

# East King Street children's house Care Home Service

Helensburgh

**Type of inspection:**  
Unannounced

**Completed on:**  
13 March 2025

**Service provided by:**  
Argyll and Bute Council

**Service provider number:**  
SP2003003373

**Service no:**  
CS2003000426

## About the service

East King Street Children's House is a residential care home for children and young people. The home is owned and managed by Argyll and Bute Council. It is registered to provide care and accommodation for up to six children and young people.

## About the inspection

This was an unannounced inspection which took place on 27 February 2025 between 10.30 and 18.15, and 28 February 2025 from 11.00 and 18.00. 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 four young people and two members of their families
- spoke with nine members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with and received feedback from visiting professionals.

## Key messages

- Relationships between staff and young people were good.
- The provider took prompt action to safeguard young people.
- In most instances, young people's voice influenced timely decisions about their care.
- The provider should ensure timely assessment and decision making for all young people.
- Staff practice was of a good overall standard.
- The provider had improved the quality of the environment.
- Leadership was a strength.

## 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/people, and clearly outweighed areas for improvement.

The safety and wellbeing of all young people was supported by managers and staff who knew young people well. Prompt action was taken to respond to any concerns relating to young people's safety and this ensured that appropriate processes took place to examine the circumstances and take decisions to protect young people from further risk of harm.

In most instances, the voice of young people was central to influencing timely decisions regarding their care. Staff were empowered to work collaboratively with partners and the involvement of advocacy services helped to ensure that young people understood decisions made about their care. In most instances, collaboration worked well, but where there was a need for greater involvement from partners, we asked the provider to review and progress decision making timescales, where the need to safeguard and promote the welfare of young people had been identified as a priority. **(See Area for Improvement 1)**

We observed warm and supportive relationships between young people and staff. Staff conveyed a good understanding of how young people's life experiences continued to influence their lives. They spoke about ways in which supports had been built around this understanding and the importance of their awareness of the impact of trauma.

Staff were clear about the need to support young people to make progress at their own pace. By supporting resilience and helping young people to build self confidence, they were more able to express themselves and be guided by adults. Various forms of education and learning was encouraged for all young people and this was the norm. Individually tailored education plans supported generally good attendance at school, while others were achieving success at college. For those of an older age range, continuing care, where young people chose to continue living in the home, was fully supported by their views, current abilities and future aspirations.

Since the last inspection, the environment had improved, to meet the needs and wishes of young people. Brightly coloured decoration, a change to the dining experience and a new seating area, were a few of the changes. Managers were also quick to act, to make space more accessible to young people. We joined young people for dinner and they were welcoming and friendly and the meal prepared by staff was enjoyed by all. There was a sense of fun and positive conversation. Young people chatting about their interests and our observations throughout the inspection visit, were of positive, respectful relationships with young people.

It was acknowledged that time with family and friends was important to young people and there was evidence of some of these relationships being strengthened. Staff were also attentive to circumstances where young people were unable to see their family, providing increased comfort and support, where needed. Friendships offered young people important connections and this promoted their sense of identity and place in their community. When they were open to exploring new horizons, holidays to cities and towns had been their preference.

Managers had supported staff to develop an increased level of professional insight into their work with young people, and there was evidence to demonstrate the impact of this positive contribution. Examples given by staff highlighted their commitment to improving the lives of young people and in our discussions, they communicated a good standard of knowledge about how their practice helped to meet young people's needs and wishes. Skilled and authentic leadership also helped young people to experience positive transitions into adulthood, with outcomes demonstrating the significantly positive impact on their lives.

Leadership practices also involved monitoring and quality assuring experiences and outcomes for all young people. Oversight of key aspects of practice included targeted staff recruitment, where young people contributed to the process of identifying adults who may care for them in the future. By developing a mentoring role for established staff, this supported newer members of the team to develop their skills and understanding of their role. Improvement planning ensured young people and staff were involved, providing a record of developments of how they had contributed to improvements, and there was continued development regarding the components of SMART (Specific, Measurable, Achievable, Relevant, and Time-Bound) personal planning. A forum had been arranged for the coming year to focus on this, and we will review progress at the next inspection.

### Areas for improvement

1. To ensure that all young people receive care and support suited to their needs, the provider should review and progress decision making, where the need to safeguard and promote the welfare of young people has been identified as a priority.

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

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

## 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 ensure successful transitions, the provider should optimise every opportunity to involve young people in future plans before they leave the service.

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

'I have enough time and support to plan any move to a new service' (HSCS 4.13).

**This area for improvement was made on 10 April 2024.**

#### Action taken since then

We were satisfied that young people were involved in plans to move on successfully from the service.

#### Previous area for improvement 2

To ensure a full understanding of the needs and wishes of all young people, additional staff training should be implemented.

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

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

**This area for improvement was made on 10 April 2024.**

#### Action taken since then

We were satisfied that the provider explored and implemented various forms of learning and development for the staff team, to ensure an improved understanding of the needs and wishes of young people in their care.

#### Previous area for improvement 3

To ensure increased opportunities for personal growth and self development, the provider should be ambitious for young people.

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

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS 1.6).

**This area for improvement was made on 10 April 2024.**

#### Action taken since then

We were satisfied that the provider explored a range of opportunities for young people and that their personal ambitions were fully considered and supported.

#### Previous area for improvement 4

To ensure mental health care continues to inform risk assessment and safety plans for young people aged 18+ in need of specialist treatment, the provider should consider ways in which services can work together during transitions for young people which are known to increase risk for those most vulnerable.

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

'If I am supported and cared for by a team or more than one organisation, this is well co-ordinated so that I experience consistency and continuity' (HSCS 4.17).

**This area for improvement was made on 10 April 2024.**

#### Action taken since then

We were satisfied that the provider proactively sought open dialogue with colleagues in adult services, to ensure young people most at risk, continued to receive specialist treatment and support.

## 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?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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