

Aberlour Options - Moray Care Home Service

Elgin Moray

Type of inspection:
Unannounced

Completed on:
28 January 2026

Service provided by:
Aberlour Child Care Trust

Service provider number:
SP2010011118

Service no:
CS2010272062

About the service

Aberlour Options - Moray is registered to provide residential care for a maximum of seven children and young people and is based within the town of Elgin, one mile from the town centre. The service aims to provide a residential and respite service where children, young people and their families feel safe, supported, and included. Children experience consistent, familiar care from staff who know them well, which helps them to feel secure and confident in their environment.

About the inspection

This was an unannounced inspection which took place on Thursday 22 January 2026 from 10.00 to 18.00 and Friday 23 January 2026 from 09.30 to 16.30.

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:

- spent time with young people living and having short breaks at the service
- spoke with staff and managers of the service
- spoke with parents
- observed practice and daily life
- reviewed documents
- reviewed questionnaire responses from staff and external professional.

Key messages

- There was a clear culture of relationship-based practice, sensitivity and understanding.
- Young people are supported to express their views.
- Families were included and respected as partners in their child's care.
- Young people were kept safe by staff who knew them exceptionally well.
- Young people were supported to achieve their full potential.

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 found significant strengths in the care provided, which supported positive outcomes for children and young people; therefore, we evaluated this key question as very good.

Young people felt safe because they received consistent, familiar care from staff who knew them well. Staff maintained predictable routines, understood individual risks, and responded promptly to changes in young people's needs. Clear safeguarding procedures and effective joint working with partner agencies ensured risks were identified early and managed consistently. We observed calm, compassionate interactions, and professionals reported communication was timely and well informed. As a result, children appeared comfortable and secure in their environment.

Young people are supported to express their views. Staff demonstrated a strong commitment to a rights-based approach ensuring adjustments were in place to promote inclusion within everyday decisions. Staff used visual aids and personalised communication methods, to support positive interactions. We observed young people clearly communicating their preferences and taking an active role in decision making. This ensured young people experienced meaningful level of control over their care.

Staff used relationship-based approaches and preventative strategies, demonstrating a strong commitment to a culture of no restraint. We observed calm, reassuring and nurturing responses, and there had been no use of restraint. Warm interactions were evident throughout, and parents told us that staff knew their children well. Young people felt emotionally safe, which strengthened trusting relationships and supported positive regulation approaches and preventative strategies, demonstrating a strong commitment to a culture of no restraint. We observed calm, reassuring and nurturing responses, and there had been no use of restraint. Warm interactions were evident throughout, and parents told us that staff knew their children well. Young people felt emotionally safe, which strengthened trusting relationships and supported positive regulation of emotions.

Young people were supported to take part in a variety of enjoyable and creative activities, with staff planning experiences around their individual interests both within the service and in the wider community. We observed shared laughter, positive connections with staff and genuine enjoyment during these activities. These experiences promoted emotional wellbeing, strengthened trusting relationships, and supported the development of confidence and social skills.

Young people have access to a warm, welcoming environment with highly individualised rooms that support their comfort and wellbeing. Young people live in a clean home, with access to sensory toys, an accessible garden and outdoor play equipment. We observed children using these resources freely and relaxing in familiar spaces. This created a nurturing atmosphere where children felt valued, strengthening their sense of belonging and wellbeing.

Maintaining relationships with their family and friends was essential in supporting young people's emotional wellbeing. Staff facilitated regular family time, meaningful connections and worked flexibly with families to meet individual needs. Parents told us communication was positive and reassuring, and they appreciated regular updates and photos of fun activities. Staff worked in partnership with the team around the child to support their clinical needs and emotional wellbeing. This helped young people to thrive and develop.

Young people were supported to achieve their full potential. Staff worked closely with education partners to share goals and objectives, ensuring plans reflected each young person's needs and interests. SMART goals supported progression in child development and life skills. We observed young people engaging in activities linked to their personal interests and enjoyment. This approach strengthened consistency across settings and supported meaningful achievements and increasing independence.

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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