

Blossom House Care Home Service

Kilmarnock

Type of inspection:
Unannounced

Completed on:
14 April 2025

Service provided by:
Greenleaf House Co Ltd

Service provider number:
SP2018013227

Service no:
CS2018371331

About the service

Blossom House is a care home service provided by Greenleaf House Co Limited.

The service is set in a rural location in East Ayrshire. It consists of two individual, but connected flats within a detached cottage. Each flat has public space for young people to participate in group/social activities, or to have private meetings and time alone, a bedroom and shower/toilet facilities.

Each flat has access to a separate kitchen and a shared garden space.

The house is relatively close to a local village with shopping facilities and local bus routes and rail links.

About the inspection

This was an unannounced inspection which took place on ninth 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:

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

Key messages

- Staff were forming strong positive relationships with young people.
- Young people were experiencing positive outcomes.
- Young people were accessing local education resources and being supported to pursue college courses.
- Young people were supported to maintain connections with family and friends
- The service psychological services were providing additional support to staff and young people.
- The service were providing stable and consistent care to young people.
- Detailed SMART care plans and robust risk assessments provided a great deal of information in supporting young people in their progress.

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 evaluated this key question as very good. This was because we found major strengths in supporting positive outcomes for people. There were very few areas for improvement. Those that did exist we considered would have minimal adverse impact on people's experiences and outcomes.

Young people told us they were happy in the service. They spoke of progress they felt they had made since arriving in the service and were appreciative of the support of the staff. They described very positive nurturing relationships with staff. Young people also confirmed they felt safe in the service. They told us they could trust staff and confirmed that staff treated them with respect. This level of support meant that young people felt assured that they could rely on the staff and that staff prioritised young people's best interests and positive wellbeing. We observed the young people interacting with staff and noted they presented as very confident and comfortable in staff's company.

Staff had a very good understanding of the young people's needs. They worked closely with social work and the service assistant psychologist to gather a very good understanding of the best approaches to take in supporting the young people's individual needs. Through this approach young people were being encouraged to engage with their care plan and we saw and heard of evidence of very good outcomes. Staff were also alert to potential emerging risks to young people and through measured responses supported and offered guidance to young people to minimise or manage such situations. This considered approach to young people's care was further shown by staff's ability to de escalate potentially difficult situations without resort to more restrictive practices.

Where restrictive practices had previously been used there was clear evidence that this was done as a last resort and to maintain the safety of the young people and others.

Young people were supported to meet with family and others important to them. Where this presented difficulties, due to location for example, the staff facilitated transport and support for young people to meet with these important others. This reassured young people and their families of the support young people were being provided and further assured that these relationships would be maintained.

Independent advocacy was available to young people should they choose to refer to this support. We advised the manager that we would encourage direct contact with the advocate to ensure young people could be informed of their rights. This support would also provide young people with the reassurance that their opinions would be heard and views listened to.

The young people were positively engaged in education. They were achieving through participation in educational programmes accessed through the support of the service's skills practitioners. Young people both educationally and through prior interests they have. Young people's self worth and identity was being nurtured and promoted through these achievements and their aspirations for further development encouraged. Further links had been made to local colleges for young people and successful applications submitted. Staff also identified and accessed activities of interest to the young people. Young people described the fun and interesting times they had spent with staff visiting such places. These provided young people with social and recreational days, stimulated interest in potential employment and further nurtured positive relationships with the staff.

To further enhance independence skills the young people were encouraged to make use of the facilities in the house. Through planning, budgeting and preparing meals, for example, young people were encouraged to develop greater skills in cooking and planning and learning about food and nutrition. Staff further promoted these skills through modelling them during a 'come dine with me' event. Young people told us of the learning, fun and enjoyment they got from joining in on these occasions.

The service care plans were clear and concise. These were developed in collaboration with the young people. Similarly risk assessments were well informed and clearly identified current and potential risks and provided clear strategies for young people and staff to minimise, eliminate or manage the risks.

We discussed some improvements in record keeping that we noted could be made, however the service's own quality assurance processes had also identified these. A plan of action to address the identified areas to improve had been compiled. We will look at these on the next inspection.

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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