

Calton House Care Home Service

Edinburgh

Type of inspection:
Unannounced

Completed on:
6 March 2026

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2005099728

About the service

Calton House is a care home service for children and young people, provided by the City of Edinburgh Council. The service is registered to provide care for up to five young people. There were five young people using the service at the time of inspection.

Young people have their own bedrooms. There are a number of shared spaces which young people can spend time in which have been recently refurbished. There is a garden area to the rear of the building.

About the inspection

This was an unannounced inspection which took place on 24 and 25 February 2026 between the 10:15 and 22:15, and 09:30 and 16:45 respectively. This 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 and complaints information, information submitted by the service and intelligence gathered since the last inspection. To inform our evaluation we:

- Spoke/spent time with three young people using the service and one of their family members
- Spoke with nine members of staff and management
- Observed practice and daily life
- Reviewed documents
- Reviewed four survey responses
- Spoke with five visiting professionals

Key messages

- Young people were kept safe by staff who knew them well.
- The service should strengthen their understanding of practice in relation to Continuing Care to the rights of young people are respected.
- Improvements to the physical environment of the house have provided a homely and welcoming environment.
- Education and employment opportunities for young people were encouraged and promoted.
- A number of changes have led to an improved culture within the service.

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.

Young people were kept safe within the house. Staff worked well with other agencies, such as police and social work when risks arose within the community. We found there had been prompt responses to child protection concerns, with advice sought and information shared to promote safety and wellbeing.

Staff had a good understanding of young people's needs and responded sensitively and naturally to these. Interactions between staff and young people were warm, positive and nurturing. Young people were comfortable and relaxed in the home which contributed to a welcoming atmosphere.

Young people experienced individualised care and support for example in terms of supporting their cultural needs and ensuring the privacy of each young person. However we heard about decision making and practice relating to access to Continuing Care which had adversely affected sense of belonging and relationships. There has been learning identified as a result with further development required to ensure young people access support that is right for them.

(See area for improvement 1).

Improvements made to the physical environment of the house have resulted in a more homely and welcoming environment. Additional social spaces have been created to allow friends and family to visit whilst not impacting on the space available to others within the home.

Health needs were met through support from staff or through access to external services as required. Staff were proactive in ensuring young people had access to prescribed medication, and this was well managed within the service.

Meaningful connections to those important to young people were encouraged and promoted by staff, where this is in line with young people's wishes. There were opportunities for young people to meet with their family/friends in the house if desired but this also took place away from the home through activities. This supported young people to maintain their relationships and feel included.

Young people were supported to access education and learning opportunities through individually tailored plans. For older young people, there were opportunities to access employment support services with some having successfully obtained employment or apprenticeships. This helped young people develop their independence.

Care plans and risk assessments were updated on a regular basis which supported staff to offer consistent care and support. At the time of inspection, the service was involved in a provider-wide pilot regarding the format and recording of care plans. To ensure care plans are informative and accessible for young people and staff, the provider should consider the language used within recording and ensure there is clear evidence of young people's contribution.

Since the last inspection there have been a number of changes within the service which staff felt have led to an improved ability to work together as a team and overall a positive shift in the culture of the service.

The service development plan has been driven forward following a change in manager with staff having opportunities to contribute to the overall development of the service. This has contributed to staff feeling valued and supports meaningful improvement.

Staffing needs assessments were completed on a regular basis to ensure there was sufficient support for young people. Vacancies in the team have resulted in an increased pressure experienced by permanent staff due to reliance on agency/locum staff. However, this was not consistently reflected within the assessment of staffing. Although there has been some development in this area, the area for improvement identified at the last inspection will remain in place.

The service was in the early stages of restructuring team meetings to include staff across all shifts and provide a protected space for reflective practice discussions. These changes are hoped to further contribute to improvements in the overall culture and we look forward to hearing more about this at the next inspection.

Areas for improvement

1.

To promote young people's rights and development of young people, the provider should ensure staff have a clear understanding of the policies and procedures in relation to continuing care. This should include, but is not limited to, ensuring welfare assessments are carried out timeously for young people who are eligible for continuing care.

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

"My future care and support needs are anticipated as part of my assessment (HSCS 1.14)

"My human rights are central to the organisations that support and care for me" (HSCS 4.1)

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 20 April 2025, the provider must ensure they review how they implement their child and adult protection policies and procedures: To do this the provider must at a minimum:

- a) Provide a reflective learning account of previous protection concerns raised
- b) Ensure all employees understand the child protection procedure
- c) Ensure managers are aware of their responsibilities in responding to concerns raised by staff and the timescale this should be conducted within.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This requirement was made on 17 February 2025.

Action taken on previous requirement

Staff have completed further training in relation to Child and Adult Protection since the last inspection which has supported improved practice in this area.

Met - within timescales

Requirement 2

By 30 April 2025, the provider must ensure the rights of young people are upheld: To do this the provider must at a minimum:

- a) Ensure any protection risks are clearly evidenced
- b) There is a clear plan on supporting the young person's safety

c) Any potential risk to young person's safety is acted upon immediately.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This requirement was made on 17 February 2025.

Action taken on previous requirement

There have been improvements made in the recording of risks and concerns for individual young people which has contributed to a more consistent level of support offered to young people.

Met - within timescales

Requirement 3

By 1 May 2025, the provider must ensure they improve the culture within the service. To do this the provider must at a minimum:

- a) Reflect with the team on previous events and how they were managed
- b) Ensure there is reflection and learning with managers around processes relating to practice.
- c) Provide team building days with a focus on building confidence around sharing concerns.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I use a service and organisation that are well led and managed' (HSCS 4.23). 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 17 February 2025.

Action taken on previous requirement

There have been several changes within the service since the last inspection which have contributed to an improved culture. A variety of team development opportunities have taken place which have supported the

overall development of staff practice. These developments are ongoing and will benefit from a further period to embed changes.

Met - within timescales

Requirement 4

From receipt of this report the provider must notify the Care Inspectorate about incidents as detailed in the document, 'Records that all registered children and young people's care services must keep and guidance on notification reporting (2022)'.

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 leadership 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); and

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

This requirement was made on 29 February 2024.

Action taken on previous requirement

The service have made appropriate notifications following significant events that have taken place in the house.

Met - outwith timescales

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 and young people to be cared for by those who have the right knowledge and experience, the provider should update their staffing needs assessment.

This should include, but is not limited to, the knowledge, training and skill set of staff.

'This is in order to comply with section 8 of the Health and Care (Staffing) (Scotland) Act 2019.'

This area for improvement was made on 17 February 2025.

Action taken since then

We found staffing needs assessments were not being recorded consistently and further development was required to improve practice in this area.

Therefore, this area for improvement will remain in place.

Previous area for improvement 2

To support children's wellbeing, learning and development, the provider should ensure risk assessments detail how to support young people when they present at risk. This should include, but is not limited to, a detailed risk assessment which is clear on how to support the young person.

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

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27)

This area for improvement was made on 29 February 2024.

This area for improvement was made on 29 February 2024.

Action taken since then

We found the service had developed practice in relation to recording risk assessments for young people since the last inspection. Individualised plans were in place for all young people and these were updated regularly.

This area for improvement has been 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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