



**Holistic Childcare
and Education**
Living and Learning in Harmony

**Outcomes
First
Group.**

MABEN HOUSE CARE HOME

Statement of Purpose



Residential care and support for children and young people aged 5-19

39-week and 52-week placements

Our purpose

To provide a safe, nurturing and relational home where each child and young person is known, listened to and supported to thrive.

Updated August 2026

Welcome to Maben House

Maben House provides residential care and support for up to ten children and young people aged 5 to 19. We offer 39-week and 52-week placements. Many of the young people we support are care-experienced and may have autism, additional support needs, or experiences of trauma, loss and disrupted relationships.

Our approach is relational, trauma-informed and individualised. We aim to create a home where young people feel safe, valued and understood, with consistent adults around them and support that reflects their strengths, needs, wishes and goals.

Maben House School is located on the same site and is separately registered as an independent school. Care, education and clinical teams work closely together while retaining their distinct professional and regulatory responsibilities.

Our aims

- Provide safe, nurturing and rights-based care tailored to each young person.
- Build trusting relationships and a strong sense of belonging.
- Listen to young people and involve them in decisions about their lives.
- Promote health, wellbeing, communication, learning and independence.
- Support important family, cultural and community connections.
- Work in partnership with families, placing authorities and other professionals.
- Learn from feedback and continually improve the quality of care.

Rights and national practice

Our practice is informed by the Health and Social Care Standards: My Support, My Life; GIRFEC; the UNCRC and the UNCRC (Incorporation) (Scotland) Act 2024; and The Promise, including Plan 24-30. We want every young person to feel loved, safe, respected and included.

Our Home and Community



Maben House is set in a rural location near Lochmaben. Young people have their own bedrooms with en-suite facilities, comfortable shared spaces and access to extensive outdoor areas. We aim for the home to feel welcoming, personalised and non-institutional.

The rural setting offers opportunities for outdoor activity, recreation and relaxation. Young people are also supported to use local leisure facilities, clubs, hobbies and community activities that reflect their interests and support ordinary everyday experiences.

Young people can expect

- to feel safe, cared for, valued and respected;
- adults who take time to know and understand them;
- their views, wishes and feelings to be listened to and taken seriously;
- to be involved in decisions about their care and everyday life;
- support to maintain safe and meaningful relationships with important people;
- opportunities to develop interests, friendships, confidence and life skills;
- support for physical health, emotional wellbeing and communication;
- to know how to raise a concern, make a complaint or access advocacy.

Privacy and dignity

Young people are encouraged to personalise their bedrooms and have appropriate private time and space. Staff respect personal belongings, confidentiality and dignity, and will knock and seek permission before entering bedrooms wherever it is safe and appropriate. Any restriction on privacy is individually assessed, proportionate, recorded and regularly reviewed.

Care Planning and Key Working

Each young person is allocated a Key Worker and Co-worker who take a particular interest in getting to know them well and keeping their wishes, needs and outcomes central to their care. Key-working sessions provide time to talk about what matters, explore feelings and experiences, develop skills and work towards meaningful goals.

Young people are actively involved in developing and reviewing their care plans. Plans are person-centred and use the GIRFEC SHANARRI wellbeing indicators - Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included - alongside the Health and Social Care Standards. Goals are clear, meaningful and reviewed with the young person and relevant people in their lives.

Family and important relationships

We recognise the importance of safe, meaningful and enduring relationships. We work with each young person, their family, placing authority and wider professional team to support agreed contact with parents, carers, brothers and sisters, extended family and other significant people. Staff provide sensitive support before and after contact and listen to how arrangements feel for the young person.

Identity, culture and equality

We value each young person as an individual and support their identity, background, culture, faith, language, communication, gender, sexuality, abilities and life experiences. Cultural, religious, dietary, communication and accessibility needs are reflected in care planning and day-to-day support. Discrimination, prejudice and bullying are taken seriously and addressed appropriately.

Health, Wellbeing and Clinical Support



We work with young people, families, placing authorities and health professionals to understand and respond to each young person's physical, emotional, communication and mental health needs. Young people are supported to access health assessments, reviews, treatment and specialist services, and to register with a GP, dentist and optician.

