

# Horizons Residential Care - Braeside House Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

22 January 2019

**Service provided by:**

Horizons Residential Care Limited

**Service provider number:**

SP2013012111

**Service no:**

CS2014334337

## About the service

This service was registered with the Care Inspectorate on 27 March 2015.

The service originally operated from premises in Alva, Clackmannanshire, and moved to the current premises in April 2016.

Horizons Residential Care - Braeside House provides a care home service for three children and young people, both male and female, aged eight years to 18 years. It is operated by Horizons Residential Care Limited, providing residential care for young people who are assessed as requiring medium to long term care.

It is a detached building with public areas and an office on the ground floor, with bedrooms and bathrooms upstairs. The home is within close proximity to local amenities and public transport.

Horizons Residential Care mission statement includes.

'Horizon Residential Care will provide a nurturing and safe environment for the young people who will be respected and treated as individuals.

The care staff will encourage and support the young people to achieve their potential working together with the young person's family members and supporting agencies to achieve this.

The care staff will uphold and promote the rights and views of the young people.

The care staff will provide a positive living experience which meets the requirements of the National Care Standards and which is independently inspected by the Care Inspectorate.

To provide a safe place where young people have an opportunity to make positive changes, achieve their potential in life and find their place in the community'

## What people told us

During the inspection we spoke with two of the young people who were living at Braeside. They told us it was a good place to live. They said that they liked most of the staff and they always had someone they could talk to. They told us about the things they had found helpful in transition into adulthood. They valued the help that staff gave them in working towards independence. Sometimes they felt that things were a bit slow in moving on, for example in finding independent accommodation. They liked the house and their bedrooms. They said that group living could be difficult at times but staff helped them to manage this.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their improvement plans and quality assurance systems which identified their priorities for development and how they were monitoring of the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The quality of care and support for young people was very good. It was based on a nurturing environment where staff know young people well. Whilst there had been some changes within the staff team this had not impacted negatively on the care of young people. A consistent staff team was now in place, moving forward together with same committed to provide quality care for the young people.

Young people had detailed care plans which clearly identified goals and strategies to help them achieve. Included were some very detailed, innovative ideas for working with young people during keytime. The strategies used were fun and individual to the young people. This helped young people to be more engaged with their care plan.

Sound risk assessment helped to mitigate risk and keep young people safe.  
Regular care plan audits provided detailed feedback to staff which helped to drive improvement.

There were clear indications of some very positive outcomes for young people which included,

- Focussed work on risk using videos,
- Working on independence skills in phased programmes
- Achieving weight loss and improved self esteem
- Working with skills Scotland to improve employment prospects.

An effective system for recording incidents was in place. We saw that incidents resulted in changes to risk assessments in order to promote the safety of the young people.

The process for administration of medication was clear and in the main well managed.

The young people at Braeside enjoyed independence. Whilst there were activities on offer they often preferred to be with their friends or involved in their own interests. This was supported by staff in a way which was appropriate to individual circumstances and keeping young people safe.

Young people negotiated changes to the menus to suit their tastes and were encouraged to maintain a healthy diet. Some young people practiced their cooking skills, cooking for the group or themselves. Mealtimes were a social occasion where everyone sat down together whenever possible.

Staff demonstrated a good understanding of their responsibilities in relation to child protection and child protection procedures were followed.

Braeside is a very attractive and well laid out house. It is homely, with the kitchen as a hub and a range of communal areas which support appropriate supervision alongside independence.

The staff team had developed a very positive ethos. Positive thinking and reflection was encouraged throughout the staff group and the young people.

Each of the young people had their own good sized, ensuite, bedroom which provided personal space. A budget was provided to personalise rooms to individual tastes.

Changes to decor had happened as a result of consultation with young people and young people had become actively involved in learning skills in decorating alongside very proficient staff.

All checks and maintenance were carried out to a high standard by approved tradesmen.

Young people had access to an attractive garden area suitable for play and relaxation. Plans were in place to further improve the garden to provide sensory experiences for young people.

## What the service could do better

Care plans could be improved by identification of longer term goals in relation to SHANARRI indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included).

We suggested that care plans should cross reference with individual health plans and some aspects of care plans would benefit from more detail. We asked managers to consider how they could align the three documents that made up the care plan to make them more accessible to staff and young people and prevent repetition.

Whilst we found that medication was, in the main, well managed, we identified some areas for improvement based on best practice. We shared this with managers at feedback and they committed to carrying this forward.

The maintenance log needs to better identify when work is completed.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

#### Recommendation 1

The manager should ensure that all care plans provide detailed direction for staff about how they should help young people to achieve.

**This recommendation was made on 15 November 2017.**

#### Action taken on previous recommendation

At this inspection we found that young people had detailed care plans which clearly identified goals and strategies to help them achieve.

#### Recommendation 2

The provider should continue with plans to make improvements to recruitment processes.

**This recommendation was made on 15 November 2017.**

#### Action taken on previous recommendation

We found that there had been improvements to recruitment processes. The service had taken guidance from an external company in relation to these processes and was working with them to ensure all staffing processes were up to date.

## Inspection and grading history

Date	Type	Gradings
15 Nov 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
4 Nov 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
21 Oct 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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