

# Arran Villa Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
7 August 2023

**Service provided by:**  
Kibble Education and Care Centre

**Service provider number:**  
SP2004007042

**Service no:**  
CS2012314383

## About the service

Arran Villa care home is provided by Kibble Education and Care Centre. Based in the coastal town of Largs, this large house provides individual bedrooms, two shared living rooms, a shared dining area, and a large garden.

The house is close to parks, the beach, and community facilities. It is also close to public transport links. Kibble Education and Care Centre states that Arran Villa care home provides an early intervention residential service for up to five at risk children, aged between five and 12 years.

## About the inspection

This was an unannounced inspection which took place on 1st and 2nd of August 2023. The inspection was carried out by an inspector from the Care Inspectorate, accompanied by a young inspection volunteer.

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 four people using the service and two of their representatives
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

**Key messages**

- Staff were attuned to the needs of young people, and knew exactly what was required from them to keep young people safe.
- The service offered a highly trauma informed approach, underpinned by a in-depth assessment of each young person's needs.
- The providers mental health, and additional therapies teams met frequently with staff ensuring that all assessments and supports were up to date. This was very impressive.
- Young people had access to excellent advocacy and benefitted from a staff team that knew their wishes, and represented their views.
- Young people and staff shared close, tactile and loving relationships. One young person said it felt like family.
- Young people benefitted from a highly trained, reflective and supported staff team.
- There were very strong links with families and educations. This led to some excellent outcomes for young people.

**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?	6 - Excellent
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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?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading. The supports and experiences for young people led to some outstanding outcomes, through the delivery of effective and innovative practice.

Staff were attuned to the needs of young people. The service understood the importance in letting children play, and explore their environment in a natural way, allowing them to understand their own limitations. Where young people needed support, they received this in ways that were designed to help their own understanding, and to gain alternative strategies in coping. Staff knew what exactly was required of them to ensure safety, and to promote independence. Interventions were the least restrictive, this led to some great outcomes in reducing the frequency and duration of incidents for young people.

Leaders and staff received a high level of training to deliver a trauma informed approach. Close links with the providers own mental health, and additional therapies team helped ensure this. They would meet regularly to reflect on an in-depth assessment of each young person's needs. This had a very positive impact on young people with proactive approaches, and planning, creating supports before issues occurred. When incidents did happen, the same process happened in reverse with post incident debriefing and reflection helping consider new ways of working. Young people told us that adults helped them to deal with their big feelings and to find other ways to deal with it, which made them feel much better.

The provider ensured their assessment benefitted both the team at Arran Villa, young people's family members and other external professionals supporting the young person, by encouraging them to attend these sessions too. We heard that this helped parents feel more involved, and helped them to understand the best way to support their child. The service also impressively accessed family therapies helping to improve family relations and responses for young people, even when the immediate plan was not to return home. It was clear that family life was prioritised where possible for all young people, for parents it made them feel valued and respected.

Young people had access to excellent advocacy, and regularly took place in participation events which help gain the views of young people, and there was clear evidence of these views being actioned, such as extensive changes being planned to the garden. Young people's goals and wishes were represented skilfully within care plans. The role of staff members, and professionals in achieving these were clearly written in a child centred manner. Leaders had good oversight into the advances and barriers in achieving these.

The staff team were highly trained and knowledgeable. Leaders had good oversight of training needs and effectively accessed training needs proactively. Individual strengths of staff were promoted. Staff received regular individual and group supervisions. This allowed leaders within the service to develop a consistent approach to care, from a highly supported staff team.

Leaders carefully considered the individual needs of young people, and the skill set of the staff team, when considering when they could offer care, and which young people would be best suited to the service. This led to positive outcomes and minimal moves for young people. Young people were able to find stability at Arran Villa, and stay there for long periods. They told us this made the house feel like home.

Young people told us they loved it at Arran Villa. One young person said it felt like a big family here, something that all staff members too spoke about. Young people and staff shared close tactile relationships, and shared messages of love in young people's terms.

We found evidence of strong links between the service and external professionals. Very strong links with health services ensured the physical and emotional needs of young people were met. The service also worked closely with education and families to help them to consider innovative approaches where needed. This led to improved attendance and relationships within school, something that had been very difficult for some young people prior to moving to Arran Villa.

## 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?	6 - Excellent
7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent

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