

Brae Care Home Service

Kilmarnock

Type of inspection:
Unannounced

Completed on:
17 July 2025

Service provided by:
Ar Cúram (Scotland) Limited

Service provider number:
SP2024000230

Service no:
CS2024000417

About the service

Brae is a care home service provided by Ar Cúram (Scotland) Limited. They are based in a rural area near the East Ayrshire town of Stewarton.

The house is spacious, offering accommodation over 2 levels. There is a lot of indoor and outdoor space for the young person to relax and spend time with staff and the people who are important to them. The house is set within private grounds surrounded by farmland.

About the inspection

This was an unannounced inspection that took place on 10 July 2025 and 11 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, registration information, information submitted by the service and intelligence gathered since the service opened in 2024.

In making our evaluations of the service we:

- met with young people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

Key messages

- Young people benefitted from staff confidently using their relationships to identify and reduce risks.
- Young people enjoyed warm and nurturing relationships with those caring for them.
- The team ensured that young people had every opportunity to have meaningful connections with the people that were important to them.
- The service is led by experienced and knowledgeable managers who have applied learning from unplanned endings.

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.

Young people at Brae were safer because they were protected by a stable and dedicated team of staff who had a good understanding of risks and how these were to be managed. The service opened in November 2024 and in this time they have implemented a trauma informed approach that prioritises therapeutic relationships. Young people benefitted from staff being able to confidently use their relationships to identify and reduce risks.

The significant risk of young people experiencing trauma from being subject to or witnessing restraint was minimised by the culture, policy and practice that reduced the likelihood of this. Within Brae, restrictive practices were rare and infrequent and staff were confident they could use their relationship to support young people through periods of crisis. When a restraint occurred it always followed best practice.

Young people benefitted from always having access to responsible adults outside of the service. The team provided and promoted the use of an advocacy service and they worked collaboratively with external professionals through regular and effective communication. This ensured young people's voices were heard and their plans were adapted to meet their needs timeously.

Young people enjoyed warm and nurturing relationships with those caring for them. The staff were compassionate, thoughtful, fun and had a full understanding of trauma and the impact on behaviour and development. They were creative and opportunistic in finding ways to build relationships and trust. They clearly knew the young people well and supporting recovery and building resilience was central to all of their interactions.

The team ensured that young people had every opportunity to have meaningful connections with the people that were important to them. This included taking the young people on long journeys and they were thoughtful about how they made these journeys feel relaxing and containing.

Young people also benefitted from the team supporting them to participate in learning at the pace that was right for each individual. They were creative in their approach and this had a positive impact on young people's outcomes.

Leaders ensured the culture was supportive and empowering. They modelled consistently high standards of practice and champion the best possible outcomes for the young people.

The management team were knowledgeable, experienced and worked very well as a team. Trauma informed and reflective practice was evident in every conversation and they had a clear vision to continue to develop a well-supported and knowledgeable staff team.

The service developed a matching and transitions process that was thorough and dynamic. They applied learning to their practice and adapted their approach after reflecting on young people who moved on in an unplanned way. We look forward to seeing how this learning impacts young people's outcomes at the next inspection.

There was continuous, robust evaluation of children and young people's outcomes, experiences and the setting by the managers and external manager, all of whom were clear about their roles and responsibilities. The effectiveness of the continuous evaluation was evident in young people's outcomes, the development and upskilling of the staff team and the quality of young people's records reviewed at 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
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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