

Heath House Care Home Service

Lanark

Type of inspection:
Unannounced

Completed on:
17 July 2025

Service provided by:
Inspire Scotland Limited

Service provider number:
SP2012011803

Service no:
CS2020379227

About the service

Heath House is a residential care home for a maximum of five children and young people. It is provided by Inspire Scotland Ltd and is located in the semi-rural village of Auchenheath. The location provides a peaceful setting whilst offering access to a range of shops and community services in the nearby towns of Lanark and Lesmahagow. The house is a short distance to major road networks connecting to the major cities of Glasgow and Edinburgh.

The house provides modern, spacious accommodation over two levels, with five, large single bedrooms with en-suite facilities. Young people have use of a large open plan sitting room, dining kitchen and further communal space in a mezzanine chill out area. The house is surrounded by enclosed gardens and private car parking facilities.

About the inspection

This was an unannounced inspection which took place on 14 and 15 July 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 people using the service and their representatives;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting professionals.

Key messages

Young people were safer as a result of living in Heath House.

Staff took a highly individualised approach to meeting young people's needs.

Young people experienced stable, compassionate and nurturing care.

Young people were supported to fulfil their hopes and aspirations.

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 and young people, therefore we evaluated this key question as very good.

Young people were thriving in Heath House, and they were safer because of their care there. They benefitted from consistent, and attuned staff, who understood the individual risks they faced. The team were effectively using the strong relationships they had built with young people to identify any safety concerns at an early stage and they acted effectively to protect them. Young people's needs were well understood, and this combined with a flexible, and responsive approach by staff, supported young people to navigate the risks they faced, build their resilience, and recover from their experiences.

Young people experienced stable care, and the use of restraint was very rare. Instead, compassionate, connected and containing relationships with young people were effective in supporting them during difficult times. Young people always had access to responsible adults outside the service. The team were responsive in recognising changing needs and pro-active in responding, and positive communication with their multi-agency partners ensured people worked together to collectively support each person's personal growth. Young people were engaged in their care in a way that was reflective of their age and stage.

Young people's connections to family, friends and the community were championed and carefully considered, and families were welcomed into Heath House. Supporting families was a particular strength of the service and these relationships were helping young people to navigate difficult or significant life events.

Some young people in Heath House were achieving in education. They received individually tailored support to participate fully in learning and maximise attainment and attendance. When accessing formal learning proved difficult, the team advocated for what was best for their children and supported learning and achievement in less formal ways. Young people had been supported to gain employment and training relevant to their interests and skills and the positive approach by staff ensured young people were supported to navigate learning or work-related challenges.

Young people had fun and the respectful care they experienced was reflected in the warm and homely environment they lived in. They were involved in all decisions about house life and were supported to engage in their care and the decisions affecting them. Young people were encouraged to achieve their aspirations through travel, trying new things, and some had learned or were learning to drive. This gave a strong message of value, hope and enablement.

Good quality personal plans reflected the individual needs and wishes of young people, and underpinned the outcome focused, trauma informed and compassionate care that young people experienced.

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 promote young people's right to consistent, safe and stable care, the provider should ensure that if agreed high standards of care are not adhered to, this is responded to assertively and proportionately.

This should include but is not limited to ensure all staff are clear about standards of practice, codes of conduct and their responsibility to report concerns, and leaders in the organisation fulfil their responsibility to notify relevant organisations of any staff misconduct.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes'.
(HSCS 3.14).

This area for improvement was made on 7 February 2024.

Action taken since then

The service have ensured that the SSSC codes of practice are an integral part of all staff induction and ongoing development. They have strengthened their reflective element to supervision and have undertaken a review of policies to ensure they adequately support the management of practice standards.

Previous area for improvement 2

To support young people's learning and development, the provider should ensure that the service is clear in their roles and responsibilities to promote positive outcomes for all young people.

This should include but is not limited to, introducing a mechanism for working with professional partners to address barriers to learning and agreeing how clearly defined roles will maximise young people's potential.

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

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential'. (HSCS 1.6)

This area for improvement was made on 7 February 2024.

Action taken since then

The service have undertaken a review of care plans to ensure all professional roles and responsibilities are clearly defined. They have supported and trained staff to understand the key objectives within care plans and to feel confident in their role in promoting positive outcomes for all young people.

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?	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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