

# Action for Children - 50 Land Street Care Home Service

50 Land Street  
Buckie  
AB56 1QS

Telephone: 01542 839 068

**Type of inspection:**  
Unannounced

**Completed on:**  
6 May 2024

**Service provided by:**  
Action for Children

**Service provider number:**  
SP2003002604

**Service no:**  
CS2003008802

## About the service

The service provides care and support for up to four young people from a detached two storey house in a residential area of Buckie. It is operated by Action for Children, a national children's charity.

The service states its aim is to 'Provide a secure and nurturing environment in which young people feel safe and can discover their value and worth as individuals and gain a sense of their own self. They are also encouraged to participate fully in the decision-making process in the home and are given opportunities to help and support one another. This is achieved by stressing the positive roles of care and focuses on the needs and rights of the young people. We adopt a flexible approach to all aspects of care'.

## About the inspection

This was an unannounced inspection which took place on Wednesday 1 and Thursday 2 April 2024.

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:

- spent time with young people living at the service
- spoke with young people
- spoke with staff and managers of the service
- observed practice and daily life
- reviewed documents
- reviewed questionnaire responses from young people, staff and external professionals.

During our inspection year 2024-2025 we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them. Any requirements or areas for improvement will be highlighted in this report.

**Key messages**

- Staff were caring and nurturing and wanted the best for the young people living at Land Street.
- Young people's views were listened to and considered to be important in all discussions and decisions.
- The values of the manager had created a caring and empowering culture where staff felt well supported.
- Support plans should be reviewed to ensure they represent the views of young people, contain only relevant information and uphold the values of the Promise.

**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?	4 - 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?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children and young people and clearly outweighed areas for improvement.

Young people experienced relational nurturing care, which promoted their emotional and physical safety. There was a good understanding of the individual risks present for each young person and a consistent approach in place to manage these concerns. This supported the safety of young people.

Staff were caring and nurturing and wanted the best for the young people living at Land Street. At the time of the inspection the organisation were about to deliver training to the staff team which would support a better understanding of trauma and how this would inform their understanding and approach to the young people they care for. We look forward to seeing this embedded in practice at the next inspection.

External advocacy was easily available to all. Young people also had the opportunity to be part of a champions board and Promise team where they could be part of service and organisational development. This ensured that their views were listened to and considered to be important in any discussions and decisions.

Staff received child protection training as part of their initial induction, and as regular core training thereafter. They were clear what to do if they had a concern and had the support of senior staff on call should they need this.

The service did not use restraint. Staff were trained to use de-escalation techniques should this be needed. There was a clear culture of relationship-based practice which reduced the likelihood and incidents.

Young people experienced warm, trusting, nurturing and respectful relationships with those caring for them. This was really evident in the relaxed environment and in observing young people and staff enjoying each other's company. Staff were really interested in young people and were well informed about their individual interests and personalities.

The environment reflected the care and respect young people were given. It was homely and generally well maintained. Young people spent a lot of time in the kitchen generally chatting and helping with tasks. This was indicative of the relationships they had with staff and the culture of learning alongside the people who were caring for them. For some young people there were also more formal arrangements in place to help them develop life skills.

Young people had access to a range of activities and were encouraged to develop new interests, or re-engage with previous ones, which helped promote self-esteem and confidence and a healthy structure / routine.

Children and young people's physical and mental health was a priority. All were registered with relevant healthcare providers and, where appropriate, supported to attend external services such as CAMHS (children and adolescent mental health services). Where appropriate, young people were encouraged to take responsibility for their medication, encouraging skills for their future lives.

Important relationships with family and friends were recognised and supported. Most young people saw

family and friends outwith Land Street, however, could have friends to visit if this did not compromise the privacy or safety of others.

Young people's goals and ambitions were recognised and supported. The majority were doing really well in education. Some had opportunities to attend work placements and to learn outwith the school environment. Liaison with education staff ensured that young people got the right support to succeed.

