

# Cauvin House Care Home Service

Edinburgh

**Type of inspection:**  
Unannounced

**Completed on:**  
6 March 2026

**Service provided by:**  
Dean and Cauvin Young People's Trust

**Service provider number:**  
SP2003002647

**Service no:**  
CS2003011205

## About the service

Cauvin House is a semi-detached property with an enclosed rear garden, located in Edinburgh. The service is close to local amenities and benefits from good public transport links. It is one of two care home services operated by Dean and Cauvin Young People's Trust.

The service is registered to provide care for up to three young people aged 16 to 25 and their babies. It can accommodate up to three babies under 18 months, with a maximum of two babies between nine and 18 months.

## About the inspection

This was an unannounced inspection which took place on Monday, 2 March and Tuesday, 3 March 2026 between the hours of 10:45 and 18:30, and 11:00 and 18:00 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:

- spoke with one person using the service and two of their representatives
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

**Key messages**

- Staff had a good understanding of the needs of young people, and prioritised spending time with them to build trusting, supportive relationships.
- Staff were trained in trauma-informed practice and demonstrated nurturing relationships with mothers and babies.
- We found the service had not reported all relevant accidents, incidents and safeguarding concerns in line with current guidance.
- There were good relationships with external professionals and health services.
- Staff worked closely with family members where appropriate, helping young people maintain important relationships and encouraging meaningful family time.
- Transition planning and quality assurance both needed improvements to ensure well coordinated moves and effective learning from incidents.

**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?	3 - Adequate
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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?

### 3 - Adequate

We evaluated this key question as adequate. Although there were strengths that had a positive impact, it was the lowest evaluation overall and key areas still need to improve.

Young people and their babies were kept safe emotionally and physically because staff understood their needs and responded sensitively. During the inspection, we observed staff role modelling parenting skills and provided structured routines and consistent expectations, helping young people feel safe. Young people told us they felt "safe, valued and understood." These approaches helped create a calm, predictable home where families felt protected and emotionally supported.

Young people were supported to access independent advocacy. Young people told us that advocacy helped them prepare for meetings and made it easier for them to share what was important to them. This helped young people feel heard, understood and more confident in shaping their own support.

Staff were aware of safeguarding procedures; however, management had not always reported these incidents. Improving how incidents are reported will help make sure information is shared promptly, risks are identified at an early stage, and young people are kept safe. This was an area for improvement at the last inspection which is unmet and being reinstated as a requirement (see requirement 1).

Staff had a good understanding of trauma-informed practice and understanding of their needs. During the inspection, we observed nurturing, relaxed and fun interactions that reflected strong relationships between staff, young people and their babies. Professionals described the staff as "nurturing and relationship based," and young people linked their sense of emotional safety to staff consistency. This helped young people feel more resilient and emotionally settled within a supportive and understanding setting.

Young people had opportunities to take part in activities that were of interest to them, such as sensory play, soft play trips, swimming, and spending time with family. This was something we heard young people speak positively about. These experiences helped them explore new activities and create positive memories.

Young people were supported to maintain relationships with those important to them. Staff worked closely with social work to arrange family time and were described as "very open" to including relatives and also helping to facilitate visits and babysitting in the house. The service also held regular Sunday brunches where young people and their babies could come together. We observed staff supporting conversations in a calm and sensitive way, helping young people and their families maintain safe, positive relationships. Sensitive handling of complex situations helped families maintain meaningful connections and strengthened young people's sense of belonging. Parents who had moved on often returned to visit, helping create a strong sense of community and ongoing support.

Young people were involved in developing their care plans and risk assessments, which reflected personal goals and agreed support. One young person told us, "I have contributed to my plan and given my voice." Young people felt involved and informed they were reassured that their views helped shape their daily support and future plans.

The service worked well with external professionals and health services, ensuring the health needs of

mothers and babies were consistently prioritised. When concerns arose, staff acted quickly and sought appropriate support. Professionals described staff communication as "open, consistent and proactive."

Leadership was visible and supportive, staff described managers as approachable and responsive. We observed managers responding promptly and effectively to staff providing reassurance and clear guidance.

Staff told us they had regular, reflective and consistent supervision, which they felt supported them to carry out their roles confidently.

The service was unable to provide structured, detailed plans that evidence effective transition planning for young people and their babies moving on from Cauvin House. Key elements such as updated risk assessments, timelines, multi-agency involvement and parent voice were absent, meaning transitions were not as clear or well supported as they needed to be. Good transition planning helps young people and their babies move on safely, with clear support in place and everyone involved understanding what needs to happen (see area for improvement 1).

There had been an organisational restructure, which was not yet embedded to provide effective oversight. There was a lack of effective systems in place to monitor training or to analyse staffing needs in a way that reflected the support needed for a mother and baby service. As the new structure develops, we hope this will improve and embed in practice.

Quality assurance systems were ineffective and needed strengthening. We found that quality assurance systems did not consistently demonstrate how risks, themes or patterns would be identified and analysed over time. Also, ensuring the right supports was in place to ensure the needs of young people were being met. Strengthening quality assurance systems would help ensure the service continues to provide consistent, well-coordinated support for young people and their babies (see area for improvement 2).

## Requirements

1. From receipt of this report, the provider must notify the Care Inspectorate about incidents as detailed in the document 'Guidance on records you must keep and notifications you must make (March 2025)'.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Regulation 4(1)(a) - Welfare of users.

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

'I benefit from different organisations working together and sharing information about me promptly where appropriate and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

## Areas for improvement

1. To support safe, well-coordinated transitions for parents and babies, the service should ensure that transition planning is structured, planning is recorded clearly with an individualised plan of how to support the young person moving on.

This should include, but is not limited to, developing and implementing transition plans which should be informed through multi-agency meetings.

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

'I am supported to understand and participate as fully as possible in decisions about my care and support' (HSCS 2.12).

2. To improve outcomes for babies and young people, the service should ensure that the quality assurance processes in place are effective. This should include, but is not limited to, ensuring areas identified for improvement are clearly written and evidence of how these have been met or actions being taken to support improvement.

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

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

## 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 support children's wellbeing and safety the service should ensure that they inform the Care Inspectorate of all notifiable instances, as per 'Records that all registered children and young people's services must keep and guidance on notification reporting.' The service should ensure they have external overview and analysis of all incidents within the house, and that they fully consider the need to notify. The provider should develop auditing processes to support this.

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

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 1.23).

**This area for improvement was made on 19 May 2023.**

#### Action taken since then

We found incidents of a serious nature which had not been reported to the Care Inspectorate as per our guidance. There were no quality assurance systems in place to manage, review or report serious incidents that met the threshold for notification.

**The area for improvement has not been met and being reinstated as new requirement.**

### 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).

## Detailed evaluations

How well do we support children and young people's rights and wellbeing?	3 - Adequate
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	3 - Adequate

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