

# Horizons Residential Care - Westhaven House Care Home Service

Westhaven House  
29 Downie Terrace  
Corstorphine  
Edinburgh  
EH12 7AU

Telephone: 0131 625 2828

**Type of inspection:**

Unannounced

**Completed on:**

22 January 2019

**Service provided by:**

Horizons Residential Care Limited

**Service provider number:**

SP2013012111

**Service no:**

CS2013318832

## About the service

This service was registered with the Care Inspectorate on 11 October 2013.

Horizons Residential Care - Westhaven House provides a care home for children service for three children and young people, both male and female, aged eight years to eighteen 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, and bedrooms and bathrooms upstairs. The home is within close proximity to local amenities and public transport.

Horizons Residential Care mission statement includes.

'Horizons 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

We spoke with three young people during the inspection. They all spoke positively about their experience of Westhaven.

One young person told us that he felt the service had saved him. He said that he had changed his behaviours for the better and felt he was making real progress.

Young people told us they felt safe at Westhaven and they could all identify staff they could speak to if they felt sad or upset.

## 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	4 - 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. There had been a number of changes with the staff team, both at main grade level and within the senior team. However, this had not impacted negatively on the care of young people. The service had promoted staff on an acting up basis to cover staff absence and had also recruited a new member of the senior team.

Young people had detailed care plans which clearly identified goals and strategies to help them achieve. New information was clearly highlighted to help staff keep up to date with young people's plans. In most cases care plans cross referenced with risk assessments and crisis management plans so that strategies were clear and risk minimised.

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

- Lessened incidents of absconding as a result of improved negotiation
- Increased confidence
- Work alongside football club to increase social skills and physical achievement.
- School achievements.

Administration of medication was well managed.

The young people enjoy activities both within the home and in the local community. Older young people were appropriately independent and enjoyed planning their own free time.

The young people told us that they liked the food at Westhaven and we saw they ate well. They negotiated changes to the menus to suit their tastes and were encouraged to maintain a healthy diet. Mealtimes were a social occasion where everyone sat down together whenever possible.

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 staff we spoke with were aware of their responsibilities in relation to child protection and understood child protection processes.

The house was homely and comfortable with the kitchen as the central hub. Favourite games, books and things made by young people were evident around the house. All of this helped young people to feel relaxed and encouraged them to feel at home.

Improvements had been made to the home since the last inspection which made the environment more pleasant for young people. This included new carpeting and changes to décor in the sitting room. Young people were involved in choosing colours and soft furnishings. The boiler had been replaced making heating the home better and a shower had been replaced.

Changes to the staff sleep in arrangements helped staff to sleep better and therefore better rested to care for the young people.

The service had stopped using the basement room which was dark and unwelcoming. This was now being used for storage.

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

## 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).

Whilst we saw some cross referencing of care plans, this was not always effective. We suggested that more effective use should be made of 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.

The outdoor area was not well used and could be improved to make it more attractive with planting and seating areas. This would offer young people more opportunities to be outdoors and benefit from fresh air.

The house was limited in relation to communal areas which meant that young people used their rooms more if they wanted to have time alone.

## 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

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings								
15 Nov 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	Not assessed									
28 Nov 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	Not assessed	Management and leadership	Not assessed
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Environment	4 - Good									
Staffing	Not assessed									
Management and leadership	Not assessed									
1 Feb 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	4 - Good	Management and leadership	4 - Good
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18 Mar 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	4 - Good		
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Date	Type	Gradings	
		Management and leadership	4 - Good
5 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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