

Aberlour Sycamore Service Care Home Service

Glenrothes

Type of inspection:
Unannounced

Completed on:
10 June 2025

Service provided by:
Aberlour Child Care Trust

Service provider number:
SP2010011118

Service no:
CS2010272700

About the service

Orchard Drive is a residential care home for up to three young people. The service is provided by the Aberlour Sycamore Service.

Orchard Drive is located in a residential area of Glenrothes. The house is set over two levels. All young people have their own bedroom upstairs. There is a living room, two communal bathrooms and a large kitchen/ dining space that opens out to a large back garden. The service is close to local schools, shops, parks and other amenities.

About the inspection

This was an unannounced inspection which took place on 3 - 5 June 2025 between 09:00 and 19:00. 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluation we:

- spoke/spent time with all young people in the service
- observed practice and daily life
- spoke with seven staff including the management team
- spoke with two senior external managers
- spoke with four external professionals
- spoke with two family members
- reviewed documents.

Key messages

- Children and young people were cared for with love and respect.
- The unique practice profile of Aberlour created a strong therapeutic model of care.
- Staff were very strong advocates for young people.
- A strong management team provided a supportive culture.
- Education was fully inclusive of holistic learning outcomes for young people.
- Support plans were highly person-centred.

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 Orchard Drive were kept safe and benefitted from staff with the skills, knowledge and experience to provide responsive care to young people. The team had built meaningful relationships to identify and reduce risks. This told us that young people were cared for by staff that fully understood their needs. Child protection procedures were clear. All staff were trained and could talk through this process. This ensured that children and young people's wellbeing was protected.

Children and young people experienced therapeutic and stable care. The unique practice profile that continues to be embedded by the service has created a staff team that is highly skilled in delivering therapeutic care to young people. We observed this therapeutic parenting model in practice and this evidenced relationships that were built on respect. One staff member told us, "We develop positive and meaningful relationships with young people and create a loving and nurturing home where positive childhood memories can be made". This meant that staff understood the importance of supporting young people to recover from previous trauma.

Children and young people had access to independent advocacy. This extended to the staff team who were powerful advocates for young people. This assured us that young people are being supported to have their wishes and rights respected.

Staff worked purposefully with a range of multi-agency partners. One external professional told us, "In terms of communication, the team in Orchard Drive is excellent". This collaborative approach created a team around each young person. This affirmed to us that young people's holistic needs were being fully met.

Young people had full access to healthcare. Recording systems in place for medication was of good quality. Managers should continue to have oversight of processes to ensure the quality assurance system is fully robust.

Children and young people's connections to family, friends and the community were championed and carefully considered. Family members told us that they felt listened to and staff communicated well with them. One family member told us, "Everyone of the staff is amazing, you feel relaxed when you're there". This told us that meaningful connections are highly valued.

Some young people in Orchard Drive were thriving in school. Staff had very good relationships with each school and this was more widely supported by a lead learning coordinator from Aberlour. The staff were respectful of the fact that formal education was not suitable for all young people. Staff were using a wide range of approaches to create bespoke learning packages that continued to provide holistic educational outcomes, focusing on life skills. This assured us of a commitment to maximising educational outcomes for young people.

The care plans we reviewed were very detailed. This included good quality oversight from managers. Both SMART (Specific, Measurable, Achievable, Relevant and Time-bound) targets and sensitively written recordings reflected the individual needs and wishes of young people. This has underpinned the outcome focused, trauma informed and compassionate care that young people experienced.

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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