

Am Bruach Care Home Service

Perth

Type of inspection:
Unannounced

Completed on:
18 December 2025

Service provided by:
House of Falkland Limited

Service provider number:
SP2008009724

Service no:
CS2023000270

About the service

Am Bruach is a residential care home for young people, managed by House of Falkland Limited, part of Options Autism.

The home accommodates up to three young people and at the time of this inspection, there were two young people living in the house.

The home is located near the city centre of Perth.

About the inspection

This was an unannounced inspection which took place on 11 & 12 December 2025. 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 with two young people using the service and received feedback from one family member.
- Spoke with five members of staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Received feedback from professionals.

Key messages

- Staff had positive relationships with young people.
- The provider should further develop their approach to supporting young people.
- Clinical team members within the organisation had positively influenced outcomes for young people.
- Important connections for young people were enabled and fully supported.
- The provider was asked to ensure the new manager's understanding of the registered manager role.
- There was good progress with regard to formal supports for staff and young people.
- Effective quality assurance supported improvement.
- A more defined staff team was in place.

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?	4 - 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?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for young people and clearly outweighed areas for improvement.

The safety and wellbeing of young people was supported through a range of everyday practices, based on compassion and empathy. Positive relationships and encouragement to complete daily tasks, supported young people's sense of purpose and achievement. Risk factors affecting young people were at times considerable and this meant that insight into their feelings, emotions and personal understanding of risk, could be difficult to determine. Staff knew young people well and this helped to identify the correct supports at the right time, to improve their experiences whilst living in Am Bruach.

The relationships between young people and those supporting them daily were respectful, enabling and generally effective in ensuring the balance between autonomy and acceptance of support. However, at critical times, there was a need for a clear understanding of the balance between self determination and having the ability to do so. We asked the provider to continue to develop its approach to supporting young people to successfully achieve increased autonomy and independence, based on the capacity of individual young people, to make informed decisions and evidence an increased level of self reliance. (Area for improvement1)

The provider's clinical service had supported the learning and development of the staff team, and had helped to identify effective strategies to support young people. In our discussions with staff, it was evident that this had been invaluable to them, when exploring ways of working to reduce risk and foster connection.

By enabling time with family this meant that young people were supported to maintain relationships with those important to them. Feedback from family members confirmed that they were happy with the support for their relative, with comments such as, 'I feel he is very lucky to be in such a supported environment'. Connections with local community enterprises also offered young people opportunities to build relationships and develop their skills. Those working in partnership with young people told us that, 'The aim is to build self-confidence, self-belief and ability to identify their skills and feel empowered'.

We spoke with young people during the inspection visit. They told us that they liked all members of staff and felt that they were around if they needed to speak with them for support and advice. When we spoke about future ambitions, young people enthusiastically told us about travel plans and about getting their own home, where they could live happily near family and friends.

When considering experiences and outcomes for young people who had moved on since we last visited, it was clear that some were doing well, living in their own accommodation while attending college. For others who had struggled whilst living in Am Bruach, the value of their relationships with staff, was shown through the enduring communication and reassurance they had sought since leaving. Outcomes had not always been positive, but it was evident that the provider had worked tirelessly to improve upon experiences for all young people.

At the last inspection, we stressed the importance of appointing a manager to the service, as the previous manager had left their position. At this inspection, a new manager had been in place for a short time and we noted an increased level of stability and consistency of support for young people and staff.

We were not fully assured as yet, of the new manager's understanding of the role, and we asked that the provider ensure that key aspects of the registered manager role are fully understood and evidenced in the manager's practice over time. (Area for improvement 2)

We found evidence of good progress with regard to more effective systems and processes. Quality monitoring ensured that regular supervision for staff was occurring routinely, supporting performance management, through a comprehensive format for assessment and reflection. There were also opportunities for development through team meetings and reflective discussions, which included clinical team members. A range of recurring and one off training opportunities, supported learning and development needs of staff. Auditing, both internal and external contributed to progress in the service.

There was a defined staff group, with a range of skills and knowledge and those we spoke with said they felt well supported by the manager. For newer members of staff, working at Am Bruach gave them the opportunity to contribute their skills and interests to the benefit of young people and their colleagues. Observations from those joining the staff team included comments such as, 'I've never been so impressed with a service, every worker puts the needs of young people first' and, 'The team are lovely and very supportive'.

Areas for improvement

1. To ensure that young people are clear about what to expect from the service, the provider should further develop its stated aims and objectives. This should include a fully developed approach to supporting resilience and skill building, promoting choice and rights, while balancing individual assessment of capacity for autonomy and ability for increased independence.

This is to ensure that care and support is consistent with Health and Social Care Standards which state, 'I am empowered and enabled to be as independent and as in control of my life as I want and can be'. (HSCS, 2.2)

2. To ensure that young people benefit from a service which is effectively led and managed, the provider should ensure that key aspects of the registered manager role are fully understood and evidenced in the manager's practice.

This is to ensure that care and support is consistent with Health and Social Care Standards which state, 'I use a service and organisation that are well led and managed' (HSCS, 4.23).

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

To ensure pro active, supportive leadership impacts positively on outcomes for young people, the provider should make formal arrangements for the management of Am Bruach and advise the Care Inspectorate of any change to existing conditions of registration.

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

'I use a service and organisation that are well led and managed'. (HSCS 4.23)

This area for improvement was made on 6 February 2025.

Action taken since then

The provider had appointed a manager for the service. We were satisfied with aspects of supportive leadership. We identified further development was needed to ensure the new manager's full understanding of the role of registered manager and have made an area for improvement at this inspection.

This area for improvement was met.

Previous area for improvement 2

To ensure continuity of care and support for young people, the provider should make proper arrangements to ensure adequate staffing levels and the appropriate skill mix within the staff team.

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

'I am supported and cared for by people I know so that I experience consistency and continuity'. (HSCS 4.16)

and

'My needs are met by the right number of people'. (HSCS 3.15)

This area for improvement was made on 6 February 2025.

Action taken since then

The provider had ensured adequate staffing levels and an appropriate skill mix within the staff team.

This area for improvement was met.

Previous area for improvement 3

To ensure that young people receive high quality care and support, the provider should establish and implement robust systems and processes, to support staff in their roles and to monitor the quality of care and support for young people.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14)

and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

This area for improvement was made on 6 February 2025.

Action taken since then

The provider had developed more robust quality assurance measures to ensure oversight of supports for young people and staff. Formal supervision and regular opportunities to meet as a team, provided support for staff and more consistent means of monitoring the quality of experiences and outcomes for young people.

This area for improvement was met.

Previous area for improvement 4

To ensure that young people achieve in line with the aims and objectives of the service, the provider should develop and implement personal programmes, aimed at optimising daily living skills.

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

'I get the most out of life because the people and organisation who support and care for me, have an enabling attitude and believe in my potential'. (HSCS 1.6)

This area for improvement was made on 6 February 2025.

Action taken since then

The provider had developed the aims and objectives of the service and young people had been supported to make progress toward a more independent lifestyle. We asked the provider to further develop the ethos of the service and have made an area for improvement at this inspection.

This area for improvement was met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	4 - Good
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	4 - Good

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