

Coach House Care Home Service

BATHGATE

Type of inspection:
Unannounced

Completed on:
7 August 2025

Service provided by:
Moore House School Ltd

Service provider number:
SP2003002628

Service no:
CS2021000248

About the service

Coach House is a registered care home service for up to six young people. At the time of this inspection there were five young people living at Coach House.

It is part of the Moore House Group. Moore House is an independent organisation that provides childcare and education services for children and young people. They provide care in a number of settings, as well as education. Coach House was registered in 2021.

The house is on the grounds of the Moore House school campus in Bathgate.

The house has been thoughtfully and comfortably designed and decorated. There are seven bedrooms, two of which are currently used as sleepover rooms for staff members. Young people each have their own ensuite bathroom and there are comfortable and welcoming communal spaces including a lounge, a gaming room and a dining kitchen. The house has limited outdoor space of its own but young people have access to the spacious school grounds including football pitches.

Coach House state that the mission of the service is 'To provide our young people with happy and memorable experiences through learning, achieving, nurturing and positive role modelling'.

About the inspection

This was an unannounced inspection which took place on 31 July and 1 August 2025. The inspection was carried out by one inspector from the Care Inspectorate and one inspection volunteer.

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 2 people using the service and met another 2
- spoke with 7 staff and management
- observed practice and daily life
- reviewed documents
- reviewed survey responses from external professionals, young people, and staff.

Key messages

- Young people are benefit from nurturing relationships with a skilled staff team
- Young people are supported to stay physically and emotionally safe
- Young people are listened to and their views and wishes are championed
- Young people are supported to pursue their aspirations and engage meaningfully with learning and development
- Young people's physical and emotional health is well supported
- Young people's right to continuing care is promoted and a thoughtful approach is taken to transitions into adulthood

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 many 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.

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

Young people benefitted from dependable, trusting relationships with the people who cared for them. The knowledgeable and committed staff team worked well together to show young people that they were understood. One young person's social worker told us 'Coach House have an incredibly nurturing and trauma responsive approach to caring for and supporting young people'. Young people experience spontaneity and fun, with lots of opportunity for one to one time with staff, and this helped young people to believe that they were valued and loved.

Young people were supported to feel safe physically and emotionally. Where there were risks in the community or at home, these were well understood. Young people's needs were clearly reflected in their 'supporting me' plans which were regularly reviewed and updated. Staff were trained in child and adult protection and the service robustly recorded, shared and followed up on any protection concerns, keeping young people's needs at the centre of what they do.

Young people had access to responsible adults outside the service, and this included access to advocacy workers where this was wanted. In addition, staff within the service were powerful advocates for the young people in their care. This ensured that young people's voices were heard when plans were made for their present or future lives.

Young people were treated with respect and this was evident in their individualised care plans and in the way young people were listened to. This respect was also reflected in the high quality environment and in the wide range of opportunities available to young people. Young people are involved in their care planning and were encouraged to contribute to decision making about daily life in the house. This supported positive outcomes for young people as they grew in confidence and self esteem.

Young people experienced a high level of support with their emotional and physical health needs. Staff work well with a range of services within and outwith the Moore House Group. All staff and young people have access to the provider's psychological services, but when young people have asked for external emotional support, this has been sourced from partner agencies including the newly established Bairn's Hoose. Young people were supported to understand what their body needs to stay fit and healthy and were encouraged in a caring and skilful way to stay active and make healthy food choices.

Young people were supported to build and maintain meaningful connections with their families and other people who are important to them. The staff skilfully built positive working relationships with families even where this was challenging. One member of staff told us: 'We have a great focus on positive family time and we are able to facilitate this no matter what'. This contributed to young people having a positive sense of their identity and ensured relationships were maintained to the highest level possible.

Young people were given wonderful opportunities to broaden their horizons and have exciting new experiences. Young people took part in one to one or small group activities that were completely directed by their interests and preferences. This has included holidays in the UK and abroad, taking part in the Duke of

Edinburgh Award, and daily activities closer to home. This encouraged young people to learn about the wider world and have aspirations for their future.

Young people were encouraged to work towards their ambitions and their dreams. All of the young people were engaged in school, college, work or volunteering which was tailored to their own wishes, abilities and needs. Where young people were struggling with an aspect of their educational provision the staff worked creatively with professional partners to explore alternatives and find a solution that was right for each young person.

Young people were all well aware of their right to 'stay put' under continuing care legislation. Staff supported young people to consider their options and advocated for their right to remain in the service when this is what they wanted. The service developed co-produced continuing care plans with young people which reflect young people's goals for their development and clearly records work undertaken towards supporting these goals. The provider has also taken steps to register an adult housing support service in order to be able to provide continuity of care and support for young people when they are ready to move on from residential care. This demonstrates a high level of commitment not just to continuing care but to supporting effective transitions into adulthood, particularly for young people with additional support needs.

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 enable young people to experience stable and consistent care beyond the age of 18, the service should ensure that all young people are aware of their right to continuing care and that a welfare assessment is undertaken well in advance of any discussion of transition for all young people 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 future care and support needs are anticipated as part of my assessment' (HSCS1.14).

This area for improvement was made on 21 February 2023.

Action taken since then

The service has taken significant steps in this area, strengthening their continuing care policy, ensuring welfare assessments are in place for all young people, and promoting young people's right to continuing care with partner professionals.

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?	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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