

# Braeburn Court Housing Support Service

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

Telephone: 01856 831 501

**Type of inspection:**  
Unannounced

**Completed on:**  
4 February 2026

**Service provided by:**  
Orkney Islands Council

**Service provider number:**  
SP2003001951

**Service no:**  
CS2011303830

## About the service

Braeburn Court is a purpose-built facility designed to provide a housing support/care at home support service to older and vulnerable people in their own tenancies. The service is registered to support up to 14 tenants. The main building has some of the tenant's flats, the service's office and there is a communal area for tenants to use. One of the flats is used for respite accommodation.

The other tenancies are semi-detached bungalows next to the main building.

## About the inspection

This was an unannounced inspection which took place between 26 and 28 January, 2026. 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 five people using the service and four relatives/representatives
- Spoke with nine staff and management
- Spoke to visiting professionals
- Reviewed questionnaires prior to inspection
- Reviewed care documentation and staffing information

## Key messages

- People reported positively on their staff members
- The service communicated well with family members and external professionals
- People benefitted from the support provided
- There were favourable comments about the management team
- Management were in touch with what going on and supportive to people and staff
- Where improvements can be made, this was identified by the service and steps were taken

## 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 leadership?	5 - Very Good
How good is our staff team?	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

We evaluated this key question as good. This means there were a number of important strengths which, taken together, clearly outweigh areas for improvement. The strengths had significant positive impact on people's experiences and outcomes. However improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

People made choices about how they spent their day, what they liked to do and, generally, how they would like their support to be provided. People's family members, or representatives, were also involved and consulted, if needed, in deciding what would be most suitable. People's wishes were followed as much as possible. People were respected.

People's independence was supported. There was good awareness of not doing more for a person than they wanted or needed. People's abilities were promoted and respected.

People were able to keep up with important others in their lives. Where a person needed and wanted some support for keeping in touch with a family member, for instance, then the service put in place arrangements to help this happen. If a person had a representative, such as a Power of Attorney, to help with decisions and ensuring their wishes were followed, the service knew this and made sure that they communicated with and included people's representatives appropriately. People's wellbeing benefitted.

The care and support provided by the service to a person was based on assessment and consideration of a person's abilities, wishes and needs. Each person was treated as an individual. Where matters for their health and wellbeing were complex, the service sought the involvement and input of relevant others. As well as family members, other agencies, such as the NHS or Social Work, discussed matters, provided advice and input as necessary. Steps like these helped to make sure people were getting the right care and support and in a way that suited them. People can trust the service communicates and works well with other agencies. People received person centred care and support. Services working well together benefitted people.

There were good examples of the service being flexible when people's needs increased and how it strove to ensure continuing compassionate and person centred support for people.

The service aimed to make sure it had enough information about each person's wishes and needs. People's care information had good detail for staff to follow. However, there were still some gaps in information and care and support plan documentation. Management had identified this in their own quality monitoring activities. Improvements in recording practice and support plan detail were being made but this was still a work in progress. People can be reassured that management and staff were improving practice and making sure all their key care and support information was completed and recorded accurately. Progress with this will mean people can have more confidence that their care and support will consistently meet their needs and assist them to keep safe and well.

People and their family/representatives had regular opportunities for review meetings. Reviews were opportunities for people to express their views and wishes on the care and support they received. At these meetings, the service could check everything was okay with the care and support provided and if any changes were needed to help ensure that the support was as good as it could be. The service was provided to people with a range of needs, including complex needs. People can trust that their support was well organised and monitored, and generally the service was operating in a responsible way.

**How good is our leadership?****5 - Very Good**

We evaluated this key question as very good. This means there are very few areas for improvement. Those that do exist will have minimal adverse impact on people's experiences and outcomes. While opportunities are taken to strive for excellence within a culture of continuous improvement, performance evaluated as very good does not require significant adjustment.

When visiting this service, we focused on how vision and values informed the service and practice. It was clear the management understood the importance of having a vision for the service. Coupled with this, there were many examples of health and social care values being promoted and informing people's experience of the care and support provided.

