

Braeburn Court Housing Support Service

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

Telephone: 01856 831 501

Type of inspection:
Unannounced

Completed on:
11 October 2023

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 with a one-bedded flat used for respite care. The main building contains offices, staff sleep-in room, a communal social area with kitchen, toilets and some of the tenant accommodation.

The other tenancies are located in semi-detached bungalows facing the central building.

Eligibility is extended to individuals who experience a significant degree of challenge to living independently that requires on-site support services.

At the time of inspection 12 people were receiving support.

About the inspection

This was an unannounced inspection which took place on 11 October 2023 and was to review progress made towards a requirement from a previous inspection. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we spoke with staff and management, reviewed quality assurance documents including the service development plan.

Key messages

- People appeared happy with support from a committed staff team.
- The service maintained good links with community health colleagues, helping to keep people well.
- Further progress was required to develop and embed robust management oversight of key areas of service delivery.

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

Requirements

Requirement 1

By 6 October 2023, the provider must ensure effective management arrangements remain in place to fully embed robust quality assurance systems. This is to ensure recent improvements in key areas of service delivery are sustained. The outcome of quality assurance should inform a service improvement plan.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) regulation 4 (1) (a) - a requirement to make proper provision for the health and welfare of service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23), 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.) and 'If I experience care and support where I live, people respect this as my home' (HSCS 3.2).

This requirement was made on 24 August 2023.

Action taken on previous requirement

At the last inspection a temporary manager was in place providing experience and stability to the service. Alongside two care coordinators they had begun to develop an effective overview of all key areas of service delivery and provide assurance of the service being managed well and service users' needs being met.

At this inspection, however, we found that the service was again without a manager and progress made towards establishing a robust quality assurance process and effective service improvement plan had been stalled.

Senior external managers were available and offered a level of management overview and support.

Some quality assurance tools remained in place and the coordinators demonstrated a good knowledge of people living in the service and a commitment to delivering quality support. Good communication with community nursing services and GPs ensured people were safe and their health needs met. We were assured that people's day to day needs were being met.

However, the requirement had not been met and will be repeated with an extended timescale of 25 February 2024.

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 ensure that people can engage in meaningful activity the provider should:

- review the activity provision to ensure tenants have access to activity in line with their preferences and choices.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This area for improvement was made on 24 August 2023.

Action taken since then

The service had been unable to progress this area for improvement and it will remain in place.

Complaints

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

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.