

The Old Lodge Care Home Service

The Old Lodge
Boquhan Estate
Kippen
Stirling
FK8 3HY

Telephone: 01786 870486

Type of inspection:
Unannounced

Completed on:
7 August 2024

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2007152190

About the service

Crossreach Children's Residential Support Services is a residential care home for up to six children and young people. The service is delivered from two houses; The Old Lodge, Boquhan Estate, and Millmuir Farm. In each house, the young people have their own bedroom with separate bathrooms. Both properties have large, shared living spaces and a kitchen-diner in one and separate kitchen and dining room in the other. Each house has a large garden and both are surrounded by green space. The Old Lodge and Millmuir are approximately three miles apart, in semi-rural locations and situated on the periphery of residential villages. There is access to local shops and parks nearby, and good use is made of the wider range of leisure facilities in Stirling, which is approximately eight miles away.

About the inspection

This was an unannounced inspection which took place on 06 August 2024 and 07 August 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:

- spoke with people using the service and their representatives;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting 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 areas for improvement will be highlighted in this report.

Key messages

Young people were skilfully protected whilst being successfully supported to take positive risks.

Young people felt loved and the houses offered them a wonderful family experience that continued after they had moved on.

The excellent care young people experienced was based on compassion, respect, attuned connected relationships and a confident understanding of trauma.

Young people were prioritised and truly at the centre of their care.

Young people were supported by a team who passionately and persistently ensured their rights were upheld.

Young people flourished as a result of the commitment, consistency and love of the team.

Leaders' practice was inspirational.

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?	6 - Excellent
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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?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading and young people experienced outstandingly high quality of care.

Young people who were living in The Old Lodge and Millmuir Farm were safe. The confident staff team led by highly skilled leaders, who assertively and authoritatively addressed risks, led to a multi-agency, systemic approach to preventing harm to people. This sophisticated practice and in-depth understanding of the individual risks that young people faced, ensured the caring team offered highly skilled support that allowed young people to be protected and feel safe whilst having the confidence to go out and explore the world. Unconditional love, and respect, meant young people had relationships with key carers, where they could share their experiences without fear of judgement. This rich, meaningful experience of safety and containment had a highly significant, positive impact on young people's development.

Life in both houses reflected a wonderfully positive, warm family experience. Visitors were embraced and made to feel welcome, but expected to respect each house as the young person's home. This approach supported young people's access and connections to external professionals, whilst preserving the sanctuary of their home. One professional told us 'when I visit, I feel welcome and see the warmth and nurture of the home'.

The care the young people received was fun, compassionately attuned, and always therapeutic as the outstanding practice of senior staff supported a team to be continuously responsive to young people's ever-changing needs. Young people were clearly prioritised at all times, offering them a sense of confidence in their value and worth. Staff continually held them in their thoughts and were always reflecting on what young people needed in each moment of each day. The outstanding understanding and application of trauma informed; relational care, allowed young people to thrive. One professional told us 'Their ability to provide nurture and love and stay alongside young people through difficult times is exceptional'.

Restrictive practice was an absolute last resort and rarely used, as the skill of the caring team supported by the exceptional practice of leaders was driven by an excellent understanding of young people's needs.

Young people were central to their care and were supported to be involved as much as they wished. A highly responsive and creative approach by the caring team, supported young people to shape their support in meaningful, informal ways and we observed practice that was sector leading in responsive care.

Young people's rights were passionately championed and their worth and value was tangible as leaders confidently and courageously challenged decision making that did not reflect young people's rights, needs and wishes.

The exceptional, stable and therapeutic care young people experienced allowed for recovery from past experiences, supported positive physical and mental health and unlocked young people's potential. As a result, young people were growing and developing, becoming successful, confident individuals who could navigate the individual challenges they faced.

Hope and ambition for young people was unwavering and the meaningfully connected relationships that were supported to be life long with those who mattered most, gave young people a sense that could achieve their dreams and ambitions.

Complaints

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

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	6 - Excellent
7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent

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