

Brucefield Care Home Service

Stirling

Type of inspection:
Unannounced

Completed on:
21 July 2025

Service provided by:
Stirling Council

Service provider number:
SP2003002689

Service no:
CS2003011484

About the service

Brucefield is a care home service run by Stirling Council. It operates over two sites, one for five young people in a purpose built detached bungalow and a ground floor flat for two young people.

About the inspection

This was an unannounced inspection which took place on 16 July between 10.45 and 19.45 and 17 July between 10.30 and 17.30. 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 had two responses to our pre-inspection survey. We spoke with three family members, spoke with seven staff and management and had 15 responses from staff to our survey. We observed practice and daily life, reviewed documents and spoke with two external professionals and had six responses to our external professional surveys.

Key messages

- Children and young people were kept safe and staff responsive when protection concerns arose.
- Children and young people generally experienced positive relationships with staff.
- Children and young people had access to a range of community opportunities including holidays.
- Important relationships with family were well supported by the service.
- The service should further develop it's approach to trauma informed practice to improve consistency of approach.
- The format and content of care plans should be improved to allow progress to be better evaluated.

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
--	----------

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 children and young people and clearly outweighed areas for improvement.

Children and young people were kept safe within the service. Staff were trained in child protection and were aware of their responsibilities, and when protection issues were identified the service acted appropriately to safeguard the wellbeing of children and young people within the service.

Children and young people had access to external advocacy support and had the opportunity to engage in the provider's care-experienced Champions Board.

Generally children and young people experienced therapeutic, stable care. Restrictive practice was used infrequently within the service and incidents that had occurred were documented and analysed by the service.

Children and young people enjoyed trusting and nurturing relationships with staff within the service. Positive feedback was received from young people and external professionals about the quality of the relationships, but not all young people felt they had positive relationships with all staff.

Staff did not have a consistent understanding of trauma-informed care and the service did not have a consistent vision and values for practice. This meant that staff approach was at times inconsistent and there was a differing understanding of how care should be provided.

The service should further develop its practice model, vision and values to ensure that children and young people experience consistent relationships based on compassion and a full understanding of the impact of their trauma and development (see area for improvement 1).

Children and young people had opportunities to engage in a range of activities and had opportunities to go on holidays with staff. One young person told us "I feel staff listen to me and care for me. They take me on holidays and I get to be part of the planning and decisions we make when we go."

The service operates over two settings: a large, purpose-built detached property and a smaller flat. Both properties were generally well maintained and communal rooms were comfortable and homely. Feedback from staff and external professionals is that the larger property had an institutional feel and a lack of facilities with young people sharing bathrooms. Young people were positive about the smaller property, saying that "it feels like a normal home". The provider has longer-term plans to change the composition of the housing service to address these issues.

Children and young people were supported to understand their rights and the legal process. Interpreting services were used to ensure understanding for young people who do not have English as a first language.

Children and young people's health needs were met, and access to universal and specialist physical and mental health services was facilitated by the service.

Children and young people were supported to maintain relationships with family members. Some children and young people had regular time with family which was supported practically and communication was effective.

Educational outcomes were supported and children and young people were accessing education or supported to engage in meaningful activity to promote their development.

Children and young people did have care plans in place that identified care planning goals, but the format and content made these hard to track and evaluate. In line with the review of trauma-informed practice, the service should review the content and language of care plans to ensure that children and young people experience effective care planning (see area for improvement 2, repeated from previous inspection).

Areas for improvement

1. To ensure that children and young people experience consistent relationships based on compassion and a full understanding of the impact of their trauma and development the service should improve it's approach to trauma informed practice.

This should include but is not limited to:

- a) Ensuring there is a clear vision and values for the service underpinned by appropriate training.
- b) Embedding greater reflection across incident recording and staff de-briefs
- c) Developing a consistent trauma informed staff culture

This is to ensure that practice is consistent with the Health and Social Care standards (HSCS) which state:

"I experience high quality care and support based on relevant evidence, guidance and best practice". (HSCS 4.11)

2. To support the young people's wellbeing, outcomes and choice the service should review their care planning, and initial assessment processes. This should include but is not limited to:

- a) Ensuring young people are actively consulted on deciding their goals, and that these are clear and visible to them.
- b) Ensuring that goals are SMART (specific, measurable, achievable, realistic and timely). These should be reflective of young people's words, and should clearly describe the supports required to achieve these. Goals should be actively tracked and subject to regular review.
- c) Ensuring that all staff are aware of the needs and focus of work for all young people within the service and know exactly what is needed from everyone to support young people to reach their goals.
- d) Ensuring that quality assurance measures are in place to track advances and barriers to progress, allowing alternative plans to be created if required.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as 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)

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.' Inspection report Inspection report for Brucefield page 4 of 9

The service should ensure they have overview and analysis of all incidents within the house. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 11 November 2022.

Action taken since then

Improved overview and analysis of incidents within service. No concerns regarding practice when protection concerns arise, the service needs to improve recording to ensure correct notification type is used.

This area for improvement has been met.

Previous area for improvement 2

To support the young people's wellbeing, outcomes and choice the service should review their care planning, and initial assessment processes. This should include but is not limited to:

- a) Ensuring young people are actively consulted on deciding their goals, and that these are clear and visible to them.
- b) Ensuring that goals are SMART (specific, measurable, achievable, realistic and timely). These should be reflective of young people's words, and should clearly describe the supports required to achieve these. Goals should be actively tracked and subject to regular review.
- c) Ensuring that all staff are aware of the needs and focus of work for all young people within the service and know exactly what is needed from everyone to support young people to reach their goals.
- d) Ensuring that quality assurance measures are in place to track advances and barriers to progress, allowing alternative plans to be created if required.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as 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)

This area for improvement was made on 11 November 2022.

Action taken since then

Working group in place to review care plan and make changes. Care plans are in place with goals but format needs to be reviewed so that goals can be more clearly identified and to ensure that language is child centred.

This area for improvement has not been met and will be repeated.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.