

Greenview Care Home Service

KILWINNING

Type of inspection:
Unannounced

Completed on:
23 July 2025

Service provided by:
Phoenix Abbey Ltd

Service provider number:
SP2021000181

Service no:
CS2021000294

About the service

Greenview is situated near Kilwinning and is surrounded by open countryside. The house is spacious and comprises five bedrooms, bathrooms, lounge, dining/kitchen, and a number of smaller areas in which to relax and play.

Greenview can support up to five young people. At the time of this inspection, there were five young people living at the service.

About the inspection

This was an unannounced inspection which took place on 8 & 9 July 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:

- Spent time in the company of two young people using the service.
- Spoke with seven members of staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Received feedback from visiting professionals.

Key messages

- Young people were cared for and supported by staff who were compassionate.
- Where staff practice fell below expected standards, the provider was quick to act.
- Feedback from partner agencies was very positive.
- Staff advocated strongly for young people in their care.
- Young people enjoyed a wide range of activities and holidays.
- Good homemade food played a key role in a nurturing environment.

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 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.

Managers set the expectation of good relationship based practice and this was evidenced through warm and compassionate care for young people. Staff demonstrated many of the skills required to care for and support young people whose needs were complex. We observed good communication, patience and empathy and this increased trust and reduced anxiety for young people. Staff collaborated with each other and were creative and enthusiastic when advocating for those in their care. This allowed young people to express themselves and feel respected.

In recognition of the impact of some young people's behavioural presentation, and where at times, staff practice has fallen below the expected standard, the provider was quick to identify measures to protect young people and ensure a robust response to any issues. Re-training and increased supervision, supported improved practice, which was guided and monitored by managers.

Working with partner agencies, offered a dynamic and shared approach to plans for young people's care. Feedback from partners was extremely positive about their work with Greenview and this included strong links with health professionals, who routinely contributed to staff development and effective strategies, to support improved outcomes for young people.

Advocating for young people was a key part of the ethos within this staff team. The importance of hearing the voice of young people was central to decisions affecting their care, and staff spoke passionately about the opportunities they were able to provide for young people, to allow them to flourish. Formal advocacy services were also routinely involved in visiting young people, to provide support and to navigate decisions in their lives.

During the inspection visit, our observations were of young people having fun. Activities and holidays were regularly enjoyed by young people and staff were keenly aware of special interests, arranging visits to favourite football clubs and theme parks. Summer holiday events and spending time at the gym with friends, also enhanced young people's experiences and physical and social wellbeing. Where young people were members of an affiliated club, they joined other young people in exploring new horizons. For young people, school and college, also provided additional opportunities to build friendships and benefit from a positive daily routine.

Good food played a key role in a nurturing environment for young people. The cook was adaptable and committed to providing nutritious homemade foods. The house offered space to relax as well as play and a wide range of resources demonstrated the organisation's commitment to promoting positive outcomes for young people. Where the environment had been impacted by young people's behaviours, the provider was exploring ways in which to minimise this for all young people living in Greenview.

Meaningful connections with family and friends, featured routinely for some young people and personal planning outlined ways in which others could re-connect with those important to them. Personal plans offered a means of helping young people to feel safe in their daily lives and identify how they could feel more confident and resilient. We made some suggestions about how personal plans could be improved and will review progress at 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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