

# Maidstone, No 3 Promenade Care Home Service

Leven

**Type of inspection:**  
Unannounced

**Completed on:**  
10 April 2025

**Service provided by:**  
Fife Council

**Service provider number:**  
SP2004005267

**Service no:**  
CS2003044054

## About the service

Maidstone, No3 Promenade is a residential home for children and young people. The service is provided by Fife Council and can provide care for up to five children and young people.

The accommodation is in a large house in Leven. The environment is bright, airy and homely.

## About the inspection

This was an unannounced inspection which took place on 18 March 2025 between 10:00-18:00. 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 two people using the service and one family member;
- spoke with seven staff and managers, including external managers;
- observed practice and daily life;
- reviewed documents; and
- spoke with two visiting professionals.

## Key messages

- Young people felt safe and staff were confident in their safeguarding role.
- Young people had positive relationships with staff.
- Staff were responsive to young people and focused on building trust with young people.
- Staffing levels met young people's needs.
- A consistent staff team supported the development of stable relationships.
- Staff felt valued and well-supported by their team and by management.

## 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 made an evaluation of very good for this key question, as there were major strengths in improving outcomes for young people.

Young people we met and spoke with were clearly at ease in the company of staff. They spoke of enjoying staff company and considered Maidstone as their home. We spoke with one parent and external professionals and their comments included "warm homely environment", "calm ethos" and "a relaxing atmosphere". Young people told us there was an "outstanding manager" and the staff team went "out of their way" to support young people.

The values of the staff we spoke with were strong, both individually and collectively, and these were demonstrated in practice, leading to young people feeling valued, respected and genuinely cared for.

Discussion with young people reflected a caring staff team who were committed to sharing an ethos of care with them. Emphasis was given to understanding young people and supporting them in a sensitive way. Young people told us this made them feel at home and feel loved.

Staff commented they had a reflective team who worked well together and whose practice was becoming more trauma informed through training, practice sessions, discussion and reflection, and supervision. Staff felt this had been significant in developing their understanding about a kinder, less reactive way of responding to young people and understanding their past trauma. Young people spoken with confirmed that they were central to discussion and planning for all aspects of their lives and knew how to access independent advocacy.

Staff worked hard to develop relationships with young people and to get to know their interests, skills and aspirations for the future. They did this primarily through spending time with young people and being interested in them. Young people's support needs were identified through a range of documents. These were reviewed regularly to support the development of accessible, trauma informed language that would reflect the warm, nurturing care young people get at the service.

Young people were able to make plans in relation to their future with the secure knowledge that they could remain in their home well into adulthood. This was a positive step and reflected a culture of continuing care where young people were aware of their right to this. We saw good examples of staff supporting young people to become more independent and explore their communities.

The service's ethos of hope and belonging was strongly advocated by the team, and in keeping with the messages of 'The Promise'.

Young people's health needs were met through links with other organisations. Staff were knowledgeable about the specific healthcare needs of the young people they cared for and had an understanding of safeguarding procedures and supporting young people to manage risk.

Young people were encouraged to enjoy opportunities to experience new and exciting things. Their individual interests were promoted, supporting them to develop important skills and confidence and have fun. Significant effort was made to ensure important connections with friends and family were supported and valued. There were generally comprehensive arrangements to ensure young people's move to the service was well planned.

## 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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