

## The Orchard Centre Support Service

Orchard Centre  
1 Douglas Crescent  
Bonnyrigg  
EH19 2DF

Telephone: 0131 663 1616

Type of inspection: Announced (short notice)  
Inspection completed on: 3 March 2017

**Service provided by:**  
Health in Mind

**Service provider number:**  
SP2004005543

**Care service number:**  
CS2004057272

## About the service

The Orchard Centre is one of a number of services provided by Health in Mind. It is a resource centre, based in Bonnyrigg, for people living in the Midlothian area who have mental health support needs.

The service is registered with the care inspectorate to provide support to up to fifty people at the centre. At the time of inspection over three hundred people were receiving support. This ranged from attending the drop in centre; 1:1 support and/or attending activities and support groups. Some of the groups were run in different areas of Midlothian from community facilities.

The service continued to adapt to the needs of people in Midlothian and worked closely with the local authority in tailoring services to meet people's needs.

There were regular meetings with the Joint Mental Health Team (JMHT) to plan service development. There was also a duty system which members of the public could use for advice and support.

Health in Mind has a mission, vision and values statement:

Our mission is to promote tolerance and greater understanding of mental health issues through:

- Offering a range of mental health and wellbeing services raising awareness of mental health and wellbeing issues Innovating, developing and promoting new approaches to mental health improvement.
- Health in Mind's vision is of supportive communities where all people: are resilient experience positive mental health and wellbeing realise their potential can participate equally.

Our values:

We will treat people with respect, integrity and compassion at all times. We work in a person-centred way, agreeing individual goals and supporting them to live the life that they want to live.

We have an inclusive approach and are keen to break down the barriers which prevent some people from accessing resources that could improve their mental health and wellbeing. We are passionate about realising the potential of people using our services, our staff and volunteers.

The aim of the service is to provide opportunities for therapeutic group and individual support and a range of activities which support social stimulation and integration.

## What people told us

We looked at information gathered from people who use the service (referred to as members in this report) This included feedback from small group discussions, individual discussions and from the fifteen returned care standards questionnaires.

Eleven out of fifteen people strongly agreed that they were overall happy with the quality of support, three were happy while one strongly disagreed with this statement (we were unable to make contact with this respondent during the inspection)

Comments made included:

'The service do an excellent job in helping people improve their self-worth and confidence. Thanks to them I got out of the hole I was in.'

'The care provided within the Orchard Centre is of an excellent standard.'

'I would not be where I am today if it were not for the centre and their staff.'

'This service has been a godsend to me. I always feel very safe when I am there. The staff especially (names of staff) are absolutely fantastic.'

'The Orchard Centre does an excellent job with the facilities it has to hand. The staff are excellent and if the Orchard Centre was not there my life would be a lot worse off. Just a shame that the building is not fit for purpose.'

'The Orchard Centre plays a big part in my life. It is good to know that there is always someone there to help.'

'Since using the centre I feel that I can deal more with my depression and have the help of The Orchard staff. I still get very low so I go to the centre and I can speak to a member of staff and feel my life is worth living.'

'The Orchard Centre provides a fantastic service. Staff are fantastic and caring. My health has improved a lot since starting there.'

'I have had great support over the years with different groups helping me to get out and meet new friends. Certain moments have been difficult and stressful and maybe I should have been given 1:1 member of staff to go to when in difficulties. Confidentiality has been my main worry but staff have assured me the personal information is not given to members or outside the centre without my permission. otherwise it has met my needs on most occasions.'

'Phenomenal. Put that in your report!'

## Self assessment

The self assessment was completed well telling us about the things that the service thought it was doing really well at and also things it would like to improve on. Our grades were slightly lower than the ones the service assessed itself as.

## From this inspection we graded this service as:

|                                      |               |
|--------------------------------------|---------------|
| Quality of care and support          | 5 - Very Good |
| Quality of environment               | not assessed  |
| Quality of staffing                  | not assessed  |
| Quality of management and leadership | 5 - Very Good |

## What the service does well

People told us how much they valued the service and thought very highly of the staff who supported them. Staffs were committed to giving people a high quality of support and were skilled, experienced and had excellent training and development opportunities to support them in their work. This was evident from the amount of different groups and activities developed to support specific needs and interests. These were highly valued by members and were regularly evaluated so that the service to continually improve members' experiences.

The service empowered people to develop their skills and interests and build their self-esteem. There was a well established peer support system. People had the opportunity to take on voluntary roles learning new skills and taking on more responsibility.

It was clear that the skills and motivation of staff had a very positive impact on the health and wellbeing outcomes for the majority of people who used the service:

'The support has been amazing - I have recently been diagnosed. Have had a difficult life and staff have helped to build my self-esteem and helped me when I am feeling down. Such a great place and all the staff are really caring. Lots of groups you can go to and opportunities. Without them would never have got where I am.'

The service works in partnership with its members and has continued to improve its participation strategy. There were regular opportunities for members to meet and have their views heard. People were given information about community resources and opportunities such as employment vacancies were shared with them. The 'You said. We did' system was used to share improvements that had been made as a result of members' feedback.

There were very good systems in place such as the twice daily register to monitor who had attended and what groups and activities members had been involved in. We found communication within the team was strong with staff feeling very well supported by their managers. Staff received regular training relevant to the needs of the people supported and demonstrated a sound knowledge of adult and child protection policies and procedures.

The service had well established links with a range of community and health resources and was committed to promoting positive health and well-being outcomes.

Staff had been trained in the I.ROC outcome tool which once used in practice will support them in evidencing more regular involvement of service users in assessing their health and well-being outcomes and recovery journey.

Staff team meetings and supervision happened regularly giving staff time to reflect on their practice and being kept informed about service developments.

## What the service could do better

Individual risk assessments needed more regular evaluation. The service should review support plans six monthly and increase service user involvement in their support plans and risk assessments. (See recommendation 1) The service's registration certificate required to be varied to reflect the service currently provided. The premises were not suitable for those with restricted mobility as there was no lift to the upper level. The management team had been active in looking at more accessible buildings.

## Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 1

1. The service should hold reviews at a minimum of six monthly intervals. The review record where possible should evidence the views of people who use the service about the quality of support, their assessment of how they have been supported towards achieving their of goals and expressed interests.

National Care Standards, Standard 4 Support Services - Support Arrangements.

## 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).

## Inspection and grading history

| Date        | Type        | Gradings                                                                                                                         |
|-------------|-------------|----------------------------------------------------------------------------------------------------------------------------------|
| 22 Jan 2014 | Unannounced | Care and support 6 - Excellent<br>Environment 5 - Very good<br>Staffing 6 - Excellent<br>Management and leadership 6 - Excellent |
| 27 Oct 2010 | Announced   | Care and support 6 - Excellent<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership Not assessed    |
| 1 Feb 2010  | Announced   | Care and support 6 - Excellent<br>Environment 5 - Very good<br>Staffing 6 - Excellent<br>Management and leadership 5 - Very good |
| 26 Nov 2008 | Announced   | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good |

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