

# Positive Paths Children and Young People's Service Support Service

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Unannounced

**Completed on:**  
7 April 2025

**Service provided by:**  
Supporting Positive Paths CIC

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## About the service

Positive Paths Children and Young People's Service is a support service for children and young people with additional needs up to age 25 that operates in the Edinburgh area. The service predominantly provides individualised support to access community activities. Children and young people can also access a base during their support. The base has three communal areas including a music room, a sensory room and a kitchen area.

## About the inspection

This was an unannounced which took place on 1 and 2 April 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 had two pre-inspection surveys from young people using the service. We spoke with five parents of children using the service and we had 20 responses to our pre inspection survey. We spoke with 12 staff and management and had five responses to our pre inspection survey.

We observed practice and daily life, reviewed documents and spoke with three external professionals. We had two responses from external professionals to our pre inspection survey.

## Key messages

- Children and young people experienced positive relationships with staff.
- Children and young people's support was individualised and provided opportunities for social interactions and pursuing their interests.
- Staff were committed and enthusiastic about their role but some staff turnover had impacted on people's support.
- Management had a clear vision for the service and quality assurance led to improved outcomes.
- Review of care planning and implementation of care planning goals could be improved.

## 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 people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children/people, therefore we evaluated this key question as very good.

Children and young people were recognised as experts on their own experiences, needs and wishes. Support was individualised and was fully informed by children and young people's interests and what they liked to do. Staff developed positive relationships with young people and understood their individual needs arising from health conditions. Care plans were comprehensive and clearly outlined how children and young people should be supported which enabled staff to provide appropriate care.

External professionals were confident that the service was proactive in communicating when people's needs changed to ensure that appropriate support was in place. The service was creative in its approach which ensured that children and young people's aspirations were not restricted. One external professional told us the service "Always looks for solutions and is not afraid to try things".

Children and young people were supported to get the most out of life. Individualised support was provided to enable children and young people to access community resources and promote social inclusion. Parents were very positive about the impact of this support on the lives of their children, one parent told us the service had been "life changing, and gives you so much hope".

The service had a base which children and young people can use during their support which provided opportunities for gaining life skills through cooking/baking as well as music, games and craft activities. This base offered opportunities for children and young people to come together in groups and promoted the development of friendships.

Children and young people felt safe within the service and staff described an open culture where concerns could be raised appropriately. The service had been responsive in investigating concerns when these arose and supporting staff to understand their safeguarding responsibilities.

## How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children/people, therefore we evaluated this key question as very good.

The service had plans to improve evaluation of children and young people's experiences by increasing the frequency of reviews to ensure that the right care and support was being provided.

Quality assurance systems were in place to review and update care plans in response to changing needs. A comprehensive continuous improvement plan was in place which identified key areas of improvement for the service and managers had a clear vision for ongoing development.

Staff felt confident in raising issues with managers within the service and felt there was an open culture. One staff member told us "The service is always very supportive and willing to listen to and act on any concerns, no matter how big or small, brought by either service users or staff members." Parents also had high levels of confidence in the service if they raised concerns. Complaints to the service were addressed appropriately and identified service actions when needed.

Leaders demonstrated a clear understanding of what is working well for the service and what needed to change and this was informed by the outcomes and wishes of children and young people using the service.

### How good is our staff team?

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.

Children and young people were supported on an individual basis with staffing levels appropriate to their needs. Staffing levels required were informed by ongoing assessment and could be increased or decreased as required. Children and young people were matched with staff who were confident and able to meet their needs. We received positive feedback from parents about the quality of staff employed by the service and the quality of relationships. One parent told us "Staff know the children as individuals and understand their character and personality".

Children and young people had consistent relationships with a stable core team within the service but there had been turnover amongst temporary staff which had impacted on relationships. Some parents commented that staff turnover had been an issue within the service, one parent told us "Occasionally due to high turnover of staff we do have to re-explain our child's needs quite regularly".

The staff team communicated effectively and described the service as a supportive work environment. Team development days and group supervision supported effective communication and helped promote a consistency of practice within the service.

### How well is our care and support planned?

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.

Children and young people benefitted from dynamic, innovative and aspirational care and support planning. Children and young people and their parents were fully involved in developing care plans, one parent told us "Activities are chosen according to my child's needs. They always involve me in decisions regarding activities."

Reviews took place annually but plans were in place to increase frequency of review which will ensure that the service can be more responsive to changing needs. Care plans were regularly reviewed and updated but it was sometimes not clear who held primary responsibility for this (see area for improvement 1).

The service acknowledged that it needs to improve its approach to goal setting to ensure that children and young people benefit from SMART (Specific, Measurable, Achievable, Relevant and Timebound) planning. Improving this element of care planning will allow children and young people to identify support goals and allow outcomes to be evaluated more fully.

Risk assessments were in place and the emphasis was about making activities safe rather than restricting freedom and choice. The service was responsive to continuing to try activities and provide opportunities for children and young people to develop their interests.

## Areas for improvement

1. To ensure young people's needs are effectively met, the service ensure care plans are kept up to date.

This should include but is not limited to, reviewing processes and responsibilities for care planning updates within the service.

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

"My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices" (HSCS, 1.15).

## 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 people's wellbeing?	5 - Very Good
1.2 People get the most out of life	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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