

Rossie Youth Accommodation Services School Care Accommodation Service

Rossie Young Peoples Trust
By Farnell
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Type of inspection:
Unannounced

Completed on:
9 May 2025

Service provided by:
Rossie Young People's Trust

Service provider number:
SP2003000292

Service no:
CS2007166360

About the service

Rossie Youth Accommodation Services is provided by Rossie Young People's Trust, an incorporated association and registered charity managed by a Board of Governors.

The service is set in extensive countryside a few miles from the town of Montrose. Esk House sits within the main building of Rossie. Young people have their own bedroom and ensuite, with communal living room, dining room, games room and kitchen area.

At the time of inspection there were five young people living at Rossie Youth Accommodation Services.

About the inspection

This was an unannounced inspection which took place on Wednesday 7 May 2025 from 10:00 to 17:30 and then 19:30 to 23:00, 8 May 2025 from 09:00 to 20:30 and 9 May 2025 from 08:30 to 12:00. 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 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:

- spent time with young people living at the service
- spoke with staff including managers
- observed practice and daily life
- reviewed documents
- spoke with one external professional
- considered responses to Care Inspectorate questionnaires.

Key messages

- Young people at Esk House told us they felt safe.
- Young people had consistent access to independent advocacy.
- The service was implementing best practice in child protection.
- The service must enhance the recording and reviewing of all restrictive practices.
- Young people experienced a high level of respect from people caring for them.
- The service plans to prioritise ongoing improvements relating to the environment.
- Young people enjoyed individually tailored support to enhance their learning.
- Care planning and risk assessments will be reviewed to be more specific and connected.

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 made an evaluation of good for this key question as several important strengths, taken together, clearly outweighed areas for improvement. The strengths identified had a significant positive impact on young people's experiences.

Young people at Esk House told us they felt safe. Staff were familiar with indicators of concern for individual young people and were being guided by risk assessments, safety plans and formulation assessments; resulting in young people feeling understood by those caring for them. The collaboration of the many services within Rossie, and the regular multi agency meetings effectively supported this.

The service was meaningfully advocating on behalf of the young people. Although not all young people had accepted independent advocacy, this opportunity to support their needs and rights was consistently available.

The service was implementing best practice in child protection, with clear procedures in place and established levels of oversight. Additionally, staff were alert to indicators of child sexual exploitation, appropriately supporting young people when identifying concerns. Staff had a good understanding of their safeguarding role and we were assured that relevant ongoing training was being provided to staff to support this.

The service benefitted from a stable staff team who recognised the importance of young people's emotional wellbeing, whilst beginning to understand the trauma they had experienced. The organisation recognised the importance of staff fully appreciating the impact of trauma, embedding this into learning opportunities for staff.

The organisation was committed to a culture and focus on least restrictive practices by prioritising individualised de-escalation strategies and undertaking reflective learning to support ongoing improvement within the service - including the use of self evaluation. This required strengthening by the service ensuring that all restrictive practices were agreed on a multi agency basis, decision making detailed and recorded, with timely reviews of any restrictions (area for improvement 1).

Young people enjoyed nurturing, positive and caring relationships with staff. This was a key strength of the service and supported the development of trust, positive experiences and feelings of connection. As a result, young people had enjoyed a variety of fun adventures and activities; encouraging individual interests and discovering alternative pastimes.

Young people experienced a high level of respect from people caring for them; this included being involved in decision making in a variety of ways. The inspection process promoted discussion regarding the overall environment of Esk House, with the organisation taking a responsive approach to suggestions; thus creating confidence that ongoing improvements in this area will be prioritised.

A number of young people were attending and participating in their meetings, with all being given the opportunity to have their voice heard and their views captured. To ensure participation is enhanced further, it is important that the service strengthens how young people are supported to understand and fully recognise how progress will be achieved and measured.

The organisation was supporting young people to become fully aware of their rights, with some young people associated with the Rights Respecting School award and the LGBT award. Young people were also being supported by a staff team who were alert to discrimination and intolerance. With regard to searches, the service was committed to ensuring their documentation followed best practice, and intended to review this.

Health needs were prioritised for young people, with many accessing a number of specialist medical supports, including family therapy. The service collaborated with a variety of external partners and advocated on their behalf for assessments to be undertaken. Young people in Esk House also benefitted from Rossie's specialist intervention service to support their physical and emotional wellbeing, with staff accessing training relating to specific needs of young people.

Relationships with important people were nurtured, with careful planning to ensure young people were maintaining these bonds; regardless of geographical distances. The organisation was progressing their 'brothers and sisters' project to further enhance young people's opportunities to connect with families.

Not all young people were consistently or fully involved in learning, leading to less structure at times for some. However, some young people had developed important skills and received individually tailored support to enhance their learning, with creative ways to support young people to achieve. This flexibility supported both academic and practical learning opportunities.

The organisation had a clear commitment towards enduring relationships with young people, and at the time of the inspection were in the process of developing a specific continuing care policy to ensure young people's rights were being protected.

All young people benefitted from care plans and risk assessments. To fully inform practice, these could be strengthened by ensuring staff are identifying specific effective/ineffective strategies; supporting the whole team to develop and have clarity regarding the proactive levels of support required for each young person. Additionally, care planning and goals would benefit from greater connection with the factors identified within risk assessment documents.

Areas for improvement

1.

To support young people's wellbeing and development, the service should ensure that all restrictive practices are agreed on a multi agency basis, decision making detailed and recorded, with timely reviews of any restrictions. This should also be reflected within risk assessments.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should ensure that matching processes are robustly followed to minimise disruption and ensure the best possible chance of positive outcomes for young people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

If I experience care and support in a group, the overall size and composition of the group is right for me (HSCS 1.8).

This area for improvement was made on 17 April 2023.

Action taken since then

The organisation has updated their matching and admissions policy having undertaken a learning review, whilst enhancing transition planning.

Previous area for improvement 2

The service should continue plans to ensure a less restrictive environment for young people. Legal advice should be sought and shared with the Care Inspectorate. Care practices should reflect both this advice and article 5 and 37 of the European Convention on Human Rights.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively (HSCS 1.3), and My human rights are central to the organisations that support and care for me (HSCS 4.1).

This area for improvement was made on 17 April 2023.

Action taken since then

Following the previous inspection, the organisation commissioned legal advice and shared this with the Care Inspectorate.

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	4 - Good

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