There was a robust service improvement plan in place. Improvements were considered as to how much a proposed change or action would benefit people. This was a person centred approach to improvement. There was a clear commitment to following through on actions identified to improve the service's support. Progress was being made and there was very good evidence that people, families and staff saw that changes made were resulting in improvement in the service. People can have confidence that management have a positive attitude and address matters in a careful and practical way.

At this service, there was some effective use of questionnaires and feedback for the management, and whole service, to gain further insight into what works well for people and staff. Information like this can prove invaluable in understanding the service's care and support.

People and families reported on how communication had steadily improved in recent months. People's wishes were known and they were able to make decisions that suited them whenever possible. Family members/representatives felt they were being communicated with and kept appropriately involved in their relative's life and important decisions. People's best interests and meaningful connections were supported as much as possible.

Management showed strong leadership skills, for instance, recognising staff's strengths and how to develop these. Management were open and constructive in their approach with staff members. This helped to promote a positive culture within the staff team. The team as a whole were more able to recognise their role in being leaders, promoting rights, speaking up when needed and putting forward ideas. This benefitted people.

Management highlighted ideas that encouraged person centred and person led care and support. An example was 'moments that matter' idea which focused on what's important to a person. What made their day better, and, for instance, left them with a good feeling, sense of contentment or achievement.

Staff and management continually evaluated people's experiences to ensure that, as far as possible, people at Braeburn Court were provided with the right care and support in the right place to meet their outcomes. People were well informed and their views were important to drive improvement.

Management were viewed as very approachable, open to listening, knowledgeable and fair. Staff found management easy to talk to, encouraging and trust worthy. People's wellbeing and health benefitted from a responsible and confident staff team. People supported and families reported they had trust and confidence in the management.

The service can further develop its approach to people's care and support, its assurance activities to further guarantee a high quality of support, and explore ways to get people and family members/representatives even more centrally involved in directing the service's activity, support and improvement.

## How good is our staff team?

4 - Good

We evaluated this key question as good.

When recruiting new staff, the service ensured all necessary checks were undertaken to ensure their suitability for working in a health and social care role. For new staff, there were steps in place to help them get to know people, understand their role and responsibilities and generally gain confidence. People can trust new staff were given time to settle in and learn how to support them well.

People got on with their staff members. They had got to know them and felt comfortable with them. Family members and friends also spoke favourably about staff. Some comments made about staff were:

- 'Majority of staff are fine.'
- 'Happy with staff.'
- 'Staff have been lovely.'
- 'Warm staff.'

Staff reported that, overall, they felt they worked well as a team. There was good communication between staff. There was a meeting from one staff shift to the next to pass on all relevant information. Staff also reported that it was easy to talk to the management. People can trust their staff members were supported well, enjoyed supporting them, had a positive approach and were motivated.

There were some good arrangements to support staff and to develop their practice. Staff had regular team meetings and supervisions. These were reported on positively. Staff said they were meaningful opportunities to share information, discuss the service and address matters. These meetings helped the service to run well and aided people getting person centred and appropriate support.

Management monitored staff levels at the service to make sure staff levels were sufficient to suitably meet people's needs and wishes. There was some flexibility in staffing levels, for example, when a person's health deteriorated and some extra support was needed. There was also examples of staff being used to enable someone to do something in their local community. Management should continue to assess staff levels to ensure the service suitably meets people's needs and wishes in a person centred way.

Staff had training to help equip them with the right knowledge and skills for providing care and support to people at Braeburn Court. Training records showed some gaps in the training and where staff had fallen behind in refresher courses. As a result, people cannot always be confident staff were up to date with training. This was a risk as people may not always be fully getting the right, and safe, support for their health and wellbeing. Management were aware of this and were taking actions to improve this area. An assessment of training needs should also be undertaken to inform the training plan. Taking suitable actions in this area will help make sure people's care and support is right for them.

There were a couple of incidents with people's support that had caused concern. Staff had highlighted matters where they thought practice could be improved. The management had taken steps to address this. However, they had not always appropriately shared this information with partner agencies. We advised of the importance of sharing information with the Care Inspectorate. This will enable us to ask appropriate questions and confirm people's wellbeing and health is suitably supported. Along with other improvements being made, there was good evidence that going forward this matter will improve.

## 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	5 - Very Good
2.1 Vision and values positively inform practice	5 - Very Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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