Young people are encouraged to understand their own health, attend appointments, enjoy a balanced diet, take part in physical activity and make informed choices appropriate to their age, understanding and communication needs.

In-house clinical team

Maben House has access to an in-house clinical team comprising an Educational Psychologist, Specialist Mental Health Nurse and Speech and Language Therapist (SALT). Clinical input is based on individual need and may include assessment, consultation, direct work, observation and guidance for staff. The team works alongside care, education, families and other professionals to support communication, emotional wellbeing, mental health and a shared understanding of each young person's needs.

Medication

Medication is stored, administered and recorded in line with Outcomes First Group policy, relevant legislation and professional guidance. Staff who support medication are appropriately trained and assessed as competent. Young people are involved in understanding and managing their medication where appropriate, with increasing independence supported through individual assessment and planning. Errors or concerns are reported, reviewed and used for learning.

Supporting Relationships, Regulation and Wellbeing

Many young people who come to Maben House have experienced trauma, loss, disrupted relationships or other significant experiences that may affect how safe they feel, how they communicate and how they respond to the world around them.

Our approach is relational, trauma-informed and individualised. We recognise behaviour as communication and seek to understand what a young person may be experiencing rather than focusing only on the behaviour itself. Staff consider strengths, communication, sensory preferences, experiences, triggers and the strategies that help each young person feel safe and regulated.

We provide predictable routines and fair boundaries while remaining flexible to individual need. Staff may use PACE - Playfulness, Acceptance, Curiosity and Empathy - where appropriate, alongside co-regulation, positive relationships and unconditional positive regard. Each young person has individual plans and risk assessments that are reviewed with them and the wider team.

CPI and restrictive practice

Staff are trained in Crisis Prevention Institute (CPI) approaches, with an emphasis on prevention, co-regulation, de-escalation and reducing the need for restrictive practice. Physical intervention is used only as a last resort when necessary to maintain safety and must be appropriate and proportionate to the circumstances.

Where restrictive physical intervention is used, the young person's dignity and wellbeing remain central. Incidents are recorded and reviewed, the young person's views are considered, and learning is used to reduce the likelihood of restrictive intervention being needed again.

Keeping Young People Safe

Safeguarding and child protection are central to everything we do. Our practice is informed by the National Guidance for Child Protection in Scotland 2021 - updated 2023, GIRFEC, the UNCRC and the UNCRC (Incorporation) (Scotland) Act 2024. Staff are expected to understand their responsibilities, remain alert to signs of harm and share concerns promptly through agreed procedures.

Harm between young people

We recognise that children and young people can experience harm from other young people, including bullying, harassment, exploitation, sexual harm or physical violence. Concerns are taken seriously and responded to promptly. Our response focuses on safety, listening to those involved, understanding context, accountability, support and reducing the likelihood of further harm.

Missing from care

If a young person goes missing, staff act promptly in line with the young person's individual plan, local multi-agency procedures and the National Missing Persons Framework for Scotland 2025. When a young person returns, the response is welcoming and non-punitive. We check their immediate safety and wellbeing, listen to what happened and update plans to reduce future risk.

Advocacy, feedback and complaints

Young people are encouraged to express their views, raise concerns and contribute to decisions about their care. Information about complaints is provided in a way that matches each young person's age, understanding and communication needs. Independent advocacy is supported where appropriate. Complaints, compliments and feedback are recorded, responded to and used to improve the service.

Education, Learning and Moving On



Education and learning

Maben House School is located on site and is separately registered as an independent school. Care staff work closely with education colleagues while recognising the separate responsibilities of each service. We support routines around attendance and engagement, celebrate achievement and encourage learning through hobbies, community activities, everyday experiences and life skills.

Transitions and moving on

Transitions into, within and from Maben House are planned carefully and at a pace that reflects each young person's needs and wishes. Young people are supported to understand what is happening and to be actively involved in decisions about their future.

