

Gate House Care Home Service

Bathgate

Type of inspection:
Unannounced

Completed on:
4 February 2026

Service provided by:
Moore House School Ltd

Service provider number:
SP2003002628

Service no:
CS2017354207

About the service

Gate House is a care home service for up to four children and young people. The house is located in the town of Bathgate, West Lothian. It is close to bus routes and a range of local amenities such as shops, parks, and schools. The house is a single storey property with four single bedrooms for children, two bathrooms, a sitting room, 'chill' room and dining kitchen. There is also a small courtyard and garden area and children have occasional use of other outdoor areas in the wider grounds.

About the inspection

This was an unannounced inspection which took place on 27, 28 and 29 January 2026. Visits to the service took place between 12:45 and 19:25, 09:15 and 17:30 and 09:10 and 12:40 respectively. 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:

- reviewed four survey responses from young people, one from a family member, 11 from staff and one from an external professional
- spoke with two young people using the service
- spoke with seven staff and managers
- observed practice and daily life
- reviewed documents.

Key messages

- Effective, dynamic risk management processes contributed to keeping young people safe.
- Young people benefitted from meaningful, nurturing and trusting relationships with staff. A substantial reduction in staff turnover had played a significant part in improving security and stability of care.
- The committed and motivated staff team received very good support to provide high-quality care for young people.
- The service had strong leadership and a learning culture. This enabled continuous improvement in all areas.

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?	5 - Very 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?

5 - Very Good

We evaluated this key question as very good. The service's performance demonstrated major strengths in supporting positive outcomes for young people. There was clear evidence of continued improvement since the last inspection.

Staff prioritised young people's safety. Risk management processes were effective and responsive. They allowed the service to take appropriate steps to minimise harm, including balancing risks with respecting young people's rights and supporting their learning. The service managed protection concerns well.

Young people experienced increasingly stable and consistent care and benefited from diligent attention to detail. This care reflected individual developmental needs, strengths and challenges. Staff adjusted approaches as circumstances changed. Younger children had predictable, consistent but flexible routines.

Physical restraint was a response to heightened emotional distress. Staff recognised that this was a last resort and had been able to use the least restrictive response for as short a duration as possible, after attempting agreed strategies. When these instances occurred, young people received nurturing support to repair relationships, support regulation and learn.

Young people benefitted from positive, meaningful and trusting relationships with staff. These allowed open discussion and provided the foundation for progress. Young people felt cared for and valued. A significant reduction in staff turnover had had a very positive impact and had become a strength in the service. An external professional told us that a young person regularly reported that staff were 'very nurturing.' Staff received very good support to provide high quality care. Care provision was increasingly informed and underpinned by an understanding of the impact of trauma on young people and a wide range of relevant learning and development opportunities.

Young people lived in a comfortable, welcoming and homely environment which reflected the service's ethos and vision.

Staff understood young people's communication needs and tailored support accordingly. They listened and responded to suggestions. Whilst some young people had chosen not to use independent advocacy, this was available. Staff also played a role in ensuring young people's voices were heard. Some young people played an active part in attending forums for discussion and planning, so their experience of care could better reflect their preferences. Complaints processes demonstrated a willingness to reflect and adjust delivery of care to improve experiences and demonstrate respect. Young people had lots of choice in day-to-day life. An external professional described the service as 'very person centred.'

Help to maintain connections with family and friends promoted a sense of belonging and worth.

Support for maximising young people's health outcomes included access to primary care, specialist intervention and safe and effective management of medication. Some young people were highly active and benefitted from regular physical activity and stimulation. Staff met their needs in a sensitive and developmentally appropriate way. Other young people had active social lives outside the home but also had opportunities to take part in group events for fun and to help build bonds.

Most young people attended and engaged in learning and staff supported development of life skills to help them prepare for adult life. Managers had advocated for young people's rights to education with placing authorities though were unable to take unilateral action.

A robust framework for assessment, planning and review was contributing to positive outcomes for young people. An external professional described the young person's plan as 'well thought out and tailored to needs.' Support for management of young people's finances should be included in personal plans. We also made suggestions for strengthening oversight of these arrangements.

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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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