

# Buchanan House Care Home Service

Dunfermline

**Type of inspection:**  
Unannounced

**Completed on:**  
26 November 2025

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

**Service provider number:**  
SP2003002628

**Service no:**  
CS2014325381

## About the service

Buchanan House is registered to provide a care home service to a maximum of four young people between the ages of six and 18 years.

Buchanan House is a modern five bedroom bungalow situated in a rural location near the village of Saline and the town of Dunfermline. The house has five bedrooms, a bathroom, a large open plan living area with a dining room table, an office (which doubles as a sleepover room and has an ensuite shower room), a kitchen and utility room.

There is also a small education unit adjacent to the house, which can allow for young people to be educated on-site where they experience difficulty in mixing with larger groups of young people. This can also be used for a break-out space for children or to extend children and young people's skills and hobbies.

Buchanan House is set within spacious grounds and adjacent fields. It is part of the Moore House group. Moore House Care and Education is an independent organisation that provides childcare and education services, for children and young people who have additional support needs because of the social, emotional and behavioural challenges they face. They provide care in a number of settings as well as education provision.

## About the inspection

This was an unannounced inspection which took place on 26 November 2025 between 11:00 and 18:00.

This was a pilot inspection to test a new way of inspecting 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 focusses 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

We confirmed that the service continued to have the rights and voices of children and young people at the heart of their care and support. We know this because on this inspection we:

- Reviewed survey responses from young people and staff
- Spoke with one young person using the service
- Spoke with four staff and management
- Spoke with two external professionals
- Observed practice and daily life
- Reviewed documents

## Key messages

### Voice

Young people's voices were central to their care and support. Staff took time to get to know young people as individuals, and young people were able to identify specific staff who they felt always listened to them.

Young people's views were gathered in a number of ways including key time, informal talks, young people's meetings and feedback forms. Young people did not always feel that their voices were heard in their wider care planning, and the service aims to strengthen and develop practice in this area. One young person also recently benefitted from the support of an independent advocacy worker and a solicitor.

### Care

Young people benefitted from individualised, nurturing care and support. Young people told us that staff were persistent in reaching out and building relationships and that 'they are welcoming and will give me a hug if I need it'.

Care planning and recording was person centred and showed a high level of insight into young people's needs and strengths. This helped create a safe environment where there was a strong focus on supporting young people to recover from trauma and to build their skills and resilience. Young people were supported to work towards goals and to meet their potential.

### People

Young people were cared for by a committed and well supported staff team. The service was well led by a compassionate management team who worked to build a trauma informed team, where staff felt valued. Staff were safely recruited and benefitted from a well established training programme that enabled the development of their skills and knowledge. The staff team experienced some challenges in working with multiagency partners particularly where there was a geographical distance from the placing authority, however they sought to keep young people's voices and best interests at the centre of all decision making. The service had a strong development plan in place which reflected the foundations of the promise, and there was evidence of robust manager oversight.

## 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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