

Rowan House Care Home Service

Arbroath

Type of inspection:
Unannounced

Completed on:
10 April 2025

Service provided by:
Angus Council

Service provider number:
SP2003000043

Service no:
CS2022000117

About the service

Rowan House is a residential house for children and young people in Arbroath. It is provided by Angus Council. The house can care for up to four young people.

The service is set within its own grounds in a cul-de-sac on the outskirts of town. The house is bright and airy, well decorated and provides areas for privacy as well as good communal areas.

About the inspection

This was an unannounced inspection which took place on 10 March 2025 (11:00-18:00) and 11 March 2025 (10:00-19:00). 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 people using the service and one family member;
- spoke with nine staff and managers, including external managers;
- observed practice and daily life;
- reviewed documents; and
- spoke with three visiting professionals.

Key messages

- Young people felt safe and staff were confident in their safeguarding role.
- Young people had positive relationships with staff.
- Staff were responsive to young people and focused on building trust with young people.
- Staffing levels met young people's needs.
- The provider was in the process of recruiting more care staff in order to continue meeting the needs of people using the service.
- A consistent staff team supported the development of stable relationships.
- Staff felt valued and well-supported by their team and by management.

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. Strengths impacted positively on outcomes for young people and clearly outweighed any areas for improvement.

Young people were kept safe by staff who had a good knowledge and understanding of how best to support them. One young person told us they feel safe living at Rowan House.

Child protection processes were clear and staff understood their responsibilities in this area. Practice was underpinned by the organisation's child protection policy. This contributed towards young people being protected from harm. This had been a requirement from the previous inspection that had been met.

Collaborative working with other agencies promoted the safety and wellbeing of young people. External professionals commented on 'very good communication' with staff, and information being shared appropriately. They also commented positively on the management team, the external manager and the staff and their commitment to support young people.

Young people experienced therapeutic and stable care from a caring and compassionate staff team however this had not always been the case. Young people had been affected by a lack of permanent staff, one young person told us that as recently as last year they would not always know or recognise staff that were on duty. The service, and provider were aware of the impact of this, and had embarked on a programme of recruitment. Whilst there were still some vacant posts, staffing needs were met by regular and well trained supply staff who knew the young people well. This contributed to the consistency and continuity of relationships and we were told by external professionals that this had improved outcomes for young people. The service should continue to develop the staff team to ensure continued consistency with care and support young people receive.

Young people experience respect from those involved in looking after them. This promoted young people's involvement in planning their care and support, and those we spoke to told us they were included in any decisions about their lives.

Staff took an individual approach to supporting young people, recognising each of them to be individual and so needing different support. This process was supported by good auditing and assessment of documents by managers who supported staff with effective and regular 1:1, team meetings and regular informal meetings.

The service showed strengths in continuing care and understood the importance in developing empowering plans for young people.

Young people's connections to important people were promoted by staff, including offering practical support such as transport. Staff worked alongside other professionals to ensure young people had regular opportunities to spend time with those important to them, which included having friends and family visit their house. This helped young people feel included and maintain important relationships. We spoke to one parent who was very complimentary about the care their child had received and was encouraged for their future following their stay in Rowan House.

Staff supported and encouraged young people's individual interests and ambitions, to ensure they had access to a variety of experiences and opportunities, should they wish. This helped young people have fun and explore their interests and extended this to young people who had recently lived in Rowan House.

Young people were supported in education through individualised support tailored to their needs and preferences. Staff kept in regular contact with education colleagues to support their awareness of the young people's needs, progress and any difficulties. This ensured that young people were supported in their learning.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 August 2023 the provider must ensure that staff have access to the most up to date training, policies and procedures in relation to the protection of young people and adults.

To do this, the provider must, at a minimum, ensure:

- a) That all internal policies and procedures are up to date. Ensuring that these are reviewed frequently and include the most up to date guidance in relation to the protection of young people and adults.
- b) That staff and leaders are fully trained and aware of their roles and responsibilities in the protection of children and young people.

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).

This requirement was made on 29 May 2023.

Action taken on previous requirement

We reviewed policies and staff training and spoke with staff regarding opportunities for continuing professional development.

Met - within timescales

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

To support a safe environment for young people and staff the provider should ensure the correct numbers, experience, and skills mix are working at Rowan House at all times. The service should include but not limit to:

a) Recording their assessment of staffing needs in accordance with 'Records that all registered care services (except childminding) must keep and guidance on notification reporting.'

b) Considering the mixture of core/agency staff, and what the supports are required to minimise the impact of this.

c) Considering how their recruitment time scales and absence cover impact on the care of young people.

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

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14).

This area for improvement was made on 29 May 2023.

Action taken since then

The provider has worked hard to meet this area for improvement. Staffing levels are good and the service relies on a group of regular supply staff to meet gaps in staffing. Supply staff are trained and knew young people well.

Previous area for improvement 2

To support a safe environment for young people and staff the provider should ensure that all should review, and implement fully, their quality assurances measures. The service should include but not limit to:

a) Identifying all quality assurance measures, including who has responsibility for undertaking these.

b) Identify the mechanism for reminding staff of their role in completing these.

c) Ensuring these are completed as outlined, and that leaders within the service have oversight and analysis of this.

This is to ensure 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.'

This area for improvement was made on 29 May 2023.

Action taken since then

This area for improvement has been met.

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
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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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