

10 Ramsay Gardens Care Home Service

Glenrothes

Type of inspection:
Unannounced

Completed on:
29 July 2025

Service provided by:
Fife Council

Service provider number:
SP2004005267

Service no:
CS2018368783

About the service

Ramsay Gardens is a residential care home for up to four young people. The service is provided by Fife council. The service cares for young people, up to the age of 14.

Ramsay Gardens is located in a residential area of Leslie, Glenrothes. The house is set over two levels. This includes a large kitchen dining space that opens out to the back garden. A cosy living room used as a shared space. Each young person has their own bedroom. There is a shared bathroom upstairs and another bathroom downstairs.

About the inspection

This was an unannounced inspection that took place on 21, 22 and 23 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 last inspection.

In making our evaluations of the service we:

- spoke with one young person using the service
- observed interactions between all young people and staff
- spoke with four staff members
- spoke with one senior external manager
- given feedback from two external professionals
- reviewed documents.

Key messages

- Staff created a loving, homely ethos.
- Children were cared for by a knowledgeable, committed staff team.
- Managers created a supportive culture.
- Matching assessments for young people were of good quality.
- Staff and young people are supported to learn from incidents.

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

Children and young people in Ramsay Gardens were kept safe and benefitted from a knowledgeable staff team who practiced relational based care. The team were attuned to the needs of the young people, employing a range of strategies to support their complex needs. This ensured that young people were cared for by staff that had a highly detailed knowledge of their needs. Child protection procedures were clear. All staff were trained and could explain this process. This ensured that children and young people's wellbeing was protected.

Children and young people experienced therapeutic and stable care. Staff spoke about the importance of Ramsay Gardens being a family home, based on love and respect. One staff member told us, "I feel we have a strong team who work well together to give our YP the best care possible and help build positive experiences that they can carry throughout their life". This tells us that staff are clear about the importance of relationships to support recovery from previous traumatic experiences. Managers should continue to build on their interactions with CAMHS to support them in providing consistent interventions for young people. We have suggested that senior managers think carefully about age restrictions on registrations. Young people should be allowed to remain in an environment where staff create meaningful relationships that are both stable, therapeutic and provide feelings of safety to young people.

Children and young people had access to independent advocacy. Staff had previously accessed support from a third sector partner and this was being re-introduced to ensure that young people know and understand their rights. This meant young people's voices would be heard.

Children and young people were being cared for by a loving staff team. Staff worked with resilience and fully understood that behaviours of concern were based on previous traumatic experiences. All staff told us they enjoyed the family environment of Ramsay. One staff member told us, "Ramsay is a home. It's full of love and laughter". This tells us that meaningful relationships are at the heart of care.

Children and young people were being offered opportunities to support their wellbeing. We heard of young people attending art therapy, cubs, swimming and Thai boxing. This has supported young people's sense of belonging to the house and to their community. Young people have been very well supported to maximise their attendance within education. We heard of staff supporting young people within school. This tells us that young people are being supported to achieve their full potential.

SMART targets have been improved to include a long term goal as well as shorter term targets. Targets are regularly reviewed and this new system would benefit from being further embedded in practice. This allows for successful tracking of young people's outcomes.

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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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