

# Ardlaghan Care Home Service

Bathgate

**Type of inspection:**  
Unannounced

**Completed on:**  
21 November 2025

**Service provided by:**  
Moore House School Ltd

**Service provider number:**  
SP2003002628

**Service no:**  
CS2015343199

## About the service

Ardlaghan is a residential care home for children and young people, registered to care for two children and young people, aged eight years to eighteen years, within premises near Bathgate.

The house is detached, consisting of a lounge, conservatory, dining room, kitchen, four bedrooms and two bathrooms.

The service is provided by Moore House School Limited.

The statement of function for the service states:

"Ardlaghan's primary function is to provide therapeutic care for children and young people whose needs cannot be met within a family setting".

## About the inspection

This was an unannounced inspection which took place on 21 November 2025 between 10:30 and 16:00. The inspection was carried out by two inspectors from the Care Inspectorate.

This was a pilot inspection to test a new way of inspection to provide assurance that better performing services continue to strive to meet the promise. No new evaluations (grades) have been awarded. This inspection is called a promise assurance inspection. It focuses on the key areas that are essential to upholding children and young people's right to be safe and be at the centre of their care. We report on them under the Promise foundation headings of: 'Voice', 'Care', and 'People'.

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.

We confirmed that the service continued to provide an excellent level of care and support. We know this because on this inspection we:

- spoke with two people using the service
- spoke with four members of staff and management
- observed practice and daily life
- reviewed documents
- reviewed survey responses from the staff team and an external professional

## Key messages

### Voice

Young people's feelings and opinions were central to every aspect of how care was provided in Ardlaghan. One young person told us that they felt they could trust the adults supporting them to speak up for them in meetings and make sure their views were heard. The staff team skilfully advocated for young people and where it was helpful, ensured young people also had access to independent advocacy support. Care plans and recordings were written in a thoughtful and person centred way, demonstrating respect. Young people were recognised as individuals and their interests and skills were championed.

### Care

Young people benefitted from highly individualised care plans and risk assessments. These were updated regularly and supported staff to provide consistent and responsive care to young people. Nurturing, relationship based care was central to every element of the service. Young people were supported to develop their independence skills, supported by personalised pathways plan introduced by the service and were supported to achieve in school and further education. The service demonstrated an exceptionally strong commitment to supporting and scaffolding young people's relationships with the people who were important to them.

### People

Young people were supported by a highly compassionate and committed staff team. The staff team was stable, and well supported by a strong leadership team. Staff within the service benefitted from well organised and useful training and were confident in applying their learning to their work with young people. There was effective quality assurance in place with a wide range of regular audit tools used. A reflective and open culture was promoted within the service. This ensured that young people benefitted from the care of a confident and consistent staff team.

## 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).

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