

# Midlothian Residential Service for Young People Care Home Service

Gorebridge

**Type of inspection:**  
Unannounced

**Completed on:**  
22 May 2025

**Service provided by:**  
Midlothian Council

**Service provider number:**  
SP2003002602

**Service no:**  
CS2003011085

## About the service

Midlothian Residential Services for Young People is a care home service run by Midlothian Council. It operates over two locations, one in Dalkeith which is a purpose built residential service on one level; the second house is in Gorebridge and is a traditional detached house over two floors.

## About the inspection

This was an unannounced inspection which took place on 14 and 15 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 four young people using the service and two of their family members;
- we also had two responses to our parental survey;
- we spoke with 10 staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with three visiting professionals.

## Key messages

- Children and young people experienced therapeutic trauma informed care.
- Management had a clear vision and ethos for the service.
- Children and young people had opportunities to express their views.
- The service worked well with family members and external professionals.
- Transitions from the service were well managed and planned at the young person's timeframe.

## 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 and young people felt safe emotionally and physically and benefited from knowledgeable staff who understand their needs. Indicators of concern were well identified by the service and there were close working relationships with external professionals to manage risk.

Children and young people within the service had access to external advocacy and their rights were clearly articulated in high quality, child friendly welcome leaflets. Policies and procedures had been reviewed in line with the UN convention of the rights of the child. This ensured that there was an effective championing of children and young people's rights.

There was a strong emphasis on relationship based practice within the service which ensured that children and young people experienced therapeutic care. Staff were clear on the vision and ethos of the service and relationships with children and young people were positive. Restrictive practice had been used rarely and the service was reflective when incidents occurred. Children and young people were well supported following incidents. Consistency of staff debrief could be improved and the service should review how it records and monitors incidents to ensure these can be more effectively evaluated.

Staff demonstrated a good understanding of children and young people's needs. Profiles created in conjunction with educational psychologists clearly detailed children and young people's needs alongside required support strategies. Staff provided nurturing supportive care and there were creative ways to promote engagement through use of activities and trips.

The service operates over two locations, one is a purpose built care home, the other is a traditional detached house. Both settings were welcoming and had a homely feel but maintenance was an issue that was impacting on the quality of the environment. The service has an action plan to address outstanding issues and it is important that these are resolved to improve children and young people's experiences.

Children and young people were engaged in their care planning. A wellbeing web was being used to inform care planning and this was at an early stage of use within the service. The service should ensure consistency in the approach to improve how care planning is evaluated. Children and young people were able to express choices through house meetings and the service recorded participation through "they said, we did" which ensured that their voice was heard.

A medication error occurred during the inspection. Although there were mitigating factors, the service should ensure that all staff are clear on processes for dispensing medication safely and that procedures are clearly followed to reduce the risk of future errors occurring.

Meaningful connections to family were maintained and the service worked closely with family to support relationships. The service were responsive to issues raised by parents during the inspection and will seek to address these.

The provider has a commitment to continuing care and transitions were well managed at the young person's timeframe. This ensured that young people did not feel pushed in to moving on before they were ready.

## 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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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