

# Arach House Care Home Service

Strathpeffer

**Type of inspection:**  
Unannounced

**Completed on:**  
4 July 2023

**Service provided by:**  
Highland Council

**Service provider number:**  
SP2003001693

**Service no:**  
CS2018368787

## About the service

Arach House is a care home service for children and young people. The service operates from a large, rural property close to Dingwall in Highland Region. The provider of the service is Highland Council. The service is registered to provide care for a maximum of six young people across two separate living areas on a short term basis.

Arach House also provided an outreach service to support young people in the community.

## About the inspection

This was an unannounced inspection which took place on 14 June 2023. The inspection was carried out by two inspectors 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 three people using the service;
- spoke with six staff and management;
- observed practice and daily life; and
- reviewed documents.

## Key messages

- The service continues on its journey of improvement.
- Young people felt safe in the house and had positive relationships with staff and each other.
- Care planning had improved and there was evidence that some young people were involved in their own care planning.
- The environment was homely and well decorated.

## 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?	3 - Adequate
--	--------------

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?

### 3 - Adequate

We evaluated quality indicator 7.1 as good and quality indicator 7.2 as adequate. This means the overall grade for this key question is adequate.

We found a number of improvements and important strengths, particularly in outcomes for young people. There were a number of important areas in the quality assurance process that required further attention in order to maximise the skills of the staff group and further improve the wellbeing and outcomes for young people.

We sat with the group during a meal time and observed young people and staff interacting in a respectful and positive manner. Young people and staff had formed positive relationships and there was a nurturing, family feeling to the occasion.

We saw that young people's plans had improved and these changes contributed to more positive outcomes for young people. There was evidence of a comprehensive analysis of incidents for one young person, which helped to ensure learning was applied across the care team to improve consistency of care, and support a reduction in distressed behaviour. This had the potential to improve outcomes for the young person and potentially improve young people's experiences.

We spoke to staff who told us they felt valued and supported in their work, particularly following some distressing times over the past few years. They enjoyed and felt confident in their work. They had taken part in relevant training to meet young people's needs though some had not completed all the mandatory learning and development. The rollout of training in trauma informed, therapeutic practice, had further improved the skills and knowledge of staff. This in turn had build on the work being done to improve assessment and recording of care plans and risk assessments for young people. We found these had improved since our last visit, however there were still omissions in some plans and some information could be better recorded. This could include more detail and analysis of the support young people require and continue to reflect on aspects of practice such as respect, diversity and non-stigmatising language.

The management team and staff group had worked hard to ensure consistency of practice within the house, however there should be regular, more comprehensive audits of records and practice by senior staff and more regular, recorded supervision for the staff group. This was discussed with the management team during the inspection. The provider had already identified changes to the management structure within the service. It is hoped that these changes support this improvement.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 31 March 2022 the provider must notify the Care Inspectorate as detailed in the document 'Records that all registered care services (except childminding) must keep and guidance on notification reporting (2012)'.

This is to comply with: Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This also takes into account the Health and Social Care Standards (HSCS), which state that:

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.' (HSCS 4.18); and  
'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

**This requirement was made on 23 September 2022.**

#### Action taken on previous requirement

The Care Inspectorate have received regular notifications from the provider. We cross referenced this information during the inspection to confirm all notifications were submitted in line with the guidance.

**Met - within timescales**

### 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?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	3 - Adequate

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.