

# Horizons Residential Care - Westhaven House Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
1 June 2023

**Service provided by:**  
Horizons Residential Care Limited

**Service provider number:**  
SP201301211

**Service no:**  
CS2013318832

## About the service

Horizons Residential Care - Westhaven House is registered as a care home for children and young people. It is one of several services operated by Horizons Residential Care Limited. The service is registered to provide a care service to a maximum of 5 children and young people. The accommodation consists of a main large, semi detached house where 3 young people can live and an adjacent detached house, the Lodge, where 2 young people can live. The houses are in the Corstorphine area of Edinburgh with close proximity to local amenities and transport links. Both are decorated, furnished, and maintained to a high standard.

## About the inspection

This was an unannounced inspection which took place on 9 May 2023 between 10:30 and 18:00 and 10 May 2023 between 13:00 and 17:00. 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 2 young people;
- spoke with 8 staff and managers;
- observed practice, the environment and daily life; and
- reviewed documents.

## Key messages

- All young people had made significant progress
- Care plans were individual, inclusive and clear
- Keywork records should identify progress and next steps
- The views of young people were listened to and acted upon
- Young people were supported to engage in education

## 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 important strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this question as very good.

All of the young people had experienced secure trusting relationships and enjoyed nurturing care. All of the young people had made significant progress with increased confidence and improved self-esteem.

The service managed the safety of the young people very well. They were attuned to the differing needs of the young people and had developed an individualised approach to care planning and management of risk. Within the care plans staff were skilled at breaking down the steps to achieving and taking things at a pace which supported the needs of the young people.

The guidance in care plans was very individualised, clear, and inclusive, however could be further improved by clearly identifying progress and next steps within key working records. **See area for improvement 1.** Young people were, when they wished, fully involved in their care plan. The staff were aware of the impact of past trauma and its effects on behaviours and development and this was reflected in care planning and staff practice.

Child protection systems were followed in line with the child protection policy. Staff we spoke with demonstrated understanding of how to protect young people and knew what to do if they had any concerns. The child protecting policy had been reviewed and updated and was broadly in line with guidance. We made a few comments about how the policy and procedure could be further improved. **See area for improvement 2**

The atmosphere in the main house differed to that in the lodge. The lodge was full of fun, laughter and playfulness, where we saw very comfortable and natural engagement with staff. The main house was more subdued where staff worked hard to ensure that they offered opportunities based on young peoples needs and wishes.

There were differing views from young people about their experiences at Westhaven. Some views were very positive whilst others identified issues such as the TV not working and issues with hot water. When we checked this out we found that the TV was working and the manager explained an issue with the boiler which had been repaired quickly.

There was clear evidence that young people make decisions and choices about their lives and how they spend their time. Young people enjoyed time with staff, playing games, keeping fit, spa days and going for meals.

Staff supported young people's relationships out with Westhaven and visitors were welcomed to the home.

Staff used natural opportunities for discussion alongside direct questions and young people's views were discussed at team meetings and taken forward.

The service was very good at supporting young people moving on, committing to continued support if that is what the young person wanted.

The service had established strong links with external professionals ensuring that that young people had appropriate access to health services to support their physical and mental health.

The service worked closely with schools and colleges. They had fully supported a number of successful school placements and were helping young people to make choices in college courses.

Westhaven had a mix of experienced staff and staff who were new to residential care. Discussions with staff were very positive and all staff said they enjoyed working at Westhaven. There were a few comments which indicated that there had been some friction in the staff team, and a young person had picked up on this. However, we were reassured by evidence that Managers were aware of this and taking steps to address it.

### Areas for improvement

1. To ensure that young people have consistently positive outcomes the service should ensure that key working records identify progress and next steps.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices". (HSCS 1.15)

2. To ensure that young people are fully protected the provider should review the child protection policy to include the following:

- ensure language is consistent with The Promise
- be more explicit in terms of timescales for reporting and recording
- identify who should be informed
- identify contact numbers for lead professionals.

The policy and procedure should be reviewed regularly to reflect current guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

## 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

In order to ensure that young people are fully protected the provider should review the Child Protection policy and ensure that it complies with national guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This is to ensure that child protection practice is consistent with Scottish Government document National guidance for child protection in Scotland 2021

**This area for improvement was made on 8 September 2021.**

#### Action taken since then

The manager had completed further training as lead child protection officer. The child protection policy and procedure had been updated, however we made a number of comments about how it could be further improved. We made another area for improvement about this. **See area for improvement 2.**

#### Previous area for improvement 2

To promote inclusion and ensure young people's views are heard and acted upon the provider should develop further approaches to getting the views of young people and demonstrate how these are taken into account.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions' (HSCS 2.11).

**This area for improvement was made on 8 September 2021.**

#### Action taken since then

We saw that keywork times offered young people the opportunity to present their views. Staff also used life space opportunities, such as in the car or out for meals, to get young people's views. These were recorded and presented as 'you asked, we did'. We saw evidence of young people's views being acted upon.

#### Previous area for improvement 3

To ensure young people are kept safe and incidents are reduced the provider should review the incident reporting systems to provide analysis and learning from incidents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions.' (HSCS 2.25).

**This area for improvement was made on 8 September 2021.**

#### Action taken since then

There had been very few incidents during the past year. Physical interventions had reduced. Incidents were well recorded and overseen by the manager in order to reduce risk.

#### Previous area for improvement 4

To keep young people safe the provider should develop a recorded analysis of the needs of the young people and how this equates with staffing levels.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15).

**This area for improvement was made on 8 September 2021.**

#### Action taken since then

The provider had developed this process.

#### Previous area for improvement 5

In order that young people receive care from appropriately trained and knowledgeable staff the provider should develop an analysis of training needs and identify how training needs will be met.

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 8 September 2021.**

#### Action taken since then

The provider had developed a training analysis and training plan.

#### Previous area for improvement 6

To ensure that young people make progress and are cared for by staff who know their needs the provider should ensure that care plans are dated, up to date and written in language that has positive reflection.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

**This area for improvement was made on 8 September 2021.**

#### Action taken since then

There had been positives changes to care planning. All of the plans we looked at were datd, and up to date and reflected positively on the young people.

## Previous area for improvement 7

To ensure that young people are kept safe the provider should ensure that risk assessments clearly identify how to minimise risk.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

**This area for improvement was made on 8 September 2021.**

### Action taken since then

Risk assessments were up to date and considered risks and how to reduce risk and keep young people safe.

## 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?	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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