

# Orchard Cottage Care Ltd Care Home Service

8 Ploughlands  
Bypass Road  
Dundonald  
KILMARNOCK  
KA2 9BL

Telephone: 01563 502402

**Type of inspection:**  
Unannounced

**Completed on:**  
22 June 2022

**Service provided by:**  
Orchard Cottage Care Ltd

**Service provider number:**  
SP2021000148

**Service no:**  
CS2021000245

## About the service

Orchard Cottage Care Ltd is a care home for children and young people situated in a semi rural location in South Ayrshire. The service is registered to provide care for five young people.

The service is housed in a detached building set within its own fenced and gated grounds, in which there are five large bedrooms with en-suite, a large lounge, a second smaller lounge and a large dining kitchen.

The well tended garden includes areas for children to play in and a vegetable patch.

## About the inspection

This was an unannounced inspection which took place on 14th and 16th of June. One inspector carried out the inspection. To prepare for the inspection we reviewed information about the service including registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with three young people in the service and four of their family members.
- spoke with staff and management
- observed staff and young people interaction in daily activities
- reviewed documents.

**Key messages**

- staff were very good at developing nurturing relationships with the young people.
- the staff were very good at advocating for young people both with health and education services.
- the service staff were positive in their promotion of education.
- the staff ensured visitors to the service were made welcome whilst maintaining the safety and security of the young people.
- family and carers to the young people were welcomed and ensured they had the privacy and / or support to meet with their child.
- the service model of care was fully informed by a trauma awareness approach to care.
- the service manager involved staff very effectively in the matching process for young people's admission to the service.
- the service provider ensured that the external manger role was defined and identified.

**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 people, therefore we evaluated this key question as very good.

All young people who spoke with us stated that they felt safe and cared for by the staff. The staff had clearly formed strong trusting relationships with young people and this assured young people that they would be listened to and that they could confidently seek out support of the carers. We observed young people have positive interactions with carers whilst going about daily tasks and activities and also whilst playing games and having fun.

Staff had also nurtured positive relationships between young people in the house. The young people enjoyed the company of their peers sharing some activities where appropriate but also having their individual interests respected. This provided young people with fun and enjoyment on occasion but also ensured they could participate in activities of their own choosing.

Most of the young people were attending education and described engaging positively with their school. One young person was waiting on a further assessment before education was arranged and the service were advocating strongly on this young person's behalf. One young person had disengaged recently from schooling however staff were promoting education for this young person and solutions were being discussed.

The service worked hard at developing a non institutionalised approach to caring for the young people. All worked hard to create a safe, nurturing, homely environment. Young people spoke of wishing to be elsewhere but emphasising they were very happy in the house for the time they had to be there.

Staff had a clear, strong understanding of a trauma informed approach to working therapeutically with the young people. This allowed for staff to use their professional judgement and knowledge of the young people to respectfully support them with their particular needs. This approach contributed to there being no recent significant incidents within the service and an overall reduction in challenging behaviours.

Young people's rights to private and family life were proactively respected and supported. This was demonstrated through the family contact arrangements. Family members were welcomed into the home and were enabled to spend positive time with their child.

A similar approach was taken to supporting young people to form and maintain appropriate friendships - young people were supported to attend groups where they could meet other young people with similar interests to their own. This practice evidenced elements of The Promise, a report on the findings of the Independent Care Review commissioned by the Scottish Government.

Young people were clear about their choices, their activities, how they spent their time and the structure for these events through the week. The care plans were concise. We suggested the service look at the recording of care plans. The young people's view was not always distinct from the staff view. However, the plans were clearly linked to the aims of the placement.

Young people's aspirations to engage in particular physical activities, such as gymnastics, was promoted and encouraged. In addition to respecting young people's rights and promoting good physical health these activities provided nurturing of good mental health and well being.

Staff were clear on the aims and values of the service and the model of care being provided to the young people. This offered the young people a consistent approach by staff that was contributing to the settled environment of the house.

Staff's attendance through trauma informed care training enhanced their understanding of young people's responses. Staff we spoke with confidently described the benefits and understanding of this training. This also allowed staff to be alert to present and emerging risks and thus contribute to maintaining young people's safety and well being.

The management team had also taken particular care over the matching of young people experiencing care in the service and conducted robust assessments on the young people and their needs and risks. This process involved gathering the views of the staff team also. This aimed to provide and maintain consistency in the approach to the care of the young people.

The staff we spoke with described being happy in their work and a flexible well motivated team supported by knowledgeable managers. Staff spoke of the importance of placing young people at the centre of what they did.

We identified a need to clarify the external manager role for the service and this was responded to promptly and addressed within the period of the inspection.

The service audit processes for self evaluation were clearly recorded and tasks delegated to various team members. This provided the team with a sense of shared responsibility for the maintenance of the quality of the service in addition to promoting their professional development.

## 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 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

7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights

5 - Very Good

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Dundee  
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