

The Manse 38 Alloa Road Care Home Service

Falkirk

Type of inspection:
Unannounced

Completed on:
7 May 2025

Service provided by:
FTS Care Ltd

Service provider number:
SP2009010432

Service no:
CS2017362452

About the service

The Manse is a service provided by FTS Care Ltd., a small private company which also operates two other children's houses.

The Manse is located within the Carron area of Falkirk and is registered to provide a service for up to four children and young people. Falkirk Council is currently the sole commissioner of this service.

The service is situated in a residential area which is in close proximity to local education settings, shops, parks and transport links. The interior is spacious and decorated to a high standard. There is also a generous, well-maintained outdoor space which is used regularly.

About the inspection

This was an unannounced inspection which took place between 28th April 2025 and 6th May 2025 between the hours of 09:30 and 20:30. The inspection was carried out by once 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 two people using the service and one of their family members
- spoke with ten members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with three visiting professionals

We also considered questionnaire responses received from parents/carers, staff and external professionals.

Key messages

- * Young people felt safe and were happy
- * The service worked well with other agencies to support positive outcomes for young people
- * Young people experienced stable, positive relationships with adults providing their care and support

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 young people and clearly outweighed areas for improvement.

Regular staff training and an understanding of roles and responsibilities in relation to protection matters meant that young people felt, and were kept, safe. There had been no child protection concerns in the 12 months preceding this inspection.

Young people experienced stable, compassionate and nurturing relationships with adults providing their care. This was supported by increased external training for staff in relation to trauma and access to consultation opportunities.

The importance of maintaining family relationships and other meaningful connections was recognised and prioritised. This was reflected in young people's experiences and feedback from parents who spoke very positively of their interactions with, and the support provided by, the service.

In addition to advocating on behalf of young people, the service had developed good links with the local children's rights and participation service. This meant young people knew they could access independent advocacy and were familiar with those providing that service.

Health and wellbeing were prioritised and for some young people this had resulted in very successful outcomes being achieved which have had a direct, positive impact on their day to day lives. Young people were supported to access specialist services where these were assessed as needed.

Some young people were actively engaged and achieving in education and training. Staff provided practical support and encouragement to all young people and worked well with other professionals to promote positive opportunities and outcomes.

Young people we spoke with identified the Manse as their home and told us they were happy. They experienced a clear commitment to this continuing into young adulthood from the adults providing their care and support. We assessed that young people were confident in the stability of their care arrangements, offering them a clear sense of security.

The manager had a high profile within the home and knew the young people well. Staff expressed confidence in the management team and the overwhelming majority felt well supported.

A knowledgeable and relatively stable staff team with a range of experience, training and qualification supported the provision of high quality care and support. This was prioritised in recruitment considerations and promoted in individual staff development planning.

Care and support plans were in place and indicators of progress in achieving identified outcomes were regularly reviewed. However, a new format for these had recently been introduced and we identified some inconsistencies in the quality and content of some planning and a lack of confidence across the staff group in the development of plans. This had the potential to impact their effectiveness in supporting positive outcomes. We will consider progress in this area at the time of the next inspection.

We identified a small number of instances where a rights respecting approach was not evident and which had the potential to impact young people's experiences. These were highlighted to the service who responded promptly in undertaking a review of these practices and offered assurances that these would be addressed as a priority by the leadership team.

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?	4 - 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	4 - Good

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