

Cronberry House Care Home Service

Old School House
Muirkirk Road
Cronberry
Cumnock
KA18 3LP

Telephone: 01290 424 555

Type of inspection:
Unannounced

Completed on:
22 November 2024

Service provided by:
Inspire Scotland Limited

Service provider number:
SP2012011803

Service no:
CS2018371313

About the service

Cronberry House is run by Inspire Scotland. They are registered to provide a care service for a maximum of five children and young people.

The house is located in a rural setting however there is public transport to the neighbouring villages and towns. The house is built over two levels and all of the young people have their own bedroom and private bathroom. There is a large communal living room, games room and dining room that the young people can spend time in with each other and the staff.

About the inspection

This was an unannounced inspection which took place on 18 November 2024 between 11:00 and 21:30 and 19 November 2024 between 13:00 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 three young people using the service and three of their family or representatives completed our questionnaires
- spoke with nine staff and management and 13 completed our questionnaire
- observed practice and daily life
- reviewed documents.

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

- Children and young people were safer because of their care in Cronberry House.
- Children and young people experienced therapeutic and stable care.
- Young people's connections to family, friends and the community were championed.
- Young people had fun and experienced respectful care.
- There was not a robust enough system in place to ensure all staff were registered with the SSSC within the expected timescales.

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 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 safer as a result of their care in Cronberry House. The well-trained and confident staff team were able to use the strong relationships they had built with young people to identify and reduce risks. Young people's needs were well understood, and this combined with a flexible, emotionally attuned and responsive approach by staff, supported young people to navigate the risks they faced, build their resilience, and recover from their experiences.

Children and young people experienced therapeutic and stable care and the use of restraint was very rare and always a last resort. Instead, compassionate and connected relationships with young people were highly effective in supporting them during difficult times. Young people living in Cronberry House had access to external professionals and their rights were upheld because the staff team pursued a collaborative and joined up approach to their care.

Children and young people got the most out of life because their mental and physical health needs were promptly and comprehensively met. The team were consistently pro-active in ensuring young people had support from appropriate health services.

Young people's connections to family, friends and the community were championed. The team compassionately and persistently advocated on behalf of the young people to support and promote relationships. Young people were able to maintain connections to their local community and the team showed a dedication and commitment to taking young people long distances to spend time with the people that were important to them.

Young people had fun and the respectful care they experienced was reflected in the warm and homely environment they lived in. They were involved in all decisions about house life and were supported to engage in their care and the decisions affecting them.

Good quality personal plans reflected the individual needs and wishes of young people, and underpinned the outcome focused, trauma informed and compassionate care that young people experienced.

Young people's transitions were minimised because of very careful matching decisions, and this supported trauma free and successful outcomes. Leaders were clear about their roles and responsibilities regarding this, and this ensured that the decisions for young people to move into Cronberry House had a positive impact on the individual young people and also took into account the needs and rights of the other young people living there.

Young people were able to develop and enjoy enduring trusting relationships with staff and the service had the right number of staff, with the right skills and experience. Staff were safely recruited, however there was not a robust enough system in place to ensure all staff were registered with the SSSC within the expected timescales and this was a risk to outcomes. (Requirement 1)

Staff were equipped and supported to successfully meet the needs of the young people but with anticipated changes to management we advised the service to ensure they took a consistent approach to supervision and quality assurance to ensure systems were embedded and prevent risk to outcomes.

Leadership and improvement activities progressed how The Promise was being worked towards and the provider was in the process of implementing a new continuing care policy and we look forward to seeing the impact of this at the next inspection.

Requirements

1. By 20 December 2024 the provider must ensure that all eligible members of care staff are appropriately registered with the Scottish Social Services Council.

To do this the provider must at a minimum;

- a) Follow the "SSSC Registration - applying for and gaining registration, and exceptional circumstances guidance (2024)".
- b) Undertake a review of all staff members current registration status.
- c) Ensure all staff in a line management role are fully aware of their responsibilities regarding SSSC registration.
- d) Implement a robust quality assurance system to track SSSC registration status.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

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	5 - Very 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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