As young people approach adulthood, we support confidence and independence through practical life skills, health management, relationships, community participation and preparation for future education, training or employment. Where a young person may be eligible for Continuing Care or Aftercare, we work with the placing local authority so they understand their rights and options. We aim to maintain important relationships, continuity and a sense of belonging throughout change.

Staffing, Leadership and Quality

Staffing and professional standards

Maben House is committed to having sufficient, suitably qualified and competent staff to meet the needs of the young people living in the home. Staffing arrangements are reviewed in light of needs, activities, risks and the skills required within the team, in line with the Health and Care (Staffing) (Scotland) Act 2019.

Staff receive induction, training, regular supervision, reflective practice and ongoing professional development. Staff in roles requiring Scottish Social Services Council (SSSC) registration are supported to maintain registration and meet relevant qualification requirements. Practice is expected to reflect the SSSC Codes of Practice for Social Service Workers and Employers.

Care leadership

The home has a dedicated care leadership team responsible for day-to-day management, quality and safety. The Registered Manager is supported through the wider Outcomes First Group management and quality assurance structure. Care leaders work closely with the separately registered school and the clinical team while maintaining clear regulatory responsibilities.

Quality assurance and improvement

Our self-evaluation and improvement work is informed by the Care Inspectorate's 2026 Quality Framework for care homes for children and young people. We use young people's experiences, family and professional feedback, care-plan reviews, staff supervision, audits, complaints and compliments, incident and restrictive-practice analysis, and internal and external quality assurance to understand how well we are doing and what needs to improve.

Maben House is inspected by the Care Inspectorate and published inspection reports are available online. Learning from inspection and quality assurance is built into service improvement planning.

Admissions and Referral

Referrals are considered carefully to ensure that Maben House can meet a young person's assessed needs and that the placement is appropriate alongside the needs of young people already living in the home. Information is gathered from the young person, family or carers, placing authority and relevant professionals, including health, education, communication, relationships, risks, strengths and desired outcomes.

Wherever possible, young people are supported to visit before moving in, meet staff and become familiar with the home. Transition arrangements are individualised so that each young person feels as informed and prepared as possible. Education arrangements are considered as part of wider planning but any school placement is subject to the separately registered school's own arrangements.

Registration and governance

Maben House Care Home is operated by Options Autism, part of Outcomes First Group, and is registered with the Care Inspectorate as a care home service for children and young people.

Care Inspectorate registration

CS2003010819

Contact and find us

Maben House

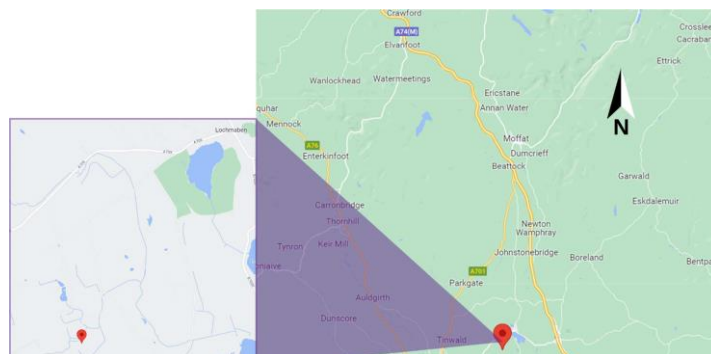
Web: www.holisticchildcare.co.uk
Email: office@mabenhhouse.co.uk
Tel: 01848 331352

Travel

Approx. 1.5 miles from the A709 Torthorwald-Lochmaben road.

Nearest railway station: Lockerbie.

Public transport access is limited; please contact the service for advice before travelling.



Key national frameworks informing our practice

- Health and Social Care Standards: My Support, My Life
- Care Inspectorate Quality Framework for care homes for children and young people (2026)
- National Guidance for Child Protection in Scotland 2021 - updated 2023
- GIRFEC and SHANARRI; UNCRC (Incorporation) (Scotland) Act 2024
- The Promise and Plan 24-30; National Missing Persons Framework for Scotland 2025
- Health and Care (Staffing) (Scotland) Act 2019; SSSC Codes of Practice (2024)