Young people had support plans and risk assessments which guided their care and support. The service had identified the need to develop these plans to ensure the young person's voice was heard throughout and that they were more involved in plans which were developed with them, rather than for them. Consideration needs to be given to the volume of unnecessary recording, Promise focussed language and how plans can be accessible and meaningful for young people. **(See area for improvement 1.)**

Young people who were preparing for the next stage in life were well supported by the team at Land Street, but had inconsistent support from the Throughcare and Aftercare services who should have been involved in their continuing care. The service continued to engage with the team to advocate for the young people in this position, however, young people did not appear to fully understand their rights in relation to continuing care.

Leadership was strong and effective. The values of the manager had created a caring and empowering culture where staff felt well supported and included. The external manager spent time with the staff team and young people and therefore had a good understanding of the service. In addition to the formal quality assurance processes this level of oversight contributed to the stability and development of the service.

Transitions from the service had not always been those hoped for, however, the service had been sensitive to young people's needs and availability of resources. Matching procedures for young people moving into Land Street were good and took account of the individual needs of each young person. Young people were supported to be ready for the next stages in their lives, without the pressure to move until they were ready. A transitions worker was in place to provide further support.

Young people benefitted from a caring and consistent staff team. This had a positive impact on the stability of the house and the care and support young people received. Staff had different levels of experience, knowledge and training, with a high number of unqualified staff, however, staff commented very positively on the support they received to grow and develop in their role, the training available to them and a learning culture fostered by the manager of the service and shared across the team. As already stated, the training about to be delivered in trauma informed care should be of real benefit.

Supportive structures were in place for staff, with all staff valuing regular formal supervision, annual appraisal and an accessible 'present' manager. Team meetings provided a forum for discussion and development, with staff feeling that their views were now welcomed and that they had become a strong team who worked well together.

Young people were cared for by staff who had been safely recruited. Organisational procedures were robust and maintained and audited within the organisation, but outwith the service, therefore providing a level of 'external' scrutiny. All staff were registered with the Scottish Social Services Council (the professional register for social services/social work staff).

Action for children have a suite of quality assurance 'processes' which support improvement and change. They have various levels of oversight from people within the organisation to ensure high standards. Reports were provided to Local Authority commissioners to enable them to have an external overview.

A development plan and 'Promise' plan detailed what and how the service could improve. The 'development plan' would benefit from being SMART (specific, measurable, achievable, relevant and time-bound) to ensure that timescales for change were identified in order to monitor progress. It was encouraging to see that both plans recognised the importance of the young person's voice and included comments from young people. **(See area for improvement 2.)**

## Areas for improvement

1. Support plans should be reviewed to ensure they represent the views of young people, contain only relevant information and uphold the values of the Promise.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS1.15).

2. Development plans should be SMART (specific, measurable, achievable, relevant and time-bound) to ensure that timescales for change are identified in order to monitor progress.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

## 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 organisation should ensure that all staff develop an understanding of the impact of trauma, how this will inform their practice and embed a trauma informed approach across the staff team.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 12 December 2023.**

#### Action taken since then

The organisation had a date planned to deliver this training at the time of the inspection.

**This area for improvement has been met.**

#### Previous area for improvement 2

Quality assurance processes should be effectively used to ensure continuous progress and monitor and recognise opportunities for improvement and development. This includes the involvement of young people and staff in the service development plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This area for improvement was made on 12 December 2023.**

#### Action taken since then

The service has a development and Promise plan which includes the involvement of young people.

**This area for improvement has been met.**

#### Previous area for improvement 3

Support plans should be reviewed to better reflect the needs and strategies of support for young people, their goals and progress and to demonstrate that young people are at the heart of discussion and decisions.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

**This area for improvement was made on 12 December 2023.**

### Action taken since then

An area for improvement re support plans has been identified within the report.

**This area for improvement has not been met.**

## 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?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	4 - Good



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