

# Cala Care Home Service

10 - 12 Cumming Circle  
Elgin  
IV30 6JX

Telephone: 01343 550 990

**Type of inspection:**  
Unannounced

**Completed on:**  
7 December 2023

**Service provided by:**  
The Moray Council

**Service provider number:**  
SP2003001892

**Service no:**  
CS2014333593

## About the service

The service is purpose-built and provides residential accommodation for six children and young people. The service is provided from two separate houses, with young people benefitting from a smaller household of three young people living in each house. The houses share the aims and objectives, manager and senior staff but otherwise operate quite separately to each other. Both of the houses provide a homely, nurturing environment for the young people living there.

The aims and objectives of the service are to:

- Provide and maintain a nurturing, therapeutic and stable environment for young people where they will feel safe, included, and develop a sense of belonging. The focus for providing this is found in the nurturing, caring, and meaningful relationships which are fundamental to the ethos at Cala.
- Create and maintain relationships within a family atmosphere.
- Provide consistent, respectful care and support.
- Develop a person centred therapeutic approach.
- Promote a culture in which young people are supported to overcome previous traumas, and to develop positive, secure, and appropriate attachments.
- Provide support for young people to reach their own potential and progress further into independence.

## About the inspection

This was an unannounced inspection which took place on 28 and 29 November, and 6 December 2023. 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 informally with all of the young people using the service, and with three formally
- spoke with three parents
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

We also received very positive pre-inspection questionnaires from 10 staff, 10 external professionals and five young people.

**Key messages**

- Young people experienced warm, trusting, nurturing, and respectful relationships with those caring for them.
- There was a clear culture of relationship-based practice which reduced the likelihood of incidents. Training, trauma informed practice, and knowledge of behaviour support strategies supported early intervention, and very limited use of restrictive practices.
- Education was given a high priority with most young people doing really well. Staff advocated strongly on behalf of young people to ensure their right to education was upheld.
- Feedback from parents was extremely positive about staff respecting their role and views, and working together to the benefit of their child.

**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 the care provided and how these supported positive outcomes for young people, therefore, we evaluated this key question as very good.

Young people experienced relational nurturing care, which promoted their emotional and physical safety. Risk assessment and safety plans provided meaningful and realistic responses to risk, that had a clear foundation in the strong relationships that staff had with young people. Training, trauma informed practice, and knowledge of behaviour support strategies supported early intervention, with very limited use of restrictive practices. A high level of reflective practice promoted insight and effective strategies of support.

Young people were safe in the house. They said that staff would challenge bullying, and would definitely keep them safe. Staff were aware of the dynamic of the group, and where there might be tensions. Staff received child protection training as part of ongoing core training. They were clear what to do if they had a concern.

Young people experienced warm, trusting, nurturing, and respectful relationships with those caring for them. This was evident in observation, discussion, and very positive questionnaire responses from both young people and staff. Staff clearly had the right value base required to provide compassionate care. Significant importance was placed on ongoing relationships with young people who had moved on from the service, and to people who were important to the young people. Feedback from parents was extremely positive about staff respecting their role and views, and working together to the benefit of their child.

The houses were very homely, both in décor and atmosphere. Young people had been involved in decisions about the house, and their views were sought and listened to. In response to young people's requests, and the views of the team generally, they were hoping to install a bath, and actively pursuing better Wi-Fi. Young people's photos were displayed and contributed to the homely environment and a sense of belonging.

Young people had a number of people outwith the service who could advocate for their rights. Not all wanted this, but all had the opportunity. In discussion, most young people felt that people were interested in their views and that change had, or would, come about from them sharing their views. A 'young person friendly' complaints procedure allowed them to understand how to raise any concerns. This should be updated to include Care Inspectorate's 'text to complain' service available to young people.

Young people had access to a range of activities, and were encouraged to develop new interests which helped promote self-esteem and confidence. Staff were seen to be hugely encouraging to the young people's interests, and sensitive to ensuring they got the best from their experiences.

Young people's voices were present in most aspects of their care and support. They had written their own care plans and every section of their adult care plan identified their views, though the format could be developed to better identify whether these are directly expressed views, or an adult perception of their views. In the house there were formal opportunities such as young people's meetings, individual time with keyworkers, and general discussion across the day. All of these provided ample opportunities for young people to actively engage in discussion and decisions about things that were important.

All young people were registered with appropriate healthcare services. Where they had specific healthcare needs they were supported to access relevant services to ensure their positive mental and physical wellbeing. Medication was appropriately stored, recorded, and administered, with young people involved in their own medication reviews.

Some young people were involved with the throughcare worker preparing for the next steps in their lives. Support plans indicated that young people who were keen to move on, continued to get a high level of support with tasks they would soon be responsible for themselves. This reflected the nurturing care provided at the service, but perhaps needed further consideration to ensure young people were as equipped as possible for caring for themselves in their own property.

Young people's goals and ambitions were recognised and supported. Their education was given a high priority with most young people doing really well. It was very positive to hear staff advocating strongly on behalf of young people to ensure their right to education was upheld.

Wherever possible, mealtimes were used to come together to chat about the day. Significant emphasis was placed on healthy, home cooked meals, with young people influencing the menu with meals of their preference. The kitchen was a warm welcoming area where lots of discussion and activity took place, and which contributed further to the homely environment young people enjoyed.

## 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

The care plans that were in place were detailed and contained relevant information to inform staff as to the care and support to be provided to young people. However, there were too many documents in place and we believe this would ultimately cause confusion for staff and young people. Therefore, the service need to continue with their review of the care plans to ensure there is clear evidence that the care plan incorporates the views, wishes, and aspirations of young people. Young people must be at the heart of the care plan.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

**This area for improvement was made on 27 September 2019.**

#### Action taken since then

Young people wrote their own care plans which expressed their views and wishes. These were also incorporated into the wider care plan.

**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](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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11 Riverside Drive  
Dundee  
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