

Eidyn House Care Home Service

Edinburgh

Type of inspection:
Unannounced

Completed on:
24 February 2026

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2003010920

About the service

Eidyn House is a new venture for City of Edinburgh and provides outreach services to young people in order to keep them at home as well as 6 week residential placements also aiming for return home but with the recognition that young people may need further residential accommodation.

About the inspection

This was an unannounced inspection which took place onsite on 17 February 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service, we:

- spoke with 2 young people;
- spoke with 1 parent
- spoke with 5 staff and managers;
- spoke with one external professional
- observed practice, the environment and daily life;
- reviewed returned questionnaires from 1 parent/carer
- reviewed returned questionnaires from 3 Staff members;
- reviewed returned questionnaires from 5 external professionals;
- reviewed returned questionnaires from 2 young people
- reviewed service documents.

Key messages

- The positive culture within the service was open and supportive
- Staff were skilled at forming relationships quickly
- A bike repair and cycling project had been successful in helping to engage young people
- Care planning needed to be reviewed to establish SMART goals and evidence next steps
- The service was fully committed to the remit of keeping children and young people at home with their families

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 found several strengths which impacted positively on outcomes for young people and these outweighed areas for improvement and we evaluated Key Question 7 as good.

Young people were kept physically and emotionally safe in the house by staff who were skilled in building relationships quickly. The young people told us they felt safe and we could see that they were comfortable in the company of staff.

Most staff had attended child 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. The Care Inspectorate had not been informed of any instances where protection processes have been initiated. Management responses to child protection matters were managed sensitively and in line with guidance.

Young people received nurturing and compassionate care from staff who had a firm understanding of the impact of trauma. All staff had received formal training in relation to trauma and could speak confidently about how this influenced their practice. There had been no instances of physical interventions.

Who Cares Scotland provided advocacy for young people and visited the home regularly. Staff also advocated for young people if they wished.

We were told by external professionals that the six week residential placement deadline could, at times, feel pressurised and cause anxiety for young people and their families. Particularly when the young person had formed close and positive relationships with staff. External professionals also said that sometimes transitions felt rushed. Managers at the service were clear that they had conveyed their remit to external professionals and were committed to the aims of keeping young people with their families, and returning young people home whenever possible.

Staff were respectful of each other and kept this central in their responses to young people. They demonstrated genuine concern for the wellbeing of the young people.

Young people identified interests and activities and every effort was made to accommodate requests. Staff participated alongside young people helping them to gain confidence.

A project called Trail Space was central to the operation of the service. Young people could learn about repairing and riding bikes and there were plans to find accreditation for gaining a qualification in recognition of the commitment from young people.

Staff were ambitious for the young people and keen to see them make progress build resilience and self confidence. There was evidence of positive outcomes where family participation with young people, alongside staff, had resulted in a successful return home.

A well-developed criteria and pathway to moving into Eidyn House was in place with a decision making panel and matching process.

Young people's voice was encouraged through direct discussion with staff who were interested in their

views. Young people also attended their care planning meeting where they could be actively involved in plans for their immediate and long term future.

The house was welcoming, attractive and clean. The comfortable and cosy areas were well used by young people. Repairs were carried out quickly therefore there was minimal damage. Photographs of young people and staff promoted self esteem and belonging.

Thoughtful use of rooms resulted in a chill room providing opportunities for relaxation and supported mental health. A craft room also doubled as an education facility and a self contained flat was used to offer opportunities for learning life skills as well as a place where parents and families could meet, cook and eat together.

Young peoples bedrooms were spacious and decorated to their taste. They had everything they needed to feel comfortable and secure.

The garden had been cleared and plans were in place to develop it as a place young people could use to provide opportunities for fresh air and be involved in outdoor activities.

Mental and physical health was strongly promoted with all appointments being prioritised. Staff were patient and sensitive helping young people to find ways to overcome their anxieties about appointments or medical procedures.

We looked at medication and found what was needed was stored and administered effectively and audited regularly.

Young people's connections with people who are important to them were well supported when appropriate.

Each young person had a care plan. Some aspects of the plans needed closer attention to detail. Such as correct spelling of names and ensuring that information was where staff would expect to find it. Some risks identified in meeting minutes were not reflected in wellbeing plans or safe and sound risk assessments. Plans needed to be clear and SMART, detailing the expectations of young people and staff. **See area for improvement 1.**

The culture within the house was very supportive and focused on the best interests of the young people. High standards were role modelled in order to support positive outcomes for the young people.

Internal monitoring and quality assurance promoted good practice with weekly audits carried out by managers. The effective audit and monitoring tool used with outreach was being reviewed for use for residential placements. This should include audits of care plans to pick up on the issues found at inspection.

An annual development plan identified areas for development, responsibility and completion level. The identified timescales were vague and it would be helpful to identify aspirational dates for completion and an actual date of review.

The service was fully staffed and the staffing needs analysis served the purpose well. An impressive amount of engaging with training supported staff in the care of the young people.

Incidents were notified to the Care Inspectorate and followed up effectively, with debriefing where necessary.

Staffing matters were managed and recorded appropriately.

Staff felt fully supported by the managers as well as with the team as a whole. Formal supervision was usually timely and reported to be of a high quality guiding practice, continuous improvement and supporting staff.

Team meetings provided the opportunity for staff to present their views and also represent the views of the young people. They provided a forum to make plans for the house and discuss any new initiatives, policy or procedure within City of Edinburgh Council.

The service delivery aligned with the promise. A promise lead within the staff team resulted in a promise book with photographs linked to SHANARRI indicators and promise aspirations. The promise workstream had identified training and reading for staff and use of 'what matters' cards to obtain the views of young people and stakeholders in relation to fulfilling the promise.

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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