Staff are wonderful and attentive'. Families also highlighted the importance of positive communication, before any changes were made to plans for their child. We reviewed personal plans for a few young people and these outlined opportunities to learn and have fun through preferred activities.

The service worked authoritatively with partners. Excellent collaborative work had produced clear and informed care for young people. We met with health and education partners during our visit and we were encouraged by the commitment they were making to the development of the staff team. Staff were highly receptive to these contributions and how they made a difference to the lives of young people and their families.

We were assured of the genuine compassion of staff, at times, in the most challenging circumstances. They wanted to do their best and give every young person every opportunity to thrive. There were many examples of individualised supports for young people and the importance of consistent staff allocations was well understood and carefully enabled, to help young people make the most of their time at Aurrida House.

The environment continued to offer flexibility in situations where family circumstances had a significant impact on all involved. The critical importance of providing responsive care and support at such difficult times, was reflective of the commitment and invaluable attention to doing the right thing. By supporting young people's needs in the widest sense, there was a determined focus on improving their quality of life.

Where young people saw Aurrida House as a home from home environment, they very much enjoyed visiting regularly. Parents confirmed that opportunities for learning new skills and making progress, in ways most suited to their child's needs, helped their child to build confidence. Parents commented, 'My son is happy there and he gets access to activities that he enjoys'.

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 children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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