

Keilhill Children Services (Ltd)

Care Home Service

Banff

Type of inspection:
Unannounced

Completed on:
13 March 2025

Service provided by:
Keilhill Children Services Limited

Service provider number:
SP2007008813

Service no:
CS2007142009

About the service

Keilhill Children Services (Ltd) is registered to provide a care home service for a maximum of four young people. The service is provided from a converted farm cottage situated in a rural area of Aberdeenshire and has a large garden. At the time of inspection there was only three young people living in the house.

About the inspection

This was an unannounced inspection which took place on 12 and 13 March 2025 between the hours of 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 people using the service and three of their family/friends/representatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

During our inspection year 2024-2025 we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them. Any requirements or areas for improvement will be highlighted in this report.

Key messages

- Young people had great relationships with adults.
- Families were supported to visit the house and spend time with their children.
- The service had access to their own councillor.
- Young people were encouraged to learn.
- There were opportunities for young people to have fun and make lifelong memories.

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 supported to be kept safe. We found there was good opportunities to support learning around risks and to help develop skills. Young people told us, "I feel really safe here, they look after me." This helped young people to be more independent and feel safe.

There was access to advocacy, however, young people had confidence in those supporting them to share their views. We found adults knew the young people well, and advocated on their behalf to ensure their rights were upheld.

The child protection policy needed to be updated. The manager was aware of this and had a clear understanding of the changes required. Staff understood their role in keeping young people safe, and had up to date child protection training.

Adults who supported the young people were nurturing and caring. We found there was a good understanding of trauma and how to best support young people. Young people told us, "They really care for me." We observed lovely interactions of praise and cuddles, which supported young people to feel loved and cared for.

Young people were supported to have fun and make lifelong memories. There had been opportunities to go on holiday and hobbies were encouraged. Whilst on inspection we saw a number of activities planned, which took into consideration the interests of the young people. This supported new experiences, fun and laughter.

There was good access to health services. The service had their own councillor who provided support to the young people and the team. Young people were also supported to attend regular health appointments including the dentist and optician. This supported young people to live a healthy lifestyle.

Families were encouraged to spend time in the house. One parent told us, "They are amazing, they even let me come for Christmas." Adults worked hard to support family relationships, and where possible advocate to increase their time together. There was recognition of the importance of supporting long-term relationships with adults who young people had kept in touch with. This led to young people and families feeling included, and supported lifelong relationships.

Education and further learning was encouraged. All young people attended school, with individual opportunities incorporated into their week. Adults knew the young people very well and were able to advocate on their behalf to ensure the right opportunities were available to them. This included a variety of volunteering options to help young people learn and develop new skills.

Keilhill supported young people to stay into adulthood. There was still support provided to young people who had moved on from the service, recognising the importance of these relationships. We recommended a continuing care policy to be in place to support the positive support which they offered.

Young people's achievements were celebrated, and well evidenced in their care plans. We found goals needed to be more SMART (Specific, Measurable, Achievable, Realistic, Time-bound) to better cap. Risk assessments were focused on supporting young people to learn about risks and promote safety.

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, learning and development, the provider should improve support plans and relevant documentation to ensure that information reflects the views of children and young people, is current and uses positive supportive language. This should include but is not limited to, the views of young people, risk assessment documents, daily supports and routines.

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 based on relevant evidence, guidance, and best practice' (HSCS 4.11).

This area for improvement was made on 14 July 2022.

Action taken since then

The service had improved their care planning, which captured the views of the young people and support they needed.

This area for improvement has been met.

Previous area for improvement 2

To support children's wellbeing, learning and development, the provider should complete a development/improvement plan for the service. This should include but is not limited to, a yearly plan of various tasks within the service which will improve the service.

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 based on relevant evidence, guidance, and best practice' (HSCS 4.11).

This area for improvement was made on 14 July 2022.

Action taken since then

The service had created a development plan which focused on the year ahead. We found this was reflective of the developments required in the service.

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?	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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