

# Old School House Care Home Service

Avoch

**Type of inspection:**  
Unannounced

**Completed on:**  
15 July 2025

**Service provided by:**  
Highland Council

**Service provider number:**  
SP2003001693

**Service no:**  
CS2014332720

## About the service

Old School House, also known as Killen, is a care home service for children and young people provided by The Highland Council. The service is registered to provide a care service to a maximum of 2 two young people. There were two young people using the service at the time of inspection.

The house is set in a rural location. The accommodation consists of three bedrooms, lounge, kitchen/dining room, shared bathroom and an additional shower room. The office space also doubles as a further sleep in room for staff. There is a large garden surrounding the house which includes a sheltered patio area and summer house.

## About the inspection

This was an unannounced inspection, which took place on 8 and 9 July 2025 between 12:00 and 18:30, and 10:00 and 14:30 respectively. 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 we:

- Spoke with two young people using the service
- Spoke with five members of staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with three visiting professionals
- Reviewed eighteen completed surveys

## Key messages

- Young people were cared for by a committed staff team, who knew them well.
- Informative care plans and risk assessments promoted the safety and wellbeing of young people.
- The service needed to improve understanding and recording of significant events.
- Young people experienced warm and nurturing relationships with those caring for them.
- Staff helped young people develop their independence, at their own pace.

## 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

### 7.1: Children and young people are safe, feel loved and get the most out of life

We evaluated this key question as good, where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Young people were kept safe by a caring and committed staff team. Young people felt safe and supported, with one young person sharing '*you don't have anything to worry about here!*' Staff worked collaboratively with other agencies and professionals to ensure the care and support offered to young people was right for them. Risk assessments and care plans were clear and informative which supported staff in keeping young people safe.

Young people had access to external advocacy. This had recently been used to support a young person to contribute to discussions and decision making around his future care and support. Access to independent advocacy allowed young people to feel listened to.

We found there had been several significant events within the service that had not been recorded appropriately, and not reported to the Care Inspectorate. Staff responses to young people in these instances was supportive, caring and non-judgemental. Risk assessments and care plans had been updated following some of these incidents, however, there was a lack of clear and accurate recording of significant events.

#### (Please see requirement 1)

Young people enjoyed warm, trusting and nurturing relationships with those caring for them. Overall, there has been a consistent, stable staff team for a number of years, which contributed to the development of trusted relationships and provided stability. Throughout inspection visits we heard repeated reference to the 'Killen family' which demonstrated the commitment, love and care experienced by young people. An external professional picked up on 'a very genuine sense of caring' in their discussions with the team.

Relationships with friends and family members were supported by the team in line with young peoples wishes. Staff offered practical support in this area, as well as advice and guidance to young people to support them in maintaining relationships. This helped young people to better understand expectations of themselves and others as they progress into adulthood.

Young people's individual interests and ambitions were supported and celebrated by the team. There were numerous certificates on display highlighting the young people's experiences and achievements. One young person spoke of having '*lots of opportunities here*' and was looking forward to going camping with staff in the near future. This meant that young people had access to activities and opportunities which contributed to confidence and self-esteem.

There was a clear commitment to young people continuing to live at Killen as they progress into adulthood, if this was their wish. Staff supported young people to develop independence at their own pace, including responsibilities around the house, weekly plans as well as thinking further ahead. In addition, one young person had obtained employment in the last year, of which he and staff were very proud of.

Care plans and risk assessments were individualised and reflective of current circumstances. These supported staff in achieving a consistent approach to supporting young people through use of agreed strategies and responses. This could be further strengthened through improving recording practice in relation to manager oversight of care planning and risk assessment.

## Requirements

1.

From receipt of this report, the service must develop an improved process of recording significant events and ensure appropriate notifications are made, to ensure the overall safety and wellbeing of children and young people.

To do this, the service must at a minimum:

- a) ensure those working in the service understand what records should be kept in relation to significant events and understand notification requirements
- b) ensure clear and accurate records of significant events are kept, including detailing any debrief, actions and learning arising from these
- c) implement a system for management to audit and review events and recording practices

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance qualities' (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	4 - Good

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