

ASC Orchard Court and Dalguise Care Home Service

Balbeggie
Perth
PH2 6AT

Telephone: 01821 585012

Type of inspection: Unannounced
Inspection completed on: 25 May 2018

Service provided by:
Advanced Specialist Care Limited

Service provider number:
SP2005007542

Care service number:
CS2011298007

About the service

This service registered with the Care Inspectorate on 7 October 2011.

ASC Orchard Court and Dalguise is owned and managed by Advanced Specialist Care Ltd which is part of the Balhousie Care Group. It provides accommodation and care for up to 24 adults with learning disabilities who may have associated mental health issues and challenging behaviour.

The company says "All our efforts, resources and energy will be put towards ensuring that residents enjoy a good quality of life through receiving professional care in a safe, comfortable and welcoming environment. We want our staff to be the kindest people from our communities: life's natural carers and givers, the unsung heroes who make the world a better, warmer place for the rest of us".

What people told us

During this inspection we spoke with a number of people who lived in Orchard Court and Dalguise; this included spending time with people who used the service as they took part in a range of activities. Other feedback was received from stakeholders such as social workers and legal guardians.

Throughout this inspection people living in Orchard Court and Dalguise appeared relaxed and happy and were happy to tell us what they thought about living there. People told us:

"I want to stay here for ever."

"Orchard Court is great."

"All staff are nice and I get on well with them."

"I go into Perth sometimes, and we go to Scone to play football."

"I work with (staff member) in the kitchen."

"I get out for trips."

"I helped build the swing seats."

"The staff are great, especially (staff member)."

"I feel very safe here and want to stay here."

"I feel the service have worked hard to ensure that the transition has been as positive an experience as possible, it has certainly been comprehensive and responsive."

"I have no concerns in relation to the approach and actions taken by ASC in supporting all areas of the service user's cognitive, emotional, physical and social welfare. The staff team have been highly vigilant and responsive of his care needs and they make certain that myself and his father who holds welfare guardianship is informed of any such incidents as well as sending a weekly written progress report."

"Information has been very consistent and clear following any incidents. Incidents are always submitted in a timely fashion to the access team."

"Review paperwork has always been very thorough and inclusive to ensure that the client's opinion has been incorporated."

"I am confident that I am kept up to date with any changes, and the service has worked hard to ensure that my client is cared for appropriately."

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

During the inspection we sampled care plans, and these gave appropriate guidance to staff to support people, including managing difficult behaviours. The service's assessment process was regularly evaluated and updated as appropriate. Six-month reviews were carried out and evidenced the involvement of not only service users and staff, but also relatives and any other relevant professionals. This meant that people felt they were involved in the care and support they received, and were aware of how staff supported them.

We noted at the last inspection that the service should better evidence the pre-admission assessment process and we could see that this had been done, for example with one service user who had had a recent transition to the service. We spoke with his social worker and they made very positive statements in relation to the transition and assessment process. This had resulted in comprehensive information being gathered, allowing the service to create appropriate care plans. This was confirmed by another social worker who had had a similar experience when placing a service user in the service.

During the inspection we spoke with service users and observed them during communal activities and it was clear that they had excellent relationships with staff and that staff were responsive for example to changes in mood which helped to prevent difficult situations developing. When asked, people who used the service said that it felt very relaxed and safe, and that they trusted the staff.

We could see that a range of other professionals was involved and that the service either made or facilitated referrals to other professionals such as GPs, speech therapy or occupational therapy as required. Where professional advice was given we could see that this had been incorporated appropriately into care plans, for example in relation to nutrition or the management of anxiety.

We could see that there appeared to be sufficient staff to meet the needs of the people who used the service, with the use of additional staff as required. Where additional staff were required this was from the existing pool of staff which meant that service users had a consistent support team in place. This was reflected in comments from people who used the service who said that they knew the staff who were supporting them. During the inspection we observed good relationships between staff and people who used the service, and people told us they were happy to discuss any issues with staff.

The service had created additional posts to support people who used the service to take part in activities both on the campus and locally. This had been very successful, and people who used the service told us that they enjoyed a variety of activities and this made them enjoy their time much more than previously. We saw people enjoying being involved in a range of outdoor activities which helped to maintain the premises such as building outdoor facilities, and also using a local walking football group which was very popular and not only promoted a healthy lifestyle but helped people to work together and act as a team.

People who used the service had been encouraged to carry out their own mock 'care inspection' of the service, using the grading and themes of the Care Inspectorate, and this resulted in a report of the service. Overall they said the service was "awesome" and that they felt the staff supported them excellently.

The service carried out a range of regular audits for example of medication administered, and when we looked at this it confirmed that the service recorded and administered medication appropriately, including ensuring that protocols were in place for as required medication.

Where legal restrictions were in place the service acted accordingly, for example social work guardians confirmed they were consulted appropriately and we could see this was recorded in service users' files.

What the service could do better

The new support roles had proved to be successful and the service should continue to develop this role. This could include developing the use of the 'mock inspection' process to include actions for the service to take.

The service had a development plan in place, but this would benefit from more detail and the involvement of a wider range of staff in achieving identified outcomes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
25 May 2017	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
3 May 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
11 Jan 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
21 Jul 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
26 Mar 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
15 Dec 2014	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
15 Aug 2014	Unannounced	Care and support 4 - Good

Date	Type	Gradings
		Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
11 Mar 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
18 Dec 2013	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
2 Sep 2013	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
17 Apr 2013	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
5 Apr 2013	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 1 - Unsatisfactory
5 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
25 May 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - 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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 iartras.

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.