

Foresters House Care Home Service

Dundee

Type of inspection:
Unannounced

Completed on:
5 March 2025

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Service no:
CS2024000069

About the service

Foresters House is a residential care home for up to four children and young people. The service is provided by Dundee City Council and is located in a quiet residential area to the West of Dundee. The house is set out over one level and all people living in the service have their own bedroom with en-suite facilities. Shared spaces include a large living-dining room, a kitchen, sensory room and multi-purpose games/meeting space. The property has an enclosed outdoor garden and private wooded area to the front. Local services and transport links are within close walking distance to the service.

About the inspection

This was an unannounced inspection which took place on 04 and 05 March 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since registration.

In making our evaluations of the service we:

- spoke with four people using the service;
- spoke with ten 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.

The provider of this service is a corporate parent, with statutory responsibilities to look after and accommodate children. This may mean that the duty to care for children and young people on an emergency basis, or with highly complex needs, is their highest safeguarding priority.

In these circumstances our expectations, focus on outcomes and evaluations remain identical to other providers. We may, however, provide some additional narrative in the body of the report to reflect the impact of these duties, should it be relevant to this particular service.

Key messages

Children and young people were flourishing and safer as a result of living in Foresters House.

People were cared for with compassion nurture and respect.

Trauma responsive care created an opportunity for people to recover from past experiences.

Leaders were passionate and had an inspirational vision for the service.

The combined needs of young people were well considered through a careful matching process.

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 found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Children and young people were flourishing in Foresters House, and they were safer because of their care there. They benefitted from consistent, skilled, and attuned staff. The team were able to use the strong relationships they had built with the young people to identify and reduce risks. Young people's needs were well understood, and this combined with a flexible, emotionally attuned and responsive approach by staff, supported young people to navigate the risks they faced, build their resilience, and recover from their experiences.

Children and young people experienced therapeutic and stable care, and the use of restraint was very rare. Instead, compassionate, and containing relationships with young people were highly effective in supporting them during difficult times. Children and young people always had access to responsible adults outside the service. The team were responsive in recognising changing needs and pro-active in responding, and positive communication with their multi-agency partners ensured people worked effectively together. Children and young people were engaged in their care in a way that was reflective of their age and stage.

Children and young people's connections to family, friends and the community were championed and carefully considered. The safe, containing relationships with their key people were supporting them to navigate difficult life events.

Some young people in Foresters were thriving in education. They received individually tailored support to participate fully in learning and maximise attainment and attendance. When access to formal learning proved difficult, the team advocated for what was best for their children and supported learning and achievement in less formal ways.

Young people had fun and the respectful care they experienced was reflected in the warm and homely environment they lived in. They were involved in all decisions about house life and were supported to engage in their care and the decisions affecting them.

High quality personal plans reflected the individual needs and wishes of young people, and underpinned the outcome focused, trauma informed and compassionate care that young people experienced.

Leaders ensured the culture was supportive and empowering. The managers modelled consistently high standards of practice and successfully championed the best possible outcomes for children and young people. There had been a concerted effort to embed reflective practice and develop the team and this had a positive impact on the outcomes for children and young people.

External managers were clear about their roles and responsibilities and effectively performed these. They played a key role in monitoring the quality of children and young people's experiences, safeguarding and improving outcomes.

Young people's transitions were minimised because of very careful matching decisions, and this supported the house to feel settled, and allowed children and young people to grow together. Leaders were clear about their roles and responsibilities and ensured that the decisions for young people to move into Foresters had a

positive impact on the individual young people and also took into account the needs and rights of the other young people living there.

Children and young people's needs were effectively met as the sensitively considered approach to staffing ensured they were supported by the right staff with the right skills. This dynamic approach was driven by leaders who understood that children needed the adults to constantly adapt to get it right for them.

Passionate leadership, self-evaluation and improvement activities drove forward how the service was being delivered. This was centred around the aspiration for all children and young people to achieve the best possible outcomes and included a demonstrable and enduring commitment to staying in the service into adulthood.

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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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