

# East Welton Care Home Service

MAUCHLINE

**Type of inspection:**  
Unannounced

**Completed on:**  
7 August 2025

**Service provided by:**  
Phoenix Abbey Ltd

**Service provider number:**  
SP2021000181

**Service no:**  
CS2023000223

## About the service

East Welton is formed of two residential children's houses, managed by Phoenix Abbey Limited. Both houses are located in East Ayrshire.

East Welton Farm is registered for up to two children and young people. It is located in a semi rural location. The house provides a range of accommodation for children and young people, including a lounge, dining room, kitchen/dining area, play room, individual bedrooms, and a shared bathroom. The property is situated in the countryside, with open landscape views.

Firview Cottage provides accommodation for up to three children and young people, in a semi rural location. The house is spacious, with a large dining/kitchen, lounge, individual bedrooms and an expansive landscaped rear garden.

## About the inspection

This was an unannounced inspection which took place on 21st, 22nd and 30th 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:

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

## Key messages

- Children and young people experienced stable, warm and compassionate care.
- Feedback from partners was extremely positive.
- There was a strong sense of team work.
- Opportunities for learning were fully supported.
- Children and young people's interests formed a routine part of their care.
- Health professionals positively impacted staff practice and outcomes for children and young people.
- Advocacy support enabled young people's choices and decisions.
- Personal plans were SMART (specific, measurable, achievable, realistic and timebound), creative and fun.

## 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
--	---------------

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 children and young people, therefore we evaluated this key question as very good.

Stable, warm and compassionate care, was impacting positively, with some young people able to tell us about how much they valued staff and nurturing approaches to their care. Where there was increased risk to young people's safety and wellbeing, shared agreement with partners, supported safe plans and realistic responsive care plans, in cooperation with young people, helped to build and sustain positive relationships between staff and those in their care.

Feedback from partners provided additional assurance of positive experiences for young people. Some commented that, 'Children express to me that they are happy where they live, like staff and feel listened to and very much cared for'. Partners said, 'Care planning has had to change in response to emerging events and staff are quick to respond and work collaboratively. I cannot praise highly enough the communication between staff and the strong sense of team work between all staff and managers'.

Our observations offered authentic evidence of staff who cared deeply about those in their care. We joined an information sharing session with staff, who were involved in the process of exploring the compatibility of children and young people living together. Staff were curious about how they could each contribute to the experiences of children and young people and decisions were carefully thought through and well planned, in collaboration with families and partners. As a result of this detailed approach to meeting the needs of all children and young people, better outcomes were achieved.

Children were thriving and the impact of therapeutic, stable care, had been critical to their sense of identity, self worth and belonging. Progress in social situations and success in education, were clear indicators of growth. For other young people, positive routines around education and learning, were fully supported and friendships had developed, with some friends visiting the house over the summer holiday period. Time in the community was also carefully managed, to protect young people, support their recovery and help them to increase their resilience and self confidence. The ability to achieve this, was evident in their choices and decision making.

Respectful practices were also demonstrated through opportunities available to young people. Holidays to preferred places and new experiences for children who had particular interests, formed a routine part of the care provided by Phoenix Abbey. A summer planner meant that children could experience football camp, cross fit and the circus! While others, sought opportunities to join youth organisations to develop their abilities.

Formal inputs from health professionals was highly valued by staff, who expressed how this supported their practice and their understanding of the impact of trauma on the lives of children and young people. Support from managers was likewise deeply appreciated by staff in support of their development. At times however, staff practice had fallen below the expected standard. We found that the provider fully investigated concerns and acted quickly to remove any further risk to young people.

The provider ensured that access to formal advocacy was available to young people and this work had been instrumental in reconnecting families. Family time was carefully and fully supported, where possible.

The importance of a positive experience, when spending time with family members, was well understood and visitors to house were made to feel welcome.

We reviewed personal plans for young people. These were personalised, creative, age appropriate and SMART. Plans were very well structured, using language that children and young people could easily relate to and understand. These provided very good evidence of outcomes for children and young people.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To ensure that children and young people receive the best possible care and support, the provider should:

- a) Build staff trust through inclusive leadership that seeks active collaboration from all members of the team, to carry out effective decision making and problem solving in the service;
- b) Actively promote consistent practice on agreed approaches to children and young people's care and support needs; and
- c) Undertake a detailed review of progress and supportively address any real or perceived issues affecting staff confidence in their work with children and young people.

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

'My care and support is consistent and stable because people work well together' (HSCS, 3.19).

**This area for improvement was made on 3 July 2024.**

#### Action taken since then

There was clear evidence that inclusive practices supported strong collaboration within the staff team. With cohesive and carefully thought through approaches to meeting children and young people's needs and wishes, there was a strong shared sense of purpose and respect for one another. Through improved team work, children and young people were better supported to achieve very good outcomes.

This area for improvement was met.

#### Previous area for improvement 2

To ensure personal planning is meaningful to children and young people, the provider should:

- a) Review existing plans and consider improvement in the use of child friendly language;

and

b) Ensure any identified outcomes are SMART.

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).

**This area for improvement was made on 3 July 2024.**

#### Action taken since then

We reviewed personal plans for children and young people. These were fully personalised and creatively presented. The use of language to convey plans in a meaningful way, was a strength of the service. Intended outcomes were SMART and relevant to children and young people's age and ability.

This area for improvement was met.

## 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

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.