

# 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  
Inspection completed on: 28 November 2016

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

**Service provider number:**  
SP2013012111

**Care service number:**  
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

During this inspection we spoke with two young people who were living at the home and met one more. They told us that it was ok staying at Westhaven House, though it wasn't where some of them wanted to be. They said that most of the staff were really good. They could all identify someone they got on really well with and who they could speak to. They said that Westhaven House was a safe place to stay. They could not identify anything they would like to change about Westhaven House.

We also received a completed Care Standards Questionnaire. The young person who completed it was very positive about the service and indicated that they strongly agreed with the statement 'Overall, I am happy with the quality of care I get here'.

## Self assessment

The Care Inspectorate received a fully completed self assessment from the provider.

The provider identified what it thought the service did well and gave examples of improvement. The self assessment clearly identified some key areas that the provider thought could be improved and showed how the service intended to do this.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	4 - Good
<b>Quality of environment</b>	4 - Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	not assessed

## What the service does well

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes. Child sexual exploitation care practice and staff awareness were evident. The service could develop this further through continued training updates.

All of the young people had care plans which identified their goals and areas where they would like to make changes in their lives. Some of the plans identified strategies to help young people achieve their ambitions and keep them safe.

We saw that there were some very strong relationships between staff and the young people and they were very relaxed in each other's company. Young people received lots of praise and rewards which boosted self esteem. Staff were mindful of the group dynamics and helped young people to manage their relationships with each other in order to provide a calm and comfortable environment. .

We saw that staff spent quality time with young people, taking an interest in the things that were important to them and inviting them to try new activities. Young people benefited from the wide range of interests and knowledge within the staff group. They enjoyed activities such as swimming and dancing and regular 'come dine with me' evenings where young people took the lead in preparation and cooking.

We saw that medication was well-managed within the service.

Weekly progress sheets provided placing social workers with updates to inform them about developments in the young people's lives and provide them with opportunity to comment or suggest changes to care plans.

The atmosphere at Westhaven House was welcoming and calm. The staff were successful in creating a supportive culture for young people.

We saw that young people lived in comfortable surroundings. They each had their own bedroom with ensuite facilities which provided privacy. Young people had personalised their bedrooms with their possessions and

decoration to their own taste.

The dining room provided a hub where young people and staff gathered for meals and conversation. There were enough communal rooms for young people to spend time on their own if they wished or join in group activities.

We saw that most maintenance issues were dealt with quickly and effectively.

At the last inspection we made a recommendation that all staff should receive regular supervision. We saw some improvement in this area and the manager committed to ensuring that the staff supervision programme was followed.

## What the service could do better

At the last inspection we made a recommendation. We said that the service provider should review the recording of care plans and risk assessments to make them clear about young people's targets and strategies. We said that they should identify progress and next steps and be more accessible to young people. Whilst we saw improvement in some of the care plans, others were missing important information and were vague or not being fully implemented. We have made a requirement about this. **(see Requirement 1)**

We identified that there had been a maintenance issue which had not been fully addressed. We discussed this with the external manager at the time of feedback. We were reassured that the issue would be addressed and were provided with evidence that this had been done. We suggested that the on site manager should have a better overview of maintenance issues in order to ensure the upkeep and safety of the premises.

We discussed security during the inspection and suggested that closer attention should be paid to the security of the premises.

The service had limited garden space. The space that they had was not well used and we suggested that this could be improved to provide a welcoming outdoor space for the use of young people. **(see Recommendation 1)**

## Requirements

**Number of requirements: 1**

1. The provider must develop a system to audit care plans to ensure that they are up to date and relevant. This is in order to provide staff with clear guidance about the strategies they should use to help young people to achieve their goals.

**This is in order to comply with:**

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/110 Regulation 4(1)(a) - a regulation that the provider must make proper provision for the health, welfare and safety of service users.**

**National Care Standards, Care Homes for Children and Young People - Standard 4 - Support arrangements**

**Timescales - within six weeks from the publication of this report**

## Recommendations

Number of recommendations: 1

1. The service provider should consider how the outdoor area could be improved to provide a welcoming outdoor place for young people to use.

National Care Standards, Care Homes for Children and Young People - Standard 5 - Your environment

## 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).

## Inspection and grading history

Date	Type	Gradings								
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
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	4 - Good									
Management and leadership	4 - Good									
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> <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
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	4 - Good									
Management and leadership	4 - Good									
5 Sep 2014	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
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	4 - Good									
Management and leadership	4 - Good									

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