

Crannog Mara Care Home Service

Largs

Type of inspection:

Unannounced

Completed on:

10 March 2025

Service provided by:

Compass Child and Family Services a
Scottish Charitable Incorporated
Organisation

Service provider number:

SP2019013387

Service no:

CS2023000413

About the service

Crannog Mara is a residential care home for children and young people. The service is registered to provide a care service to a maximum of four children and young people. The service provider is Compass Child and Family Services Situated. The home is situated in Fairlie in North Ayrshire.

The home consists of a large lounge, smaller 'snug' room, a dinning room and large kitchen downstairs. Young people have ensuite rooms on the upper floor.

The service is situated close to local transport routes and neighbouring towns provide many leisure activities and community resources.

About the inspection

This was an unannounced inspection which took place on the fifth and sixth of March 2025.

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 two people using the service
- Spoke with six staff and two members of management
- Observed practice and daily life
- Reviewed documents

Key messages

- Staff had built positive nurturing relationships with the young people.
- Education attendance was positively promoted by the service
- The service provider advocated for young people to have the right support at the right time and sought external supports privately if required.
- A strong leadership team were embedding a therapeutic and trauma informed approach to young people's care.
- Staff were given additional support in caring for young people through consultation with the service provider's therapist.

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 the service to be operating at a very good level for Key question 7: How well do we support children and young people's rights and wellbeing? This was because we found major strengths in supporting positive outcomes for young people, whilst finding very few areas for improvement. Those that did exist, we considered would have minimal adverse impact on people's experiences and outcomes.

Quality indicator 7.1

Young people who spoke with us said they felt safe in the service. Whilst there was some hesitancy around this for some, we had a clear understanding of the reasons. The manager and staff were aware of these concerns and had responded positively, assessing the situation and exploring actions to take.

The staff group were developing their knowledge and skills, and with the support of the service therapist, had gained a very good understanding of the young people's needs. Reflective discussions at team meetings and in supervision sessions ensured consistency in care. This support enabled young people to develop emotionally and physically.

One social worker commented that they viewed the staff as taking an '...extremely therapeutic and trauma informed approach to the young person...' adding, *'Its a child/young person led approach and in a short time the progress we have observed for this young person has exceeded all expectations '*.

The staff team also worked effectively in collaboration with external agencies from education, health and social work. One social worker commented that, *'Staff are knowledgeable and consistent in their approach which has been of great benefit'*. Another commented in relation to the staff team that they *'... present as having a good understanding of the young person and evidence meeting their needs.'*

The young people had access to independent advocacy outwith the service. Whilst their engagement with such services were mixed, the staff also advocated strongly for young people's rights. An external professional commented that *'There is a real commitment to the young person I work with and a willingness to do the right thing for (them)'*.

The staff team had a good understanding of their role within the safeguarding of young people and were clear of their responsibilities in relation to child protection.

The service ethos is to provide a stable base for young people, exercising de-escalation and trauma informed care in response to young people's difficulties or challenges. Consequently there were no incidents of restraint within the service. This is commendable.

Staff had developed positive and supportive relationships with most young people. Young people we spoke with were confident that their best interests were a priority for staff. They identified staff they could trust and confide in. Having these positive relationships assured young people that they had a safe and stable base from which they could aim to achieve their goals and aspirations. Where young people were not fully engaging with the staff, the staff continued a consistent approach in aiming to assure these young people that their safety, wellbeing and best interests were the priority of the service. An external professional commented that the staff *'...have been nurturing and supportive, flexible and adaptive and have provided a degree of stability through their care model'*.

Most young people were attending education. Some having re-engaged with education after time away and had resumed making progress. Parents offered positive appreciation for the services contribution to enabling this engagement.

Staff sought opportunities for young people to access activities that encouraged new experiences and furthered their interests or individual skills. Some young people were excelling through engaging in chosen sports activities, for example. They were also participating in community music groups, playing football, using the local swimming pool and gymnasium. These activities promoted the young people's feelings of self worth and nurtured their sense of identity. In addition to increasing their confidence and feelings of achievement these activities provided further new experiences through which to further develop social skills and form friendships.

We observed good humoured interaction between staff and young people and it was clear that staff were able to implement structure and boundaries for the young people whilst also providing a sense of fun and enjoyment. Staff provided appropriate guidance and gentle prompting toward decisions beneficial to young people's positive outcomes.

The service's continuing care statement did provide a recognition of the principles of continuing care. We discussed this with the management team and suggested the statement could be more explicit with placing authorities around the expectations for the right to continuing care in appropriate circumstances.

Care plans were informed by young people's needs assessments and comprehensive risk assessments. Staff made efforts to engage young people in their care planning with mixed success. The care planning process adhered to the Getting It Right For Every Child framework and care plans identified young people's SMART (specific, measurable, attainable, relevant and time based) goals.

Quality indicator 7.2

The service benefitted from strong leadership. Staff told us of their appreciation for the manager and external managers. The level of support provided by the leadership provided staff with confidence in the model of care practiced and reassurance in the service development.

The staff group had a mix of experience and skills. All were appropriately registered and had already obtained or were working toward qualifications; several working toward degree level qualifications. We discussed the managers staffing level assessments with the management team. The service had sufficient staff with appropriate knowledge and skills to provide very good levels of care for the young people. A comprehensive written staffing level and skill assessment was available in cross referencing several documents.

The staff team were recruited in accordance with safer staffing practices. Background checks were completed and registration requirements confirmed as having been met. The service manager kept track of staff's attendance at the services mandatory training. Additional training for staff that supported young people's specific needs was also being identified and provided. Staff received regular reflection and development supervision. This enabled a quality assurance of both staff development and wellbeing and an evaluation of the service progress from staff's perspective.

The service's quality assurance processes were effective and had identified several areas that would benefit from improvement. The implementation of an action and development plan to address the identified areas for improvement had begun. In addition to manager's monthly audits and self-evaluations, the service undergoes inspection visits from external managers.

This level of quality assurance and self scrutiny contributed to a commitment to sustained service development and ensuring young people's voices are heard whilst achieving positive outcomes, in accordance with the Promise.

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
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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