

Seaview Care Home Service

EDINBURGH

Type of inspection:
Unannounced

Completed on:
26 March 2026

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2003010929

About the service

Seaview provides planned, respite care for children and young people aged between five and 18 years, who have specialist and complex needs. They also provide emergency placements.

The service operates from a purpose-built detached house in a residential area of Edinburgh and is close to public transport, shops and schools. The home has eight single bedrooms and one self-contained flat. Bathing facilities are separate from the bedrooms and have specialist equipment to meet the complex physical needs of many of the children and young people. There is a lounge and dining room for use by the children and young people. There are also several social areas off the main hallway as well as a sensory room and messy playroom. A large enclosed garden has a range of specialist play equipment as well as sensory areas and beds for growing fruit, vegetables and flowers. The garden is easily accessed by French windows from the living room, as well as through a separate doorway.

The service is provided by the City of Edinburgh Council.

About the inspection

This was an unannounced inspection which took place onsite on 18 March 2026 between 09:30 and 19:00. 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 and met three more;
- spoke with six staff and managers;
- observed practice, the environment and daily life;
- had email contact with three parents/carers
- reviewed service documents.

Key messages

- Young people were kept safe by staff who knew their risks well and followed strategies to minimise risk.
- Young people benefited from sensitive, nurturing, compassionate and respectful care
- The emphasis throughout was on fun
- The service was well resourced to offer young people exciting, stimulating activities
- Parents and ,where possible, young people were fully included in care planning
- The service should improve recording of progress in care plans

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 aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Young people were kept physically and emotionally safe in the house by staff who know the young people very well. They were acutely aware of the potential risks and close supervision of young people with 1:1 care kept young people safe. Staff were also very aware of the group dynamic, other young people and members of the team in order to step in and assist if needed.

Staff had child and adult protection training and although most had not been involved in protection incidents they were clear about actions they should take and their roles and responsibilities to keep young people safe.

Staff were nurturing and compassionate in their care of the young people. Young people were very comfortable in the care of staff who were nurturing and compassionate. Tactile care was led by young people often requesting cuddles or safe touch.

A high level of respect was embedded in the ethos of the service and was central to the responses to the needs of the young people.

Young people benefited from sound understanding of trauma informed practice and genuine concern for their wellbeing.

All young people experienced individualised care based on their needs. A culture of equality and acceptance throughout the service resulted in a harmonious team focussing on sensitive, respectful care of the young people.

Staff were very aware of children and young people's preferences and favourite activities. From arrival the emphasis was on fun and having the best time possible. Staff were playful in their approach encouraging children and young people to make choices and playing alongside them. Simple activities and games were recognised as learning and development opportunities.

The very attractive and exciting garden was well used by young people. It provided young people with chances to learn about planting and growing as well as having space to explore, run around, jump on the trampoline, ride bikes and use swings and chutes, to name just a few activities. Young people also experienced time in the local community going for walks and sometimes out for drives in the car.

Indoor activities were well resourced with many stimulating resources such as a sensory room, magic carpet, iPad and TV, and comfortable spaces just to sit and be part of a group.

Staff were ambitious for the young people and keen to see them make progress build resilience and self-confidence. Communication needs were carefully considered with input from external professionals as well as the views of parents.

Staff were skilled at understanding young people's communication needs. They knew the young people well and understood that behaviour was communication. They were trained to use aids such as Talking mats,

Makaton and the Picture Exchange Communication System (PECs). In addition the service had secured purchase of new iPads and licence for a communication tool used by many of the children in school, which will further enhance communication with young people.

Bedrooms were thoughtfully prepared for their arrival which helped young people feel welcomed and secure.

Young people's mental and physical health needs were carefully met. Training to support the very complex health needs of the young people ensured that staff had the skills and confidence to meet individual care needs. Because the staff had received training this meant that young people were not dependant on the availability of other professionals to carry out procedures and this could be done at their own pace.

Medication management and administration was appropriate and error identified quickly and addressed through training and supervision. The medication procedures are clear and detailed.

Parents were fully included with the care of their young person and were fully consulted both before and after their stay at Seaview. There was recognition that parents were the experts in the care of their young people which helped parents to feel secure in the knowledge that their young person was being well cared for.

Staff liaise closely with other professionals to provide holistic care for young people. They had good relationships with school and health professionals. Transport to and from school has been recognised as not meeting the needs of all young people with them spending extended periods traveling and sometimes missing significant parts of their school day. This was being closely monitored and raised with the appropriate people. At feedback we were told that there had been some progress made and plans for individual young peoples travel to school were improving.

Care plans were in place for all of the young people with parents views incorporated into the plans. Young people were , whenever possible, included in care planning. Goals were outcome focused and detailed. However, whilst plans were measurable, it was difficult to see what progress had been made and improved recording of this would help identify achievement and next steps. **See area for improvement 1**

Areas for improvement

1. To ensure consistent positive outcomes the provider should review the care planning system and ensure that evidence of progress is recorded to inform next steps.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices". (HSCS 1.15)

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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