

# Kippsbyre Cottage Care Home Service

Kippsbyre Cottage  
Glenmavis  
AIRDRIE  
ML6 0PJ

Telephone: 01132 653 340

**Type of inspection:**  
Unannounced

**Completed on:**  
5 August 2024

**Service provided by:**  
Radical Services Ltd

**Service provider number:**  
SP2003002568

**Service no:**  
CS2020379078

## About the service

Kippsbyre Cottage is a care home for children and young people, registered to care for two children and young people. The property is a large bungalow, with a substantial outdoor area, located in a semi rural area near the town of Airdrie. The provider is Pebbles Care, and this service has been registered with the Care Inspectorate since 2020.

Each young person has their own bedroom and there is a large kitchen with dining space and a good sized living room area. There is also a staff office which accommodates a sleep-in room.

At the time of inspection, there were two young people living at Kippsbyre Cottage.

## About the inspection

This was an unannounced inspection which took place on 16 July 2024 from 09:30 to 17:45, 17 July 2024 from 09:45 to 17:45 and 18 July 2024 from 09:15 to 14:30. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information from the service. This included registration information, information submitted by the service, and intelligence. To inform the inspection, we:

- spent time with the young people living at Kippsbyre Cottage
- spoke with seven members of staff including managers
- observed practice and daily life
- reviewed documents
- spoke with two external professionals and one parent
- accessed feedback questionnaires.

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 areas for improvement will be highlighted in this report.

## Key messages

- Young people were kept safe at Kippsbyre Cottage.
- The service worked effectively in partnership with other agencies to support young people.
- Young people's rights were fully supported.
- Enhancing staff practice in relation to trauma was a priority for the provider.
- Young people were participating meaningfully in their care and support.
- Care planning was person centred and supported day to day practice.

## 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 major strengths in the care and support provided, supporting positive outcomes for young people. Therefore we evaluated this key question as very good.

Young people at Kippsbyre Cottage were being kept safe, both emotionally and physically. Staff were knowledgeable regarding their child protection role, and responsive to the needs of the young people. Young people felt safe, loved and supported, commenting "Kippsbyre is my home and staff love me", "staff do what they can to help me get my goals", with trusting and nurturing relationships having developed between young people and staff.

The service had experienced some challenging and high risk situations, however young people had been listened to and supported to ensure risks were being minimised. Concerns regarding young people's safety or wellbeing were effectively managed through partnerships with key professionals, with one social worker noting "we have a really cohesive working relationship". This was supported by detailed assessments and ongoing identification of strategies to minimise future risk; strengthened by the provider's psychology team.

Young people were actively supported and encouraged to be aware of their rights and the service had been central in ensuring young people's voices were being heard. This had been effectively reinforced by positive links with independent advocacy.

The service had a strong culture and focus on least restrictive practice, with staff responding sensitively to young people when they required additional emotional support. The organisation was introducing an alternative behaviour support model, alongside their existing therapeutic parenting training to enhance staff understanding and practice regarding responding to young people's trauma. When incidents had occurred, the service was supporting young people's emotional wellbeing by encouraging them to reflect and share their needs and views.

The service continues to strive towards young people enjoying stable relationships with staff, including sensitive planning to help support build relationships when new staff join the service. Additionally, young people were supported to safely manage risks in the community, with effective agreements established along with the young people; without reducing opportunities for spontaneity and fun with friends and staff.

Young people at Kippsbyre Cottage experienced a high level of respect from those involved in caring for them. This included a commitment to continue supporting young people to meaningfully engage in their care and support. This was further reflected in the quality of the environment which young people had been involved in creating and personalising. There were plans in place to further enhance the service both internally and externally, to support young people's wishes.

Young people's mental and physical health needs were being effectively met by a staff team who were alert to changes in young people's behaviour or mood, with a number of examples of specialist health services in place. Again, the psychology team had also been actively involved in assessing and supporting young people's wellbeing.

Where safe, connections to family and friends were supported, encouraged and facilitated by the service; including young people enjoying time with friends in the house and locally. This helped young people to maintain their identity and sustain important relationships.

The individual interests of young people were supported and developed, with numerous examples of activities and hobbies being explored and successes being celebrated. Although young people's involvement in the local community varied at times, staff continued to encourage and promote opportunities. This included the development of independent life skills to support the young people to increase their confidence and build on new skills, with one young person enjoying part time employment.

Young people were receiving individually tailored support to participate in learning; achieving qualifications, with attendance being adapted to maximise attainment. This crucially included supporting young people in specific vocational areas.

There was an impressive commitment by the service to maintaining and creating enduring relationships for young people; this included young people who had previously lived at the service returning for visits. One young person commented "Kippsbyre is fighting for me to stay here".

Overall, care planning was person centred and supported day to day practice, with goals and needs being addressed at a pace that was manageable for the young people. The inspection highlighted areas where improvements to care planning could be considered and the service was committed to putting this into practice.

## 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 improve young people's care and support experience following events of concern, the service should ensure that a process of debriefing is in place for staff to promote opportunities to reflect on practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I benefit from a culture of continuous improvement (HSCS 4.19).

**This area for improvement was made on 23 November 2022.**

#### Action taken since then

Staff commented that they felt supported following incidents, staff and young people were involved in reflective discussions and management oversight was in place.

#### Previous area for improvement 2

To support continuous improvement and meet young people's changing needs, the provider should improve their quality assurance processes, including the external manager role.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19).

**This area for improvement was made on 23 November 2022.**

#### Action taken since then

The manager's knowledge, oversight and ambition for Kippsbyre Cottage was recognised, with auditing in place to identify errors or where improvements were required. The external manager was also very familiar with the young people, monitoring the quality of young people's experiences.

### Previous area for improvement 3

To support young people's wellbeing, the provider should ensure that staff fact finding processes are recorded in full and actions are clearly detailed.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I use a service and organisation that are well led and managed (HSCS 4.23).

**This area for improvement was made on 23 November 2022.**

#### Action taken since then

In line with the provider's complaint procedure, this inspection was able to consider the actions taken by the service in relation to following up complaints and medication errors, to ensure these were being adequately addressed.

### Previous area for improvement 4

For young people to have the service that is right for them, the provider should further improve their admissions and matching process. This includes consideration of young people currently in the service and staff skills and experience.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

My care and support meets my needs and is right for me (HSCS 1.19).

**This area for improvement was made on 23 November 2022.**

#### Action taken since then

At the time of inspection, there had been no new admissions; however, the Care Inspectorate is aware that the provider considers this as an area of priority to support a robust admissions and matching process.

### Previous area for improvement 5

To support staff to deliver effective care and support, the provider should ensure care plans are SMART.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

My personal 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 23 November 2022.**

#### Action taken since then

This inspection made some suggestions regarding personal planning; however, overall, the plans were supporting the key areas relating to the needs of the young people.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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