

Castlelaw Cottage Care Home Service

Roslin

Type of inspection:
Unannounced

Completed on:
9 April 2025

Service provided by:
Action for Children

Service provider number:
SP2003002604

Service no:
CS2024000453

About the service

Castlelaw Cottage is a care home service run by Action for Children for children with additional needs. It is a detached bungalow in an established residential area with a large enclosed garden.

About the inspection

This was an unannounced inspection which took place on 7 and 8 April 2025. 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 registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we spoke with one family member, spoke with nine staff and management, observed practice and daily life, reviewed documents and spoke with three external professionals

Key messages

- Children experienced warm and nurturing relationships with staff.
- The service had proactive strategies for supporting positive behaviour and did not use restrictive practice.
- Leaders had a clear vision for the service and outcomes for children were consistently evaluated.
- Relationships with family were supported effectively.
- Staff were supported effectively to provide therapeutic trauma informed 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for children/people, therefore we evaluated this key question as very good.

Children were kept safe and were supported by a knowledgeable, responsive staff team who understood their needs. Proactive strategies were in place to reduce risk within the service and children experienced a structured, predictable environment. Staff used symbols consistently to communicate with children and support transitions between activities which helped them to feel safe.

Children had access to responsible adults independent of the service. An advocacy worker was working with one child in the service at the time of inspection and a referral had been received for the other child resident in the service and work was due to commence. This ensured that children's rights and views were well represented.

Staff were trained in safeguarding as part of their induction and clear procedures relating to child protection were in place. There had been no child protection concerns raised by the service since its registration.

Children experienced therapeutic stable care which supported their emotional wellbeing. Staff were trained in proactive strategies to support children and de-escalation techniques to support positive behaviour. The service had a no restraint policy and did not use restrictive practice techniques. Care plans were detailed and clearly outlined children's needs and external consultancy was well utilised to support the service in its approach.

Children and young people enjoyed warm and trusting relationships with staff within the service. Nurturing interactions were observed during the inspection and feedback from family and external professionals regarding the quality of relationships in the service was positive. One parent told us "I have nothing but praise for the service" and that staff "genuinely care".

Staff understood children's needs and showed compassion in how they provided care and support. One staff member told us "The team is dedicated to the children and is invested and learning to know them and understand their needs to provide the most appropriate care and support." This ensured that children were understood and help to support positive outcomes.

Children's rights were championed, a Promise focus within the service ensured the service reviewed how need was being met to support positive outcomes.

The setting has appropriate space to meet the needs of both children with a large garden that was well utilised. The service has plans to further improve the décor within the house and to further develop the outside space to enhance the environment.

Children's health needs were addressed and monitored within the service. Health outcomes were closely monitored and there was effective communication with health professionals. Meaningful connections with family were sustained, the service worked close with parents of children using the service and communication was effective.

Children had the opportunity to engage in a range of activities in the community that supported their interests and life skills. The service aimed to expand the range of activities available for children, working

creatively with community facilities to reduce barriers to access.

Aspirational care planning goals were in place to promote children's development, these were holistic and well understood by the staff team. The actions required arising from these goals could be more specific in some areas to ensure the service is able to better evaluate progress on an ongoing basis.

Leaders ensured the culture was supportive and empowering. Staff felt supported by managers who role modelled high standards of practice and championed positive outcomes. A development plan was in place linked to the Promise and provided a clear vision for the service.

Transitions in to the service were well managed, a robust approach was taken to matching and there was close collaboration with the local authority and other external agencies.

The service had a stable core team of staff and was recruiting to expand its permanent staffing. Agency staff had been used to support the service while recruitment was underway and although this was not without challenge had generally provided consistent support.

Staff were well supported by management and had access to appropriate training and supervision to provide quality therapeutic, trauma informed care. One staff member told us "My team leaders and manager have ensured that the staff and the young people are all happy to be here. The working environment is the healthiest and happiest I have ever been in".

There was continuous evaluation of children and young people's outcomes. Robust incident recording and analysis allowed the service to identify patterns of behaviour and respond to changing need.

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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