

## Aberlour Options - Fife Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
23 January 2024

**Service provided by:**  
Aberlour Child Care Trust

**Service provider number:**  
SP2010011118

**Service no:**  
CS2010272328

## About the service

Aberlour Options - Fife (Lochwood Park) is a children's house for young people with complex needs. Lochwood Park aims to provide a nurturing, safe environment that meets young people's needs, supporting them to reach their full potential and enabling them to continue to be a central part of family life.

The house consists of a single story bungalow which provides a low arousal environment free from distractions. The service is funded by Fife Council and works closely with the families and professionals from health and social work, to sustain with a step by step approach to increase learning and success.

## About the inspection

This was an unannounced inspection which took place on 18 and 19 January 2024. 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:

- observed young people using the service spoke with a family member, social work and advocacy services.
- spoke with five staff and management, observed practice and daily life, reviewed documents and spoke with visiting professionals.

## Key messages

- Young people were safe
- Young people received nurturing therapeutic care
- Young people were treated with dignity and respect
- Connections to family were a priority.

## 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 assessed that there were significant strengths in this area that were having consistently positive outcomes for the young people. We evaluated this quality indicator as very good.

### 7.1 Children and young people are safe, feel loved and get the most out of life.

We saw that the young people were safe. They were supported by a staff team that had an in-depth understanding of their needs. Staff collaborated closely with partner agencies taking a proactive approach to reducing risk for the young people.

Young people were supported by family and staff who advocated vigorously on their behalf. Regular access to independent advocacy services ensured that the rights of the young people were actively promoted and protected.

Staff were knowledgeable in child and adult protection, they confidently implemented this in practice ensuring the young people were protected from harm and exploitation.

A stable staff team provided nurturing therapeutic care. Staff were calm, nurturing and reassuring, supporting young people with warmth and humour. A parent told us, 'I know they are getting the care they need.'

Staff skilfully and creatively supported young people in crisis using positive relationships, young people were not restrained. Young people enjoyed relationships with staff based upon compassion, nurture and a sense of fun, providing emotional security. All staff spoke of loving the young people.

Staff had an in-depth understanding of young people's individual needs, how these affected them, and how this should inform the support and care they needed. Young people were treated with the utmost dignity and respect by a staff team who were committed and dedicated to meeting their needs. The environment had been adapted to meet the specific needs of the young people and was designed to minimise risk while promoting independence. The necessity for these adaptations were regularly reviewed ensuring the rights and dignity of the young people were paramount.

Young people were supported to be engaged in their care and support using strategies that were meaningful to them. The team were passionate about championing young people's rights and promoting their sense of identity.

Specialist communication tools were used when needed to ensure young people's opinions and choices were being heard. The young people's physical and mental health was a priority for the team. There was an initiative-taking multi-agency approach producing creative, sensitive solutions that supported young people to engage with treatment improving their physical and emotional health.

Connections to family, siblings and the community were prioritised. Young people had regular consistent contact with people important to them, promoting a sense of identity. There was a commitment to expanding young people's social opportunities. The staff team had developed trusting positive relationships with family members ensuring regular open communication about the young people's wellbeing. A family member told us that they were confident that they could speak to the team about anything and that they felt listened to.

The development of individual ambition, interests and life skills was an ongoing focus for the team. The complex needs of the young people meant that progress was incremental and required meticulous planning, risk assessment and review. Outwith planned activities, staff took the opportunity to engage in meaningful ways with the young people when they were open to do so. All achievements, however small were celebrated.

## 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

The provider should ensure that all glass surfaces within the premises are fully compliant with the safety needs of the young person living in the house.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "my future care and support needs are anticipated as part of my assessment" (HSCS 1:14)

This area for improvement was made on 4 November 2019.

#### Action taken since then

Glass in windows/patio doors is safety glass. Mirrors are reflective surfaces, not glass.

### 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

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