

# Kylemore Care Home Service

Greenock

**Type of inspection:**  
Unannounced

**Completed on:**  
12 February 2025

**Service provided by:**  
Inverclyde Council

**Service provider number:**  
SP2003000212

**Service no:**  
CS2003001106

## About the service

Kylemore is a residential children's house located in a residential area of Greenock. It is registered to provide care and accommodation for up to seven children and young people. During our inspection, seven young people were living in the service.

The house itself is purpose built and a modern design that offers space and comfort. The layout consists of two lounge areas, a large kitchen, a dining room and a sunroom which provides a quiet space for young people and staff. All of the bedrooms have either an ensuite or access to their own bathroom. The house also has a large garden to the rear of the property, including a decking area.

## About the inspection

This was an unannounced inspection which took place on 3 and 4 February 2025 between 11:30 and 18:00, and 10:15 and 16:00 respectively. 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 young people using the service
- Spoke with eight members of staff and management
- Spoke with six external stakeholders
- Observed practice and daily life
- Reviewed documents
- Reviewed 10 completed survey responses.

## Key messages

- Young people were cared for by staff who knew them well.
- Positive relationships had been established between young people and staff. These were based on trust, understanding and genuine care.
- Young people experienced a high level of respect from everyone involved in their care.
- Young people had a variety of opportunities to take part in experiences that interested them, including holidays and individual hobbies.
- The service was committed to young people remaining in the service into adulthood, if this was their choice.

## 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

7.1 Children and young people are safe, feel loved and get the most out of life

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.

Young people living at Kylemore are kept safe, emotionally and physically. They benefit from care and support from a caring and compassionate staff team. Young people are encouraged to engage in discussions about their safety to support them in taking age appropriate responsibilities for safety planning.

Young people had access to independent advocacy services whilst living at Kylemore. In addition young people told us they could speak to staff in the house. One young person said *'there are lots of people here I can speak to whenever I want to or need to'*.

Young people experienced therapeutic and stable care which supports their emotional wellbeing. Staff recognised the impact of trauma as being significant for young people, acknowledging the additional challenges this can present in day-to-day life. By knowing young people well, staff were able to notice subtle changes in behaviours which might indicate difficulties, therefore step in to offer support. We are aware the provider has recently developed a formal staffing needs assessment which will be implemented in the near future.

Since the last inspection there have been a small number of restrictive practice incidents within Kylemore. Staff used de-escalation techniques first to engage with young people in crisis and the escalation of these events was clearly recorded. There was consistent practice of debriefs following incidents, which provided opportunity for reflection and learning.

A strength of the service was relationships between young people and staff with these being warm, trusting and nurturing relationships. An external professional shared *'This service does well in relationship-based practice, focusing on building strong, trusting connections with the young people they support. The staff take a nurturing approach, which fosters an environment where young people feel valued and understood.'*

Young people had opportunities to access holidays and days out with staff and, at times, others living at Kylemore. Staff knowledge of young people supported decision making in terms of planning such trips to ensure these were enjoyable experiences for all.

Those living at Kylemore experienced a high level of respect from everyone involved in looking after them. 'Staff considered young people's points of view, taking into account their experiences and needs and recognising the individual in each situation. An external professional highlighted, in relation to an emergency admission, that staff worked hard to ensure the *'young person felt safe and secure, which helped them settle in more effectively.'*

Respect was also reflected in the quality of environment with the house being warm and welcoming. Feedback from an external visitor acknowledged that staff *'focus on creating a nurturing and homely environment that promotes a sense of safety and stability'*. Photographs around the home of young people and staff taking part in activities contributed to a homely, nurturing environment.

Young people's physical and mental health were given priority within the service. Staff ensured young people were supported to attend relevant appointments and access suitable supports as required, including routine appointments and specialist supports.

The service have developed a 'wellbeing room' in the house, which has provided a further space for staff and young people to access. Staff recognised the importance of different environments for young people to access, depending on their needs and feelings at any particular time.

Young people's individual interests and ambitions were consistently supported and encouraged by the team. One staff member referred to activities and hobbies being *'led by them [young people], and encouraged by us'* highlighting the individualised approach staff take when encouraging young people. There were examples of young people taking driving lessons, going to various sports groups and spending time with friends. We also heard that a young person had been supported in their choice to keep a pet dog, and the positive impact this has had on their overall wellbeing.

Staff worked closely with colleagues in education to support young people to participate in their learning. Tailored support plans were developed through collaboration between staff and education colleagues which contributed to improved education outcomes for young people.

The commitment to continuing care was evident in day-to-day practice and was included in related policy. We understand the development of a standalone Continuing Care policy was underway and we look forward to seeing the impact of this at future inspections.

For those who are considering moving on from the service, we were told of transitions being planned in line with individual needs. One professional referred to the young person they support being wary about moving on considering this as a positive reflection on relationships within Kylemore.

Young people had individualised risk assessments and care plans. These were informative and detailed important information to support staff in keeping young people safe and offering meaningful support. Care plans included personalised goals which indicates that young people are involved in their development.

## 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

The service should develop a central log and system of record-keeping of any significant incidents or events. This will allow for greater transparency, monitoring and quality assurance of the young people's care and support.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11) and '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 15 November 2022.**

#### Action taken since then

Overall record keeping relating to incidents within the home has improved since the last inspection. From incident records sampled, there was evidence of staff response to crisis in a sensitive and caring manner to ensure the safety of young people.

This area for improvement has been met.

#### Previous area for improvement 2

The provider should consider its wider response to increasing demands on service capacity. This should include efforts to minimise occasions when the admission of young people results in the service exceeding capacity.

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

'If I experience care and support in a group, the overall size and composition of that group is right for me (HSCS 1.8) and 'My care and support meets my needs and is right for me (HSCS 1.19).

**This area for improvement was made on 15 November 2022.**

**Action taken since then**

Matching and admissions process has been implemented since the last inspection which has allowed for consideration to be given to the provision of support offered by the service with awareness of young peoples needs.

This area for improvement has been met.

**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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