

Kibble Community Services Care Home Service

Paisley

Type of inspection:
Unannounced

Completed on:
11 March 2025

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2018370616

About the service

Kibble Community Services is a care home service situated in a residential area of Paisley, close to local transport links, shops and community services. The service provides accommodation in three separate flats for a maximum of six young people. Each flat has two bedrooms, a communal bathroom, a living area and kitchen for meal preparation. At the time of our inspection, there were six young people living in the service.

About the inspection

This was an unannounced inspection which took place on 4 March 2025 between 12:00 and 19:00 and on 5 March 2025 between 11:00 and 00:00. 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 five people using the service
- spoke with 12 staff and management
- observed practice and daily life
- reviewed documents
- spoke with two 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 areas for improvement will be highlighted in this report.

Key messages

- Young people were supported to feel safe
- The staff team worked collaboratively with partner agencies to support risk enablement for young people
- Young people were supported to develop necessary skills for adulthood while having support from the staff team
- Although most young people benefitted from a stable staff team, staff shortages had meant this was not possible for all young people
- There was a compassionate culture and drive to promote Scotland's Promise to care experienced young people, ensuring all young people in the service felt loved, safe and respected
- The service prepared young people for independent living but supported continuing care when appropriate
- There were many positive outcomes for the young people

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 young people, therefore we evaluated this key question as very good.

All young people we spoke to felt physically safe. Core staff knew them very well and supported them to feel emotionally safe despite some challenges. Staff worked collaboratively with partner agencies to assess risk and promote risk enablement. This allowed young people to develop skills necessary for adulthood, while having the scaffolding of the staff team around them.

All staff reported being confident in child and adult protection practice. The service fully implemented national guidance and best practice in child and adult protection.

Most young people benefitted from therapeutic care from a very stable staff team, supporting their emotional wellbeing. One young person stated, 'I don't think I would be doing so well now, if it hadn't been for a particular staff member.' Many staff highlighted the importance of knowing young people and understanding their behaviours. Training had supported a trauma informed approach to care and a culture of minimising restraint practice. All young people described warm, trusting and nurturing relationships with core staff. Staff and managers were aware that a few young people had experienced a less stable staff team recently, due to staffing shortages. These young people spoke about the impact of this, one stating '...sometimes I don't want to speak to staff because I don't know them and it's not comfortable.' We saw processes in place to minimise the impact of this on young people and we expressed the importance of regular review to ensure that this did not negatively impact on outcomes for young people.

The service had a worker responsible for promoting Scotland's Promise to care experienced young people. This role had supported a compassionate culture and drive to ensure young people in the service were loved, safe and respected. All staff we spoke to strongly championed young people's legal and human rights. Young people had access to independent advocacy and legal advice was sought when necessary.

Young people's sense of wellbeing, worth and identity was protected and nurtured. They were supported to be proud of who they were and to respect diversity. This encouraged development of respectful young adults with self-belief and confidence.

Mental and physical health needs were prioritised, and young people were supported to take responsibility for their own health needs, developing necessary skills for the future. The organisation's Specialist Intervention Service offered additional support for positive mental health and wellbeing as well as helping families to understand behaviours and rebuild relationships.

Staff understood the importance of young people having connections out with the service. Many young people had been supported to reconnect with family members or to strengthen relationships. Most young people had developed local connections making them feel included in the community.

Young people's ambitions, interest and life-skills were supported. Many young people had been able to travel, broadening their horizons. All young people had been supported to attend college and/or gain employment. This supported young people to be confident to develop their skills and reach their potential.

The service focussed on preparing young people for independent living. Positive outcomes included some young people preparing to move to their own tenancies and others returning home. Where it was assessed for young people to remain in the service into adulthood, this was supported, and the organisation had a clear continuing care policy promoting young people's right to continuing care.

Young people were encouraged to be fully involved in their care and support. Personal plans and risk assessments offered a good sense of each young person and how best to support them. We suggested that some plans could be more specific, measurable, achievable, realistic and timebound (SMART) and updated information more consistent across documents. This however was not impacting on the high level of care offered and the many very positive outcomes that were evident for the young people in this service.

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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