

# Action for Children - Edinburgh Care Home Service

Edinburgh

**Type of inspection:**  
Unannounced

**Completed on:**  
14 May 2025

**Service provided by:**  
Action for Children

**Service provider number:**  
SP2003002604

**Service no:**  
CS2003014401

## About the service

Action for Children Edinburgh is a short break service for children and young people with additional needs. It is a large detached property on one level with a large garden located in Edinburgh.

## About the inspection

This was an unannounced inspection which took place on 6 and 7 May 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 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 parents and had six responses to our pre inspection survey. We spoke to nine staff and managers, observed practice and daily life, reviewed documents and spoke with three external professionals

## Key messages

- Children and young people experienced therapeutic care that met their needs.
- Staff were enthusiastic and motivated.
- The environment was well maintained and offered versatile space for children and young people.
- The service should improve its approach to admissions.
- Quality assurance and communication with parents should be improved.

## 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 children/people and clearly outweighed areas for improvement.

Children and young people were kept safe emotionally and physically. Staff were knowledgeable about children and young people's needs and how they should be supported. The service collaborated well with external agencies to support care planning for children and young people to ensure positive outcomes.

Staff were trained in safeguarding practice and there had been no protection concerns within the service. Parents had confidence in the service, one parent told us "I don't have to worry when my child is there".

Children and young people experienced therapeutic and stable care. Staff were trained in proactive strategies to support children and young people. Detailed behaviour support plans completed in conjunction with external psychological support and the internal behaviour support team were in place. These plans provided a holistic overview of children and young people's needs and how they should be supported, ensuring predictable, consistent care. The service did not use restrictive practice and staff were well supported by managers when incidents of challenge occurred.

Children and young people enjoy warm, trusting and nurturing relationships with staff. One parent told us "there is a genuineness amongst the staff, they really like my child". Behaviour was seen as communication and detailed recording allowed the service to identify patterns and modify support strategies responsively.

Respectful interactions were noted within the service during inspection, including during times of challenge. The service was well maintained and offered young people versatile indoor and outdoor spaces. There had been recent upgrades to a bathroom and the garden area to enhance the environment. A range of activities and games were available to children and young people and staff were able to make purchases to meet specific needs. The service had plans to replace blackout coverings on windows.

Children and young people's physical health needs were fully met. Staff were appropriately trained to meet specific needs and medication practice was robust. This ensured that children and young people received appropriate care.

Children and young people were supported to engage in activities outside of the service, and a car was available for outings. Availability of drivers on shift impacted how this could be used and one parent told us that their child had limited access to outdoor activities when using the service. The service should take steps to ensure that drivers are available to support outings where possible.

Young people had care plans which were detailed and outlined their support needs. Care planning goals were in place but it was not always clear how these were being evaluated and were being used to inform care and support. The service should improve its approach to how goals are reviewed within the service.

Staff were positive about the support from team leaders and managers within the service. The external manager had also been very involved with the service and had been supportive to the staff team.

The service undertook a matching process when planning short breaks to ensure that children and young people had a positive experience when attending. Although there was an admission process, there was no clear matching assessment to inform decision making. The service should develop its admission's assessment in line with Care Inspectorate guidance (see area for improvement 1).

Staffing numbers had improved in the service following recent recruitment but the service had experienced low staffing levels which had impacted on its ability to support children and young people. This had impacted on the stability of relationships for children and young people and support available for families.

Staff were well supported through de-brief, supervision and effective training which enabled them to provide quality, therapeutic, trauma informed care. Staff presented as highly motivated and enthusiastic.

We noted gaps in quality assurance regarding care plans and assessments being updated and parents provided feedback around issues relating to communication with management. The service should ensure that improved quality assurance is in place and that there is effective communication with parents to ensure that children and young people's needs are fully met (see area for improvement 2).

The service had a development plan and the provider had clear commitments to meet the Promise through ongoing service development.

### Areas for improvement

1. To ensure that admissions to the service are comprehensively evaluated, the service should improve its pre admission assessment process.

This should include but is not limited to the development of an admission's assessment which outlines how the service will meet children and young people's needs and the impact on those already using the service.

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

'My care and support meets my needs and is right for me.' (HSCS, 1.19).

2. To ensure consistent outcomes, managers should improve quality assurance and engagement with families.

This should include but is not limited to improvements in quality assurance and an engagement with parents to improve communication.

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

'I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes.' (HSCS, 4.19).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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