

# Moore House - Culbrae Care Home Service

Culbrae  
Butterstone House  
Butterstone  
Dunkeld  
PH8 0HJ

Telephone: 01506 652 312

**Type of inspection:**  
Unannounced

**Completed on:**  
5 September 2024

**Service provided by:**  
Moore House School Ltd

**Service provider number:**  
SP2003002628

**Service no:**  
CS2019376610

## About the service

Moore House - Culbrae is a care home service for up to six children and young people aged between eight and 18. The service consists of two single-storey houses, Culbrae and the Lodge. Each house has three bedrooms for young people, who share bath or shower rooms. Culbrae has a living room, dining room and dining kitchen. The Lodge has a living room, dining room and kitchen. The service is situated in a rural setting in Butterstone, Perth and Kinross. The town of Dunkeld is about four miles away and has shops, other community services and public transport links.

## About the inspection

This was an unannounced inspection which took place on 20 and 21 August and 3 September 2024 between the hours of 10:45 and 17:30, 11:50 and 19:00 and 12:30 and 17:10 respectively. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection, we reviewed information about the 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:

- reviewed responses to surveys from one young person, two family members, 10 staff and five external professionals
- spoke with two young people using the service and one of their family members
- spoke with 10 staff and managers
- observed practice and daily life
- reviewed documents.

During the inspection year 2024-2025, we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children and young people's right to continuing care, and how they 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**

- The service managed risk effectively and kept young people safe.
- Young people experienced sensitive and nurturing responses to distressed behaviour from staff.
- Young people benefitted from positive and meaningful relationships with staff who respected their diversity. Reduced staff turnover had contributed to stable and consistent care.
- The service promoted young people's rights to continuing care.

**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 evaluated this key question as very good. This means there were major strengths in supporting positive outcomes for children and young people.

Staff's awareness of young people's needs, coupled with an understanding of their professional responsibilities, meant they were able to minimise risk and prevent harm. Access to independent advocacy services provided additional safeguards.

Decreasing turnover had contributed to stability and consistency of care. Staff's nurturing responses when young people showed distressed behaviour minimised the use of physical restraint. This reduced the likelihood of compromising their dignity and safety. There was very sensitive support for young people to explore their feelings following significant events, as well as opportunities for staff to reflect on and enhance their practice. Managers had recently introduced a new process for incident analysis, which once fully developed had the potential for continuing to maximise young people's experiences.

Young people had positive, meaningful and secure relationships with the adults caring for them. Staff showed interest in and spent time with young people. Interactions demonstrated humour, affection and respect for diversity, contributing to healthy emotional development. An external professional told us that staff engagement with young people was 'very appropriate, supportive and nurturing' and made them feel 'cared for and valued'. An ongoing programme of relevant training supported staff's developing understanding of trauma-informed practice.

Further efforts were needed to ensure the environment in one of the houses fully reflected the service's ethos. However, improvement work underway during the inspection had had a positive impact. We suggested developing a plan with timescales for extending these improvements. The rural location with extensive views provided a peaceful setting which staff supported young people to make use of and enjoy.

Safe management of medication formed part of the high quality support for young people to achieve positive health outcomes. Where possible, young people maintained connections with their families to promote a sense of worth and identity.

Young people exercised choice in many areas of daily life. They were encouraged by staff to share their views and contribute to decisions about their lives. These were aimed at reflecting young people's preferences for how they experienced care and strengthened the message that they were valued.

Staff persevered in supporting young people to develop confidence in their abilities and take part in activities providing stimulation and enjoyment. Some were taking small but meaningful steps to extend their horizons. Holidays added to these positive experiences and provided much valued extra time with staff. Most young people were engaging in school and learning. We noted in particular the significant commitment of the staff team to supporting an individualised programme of further education and skills development.

The provider was committed to supporting young people's rights to continuing care. This could be further strengthened in some related policies and information for young people. To fully support young people to benefit from 'staying put', the provider can request a change to the service's conditions of registration relating to age.

Comprehensive and individualised assessment, planning and review supported the achievement of positive outcomes and experiences for young people.

## 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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