

## Lothian Villa Care Home Service

40 Ravensheugh Road  
Musselburgh  
EH21 7QB

Telephone: 0131 653 6909

Type of inspection: Unannounced  
Inspection completed on: 9 May 2017

**Service provided by:**  
East Lothian Council

**Service provider number:**  
SP2003002600

**Care service number:**  
CS2003011076

## About the service

The Lothian Villa service provides long-term care and support for 12 young people from East Lothian whose needs have been assessed to be best met in a residential setting.

The service is provided at three sites; Ravensheugh, Meadowmill and a flat in Musselburgh. The service is part of the range of services provided for children and young people by East Lothian Council.

The location of the three houses provides good access to amenities and transport. Young people have single bedrooms. The houses are equipped, furnished and maintained to a very good standard.

Lothian Villa's statement of aims and functions includes the following:

"We believe that effective residential care is based on practice that is owned by staff, articulated by staff, demonstrated by staff, and is reflected in day-to-day practice by staff, which actively promotes belief that our service is, and should be, dedicated to the welfare, safety and security of those whom it serves."

It also states:

"We believe that we should reflect a 'family atmosphere' in our care practice. That Lothian Villa should be a place of connection and belonging, with attachment and interdependence at the heart of all we do. Lothian Villa should reflect being 'another type of family', open and welcoming to those young people who are currently in residence as well as young people who have lived with us in the past."

The service maintains contact with a large number of ex users of the service and, where applicable, their families.

The service has established a high-profile in the residential care of young people through its contribution to national and international training and development.

## What people told us

We spoke with three young people during inspection. All were very positive about their time in Lothian Villa. They told us that they "got on well" with staff and felt "safe" and "listened to". They also told us that they would like access to wi-fi.

Comments included:

"I get on with my key worker really well".

"Staff treat me like an adult".

"I feel safe here - there is always a staff member to speak to".

"Staff listen to my views".

"I enjoyed my holiday to London last year - we are consulted about holidays and trips".

"They help me stay in touch with my family".

"I have room to study".

"The staff really care".

"I get on very well with all the staff except one".

"My key worker is very good - I get on with all the staff".

"I attend the Champions Board through Who cares?".

"The food is nice".  
 "you can always have a laugh".

We spoke with four parents/carers by telephone. They viewed the service as very positive and cited "communication" and "staff" as major strengths.

Comments included:

"They (staff) go out of their way to help".  
 "Staff are brilliant - I am very happy with the key worker".  
 "Communication is brilliant".  
 "Staff are absolutely fantastic and the managers are always there to help".  
 "The key worker is good at his job - communication is brilliant".  
 "I feel supported - they (staff) back me all the way".  
 "I can speak with any of the staff - they are too soft sometimes - overall, a very good service".

We received an e-mail response from one placing social worker. They held the service in high regard. Comments included:

"(quality of care) consistently high quality in terms of building relationships with young people, supporting at times of crisis, nurturing and providing guidance and limits".  
 "Strong leadership from the LV manager and team which supports positive morale, motivation and staff involved in all aspects of the residential service".  
 "(communication) excellent".  
 "(Lothian Villa provides) stability, feeling of being claimed, nurturing, vision provided, long-term nature of support into adulthood".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

## What the service does well

We looked at the Quality Themes of 'Care and Support' and 'Staffing' at this inspection.

We found that Lothian Villa provided excellent care and support to young people and their families. We noted the very strong commitment, and practical support, to young people who had left the service. These young people remained part of the broad 'Lothian Villa Family'.

Excellent arrangements were in place to ensure that young people contributed to their care planning and review. This meant that young people "owned" their goals and aspirations. The importance that the service placed on participation meant that young people felt included, valued and respected.

We saw that young people enjoyed very positive relationships with staff and managers. We found a very strong focus on the promotion of an ethos and culture of 'community and belonging'. The service 'claimed' young people. Young people referred to the service as "home". We observed very good staff practice and positive interaction with young people throughout our inspection.

We found that the service had excellent arrangements in place to support young people in achieving their potential. We saw excellent examples of work being undertaken with young people around relationships, loss, separation and resilience. We saw that young people were encouraged and facilitated to achieve in education, employment and leisure.

All the young people had access to a broad range of activities including football and badminton on a weekly basis. Ex service users were invited to these sessions. Staff and young people sharing such experiences was seen as a key part of the overall promotion of wellbeing.

All young people were registered with a GP, dentist, optician and other external services as required.

Medication storage and administration arrangements were effective. A member of the team had delegated overview and audit responsibilities for medication.

The service enjoyed very good relationships with the Looked After and Accommodated (LAAC) Nurse, the Child and Adolescent Mental Health Service (CAMHS) and Who Cares? Scotland. One young person spoke enthusiastically regarding her involvement in the Who Cares? Scotland facilitated 'Champions Board'.

All staff were trained in 'Team Teach', a de-escalation and crisis management method. This helped to keep young people safe. A member of the team was an accredited trainer in Team Teach and, in addition to training staff, provided training to foster carers and schools.

We saw that catering arrangements were very good, with a varied and healthy menu. The cook in each house worked hard to balance healthy eating with young people's preferences. Young people spoke to the cook daily regarding their dietary needs and preferences.

We found that Lothian Villa had excellent staffing arrangements in place.

Recruitment, induction and staff development arrangements were robust. There was very little staff turnover and any vacancies were filled timeously.

We found the management and staff team to be knowledgeable, skilled and motivated. We witnessed informed and insightful dialogue regarding the care of young people.

Sound care practice was underpinned by an excellent knowledge of theory. We found excellent staff meeting, changeover and supervision arrangements. This ensured an effective transfer of information and consistency of practice. Staff were encouraged and facilitated to review and reflect upon practice.

Staff held a range of qualifications including a Degree and Diploma in Social Work, HNC and SVQ 3. Staff had access to a broad range of training and development opportunities including First Aid, Child protection, Child Sexual Exploitation (CSE), Signs of Safety (risk assessment) and Response Ability Pathway (RAP).

All staff were registered with the Scottish Social Services Council (SSSC) and worked to the SSSC Code of Practice.

Staff told us that they felt very well supported and that morale was high. We formed a view of a supported and supportive team.

The service was very active in contributing to national and international discussion regarding residential care for young people.

## What the service could do better

The service had established a very good notification history with the Care Inspectorate. We discussed with the manager minor improvements re notifying the Care Inspectorate of absconding. Due regard must be given to the guidance contained within 'Guidance on notification reporting. All registered care services Publication Code: OPS-0411-020'.

## 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).

## Inspection and grading history

Date	Type	Gradings	
26 May 2016	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
11 Jun 2015	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
21 May 2014	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Jun 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Dec 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
21 Sep 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed
1 Oct 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

Date	Type	Gradings	
19 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
9 Oct 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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