

Hallhill Cottage Care Home Service

Howwood

Type of inspection:
Unannounced

Completed on:
29 October 2025

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2024000439

About the service

Hallhill Cottage is a care home service for children age 5 to 21 year run by Kibble. It has four registered places and is based within a large detached property over two levels in a rural location in Renfrewshire with extensive outdoor space.

About the inspection

This was an unannounced inspection which took place on 27 and 28 October 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:

- received three pre inspection surveys from young people
- spoke with nine staff and management
- received 15 responses to our pre inspection survey
- we observed practice and daily life
- reviewed documents
- spoke with two placing social workers
- received one response from an external professional to our pre inspection survey

Key messages

- Children experienced therapeutic stable care from a knowledgeable staff team that had led to improved outcomes.
- Transitions for the children into the service were well managed in a trauma informed way.
- The setting was of extremely high quality and provided a warm and homely environment.
- Outcomes were continually evaluated and a reflective culture ensured children received the best possible care.
- Managers modelled good practice and external managers provided robust quality assurance.
- Children were integral to development plans and there was a commitment to ongoing improvement.

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 with outstandingly high outcomes for children.

Hallhill Cottage is a newly registered service due to a change in physical location for a previously registered service. Therefore managers, staff, children and young people had pre-existing relationships. The ethos of care was established in the previous service and already embedded into practice.

Children in the service were kept safe within the service and benefitted from staff who were highly knowledgeable and responsive to their needs. Care plans were comprehensive and detailed children's needs and how they should be supported. External agencies were included in shared understanding meetings which helped to review progress and inform care planning. This was highly effective in evaluating and supporting positive outcomes.

Children had access to independent advocacy to support them to express their views. One young person told us "My who cares worker comes to spend time with me. She goes to meetings and talks about me and what I want". This ensured that children's rights were upheld.

Children were kept safe through robust child protection practice, with staff receiving appropriate training. When safeguarding issues arose these were dealt with effectively by the service.

Children experienced therapeutic stable care which supported their emotional wellbeing. Staff displayed a deep commitment to positive outcomes and had developed authentic loving relationships. Effective care planning, team reflection and the use of shared understanding meetings ensured that children's support was constantly being reviewed which reduced the likelihood of restrictive practice occurring. The service had robust quality assurance in place and a clear plan to reduce restrictive practice and when incidents occurred best practice was followed. External quality assurance was strong and contributed to ongoing improvement.

Children enjoyed warm and trusting relationships with staff. Staff demonstrated a detailed knowledge of trauma and highly individualised strategies were in place. Children received care appropriate to their age and stage and sensory needs were well met.

The environment was of an extremely high quality and provided a spacious environment with extensive outdoor space. The décor and furnishings created a very homely feel, and children's rooms were personalised to their needs. The quality of the environment ensured that children experienced a high level of respect. One young person told us "I like Hallhill because it has a massive garden".

Children were fully engaged in their care and support. Goals were identified jointly, and communication passports had been completed collaboratively to outline how children would like to be supported. Access to advocacy also ensured that children's rights were upheld.

Children's physical and mental health needs were comprehensively met, and they had access to specialist therapeutic support from in house services which was effective in supporting positive outcomes. Medication practice was robust with effective quality assurance in place.

Family relationships were well managed by the service and therapeutic services were used to support these

and consider relationships with siblings in other care settings. This ensured that important connections were maintained and that family were supported to provide children with appropriate messages relating to their life story.

Children had opportunities to broaden their horizons and were encouraged to try new things. All children were engaged in structured community activity and had access to trips which met their needs.

All children were in education and there was proactive engagement with schools to support children's learning. The service has a commitment to promoting longer term outcomes and offering children the opportunities to remain in the service into adulthood.

The house manager modelled high standards of practice and demonstrated commitment and enthusiasm in her role. External managers were also visible in the service and provided robust quality assurance which ensured children experienced consistent support.

Children in this service transitioned from another service run by the provider as a group with a core staff team. The way this transition was approached was highly trauma informed and supported the children to move successfully.

The service had a mix of experienced staff and some staff newer to residential childcare. This staffing mix was considered in planning the rota to ensure that children were well supported. Staff were well supported through provision of training and formal supervision. Staff demonstrated a very consistent understanding of their role which demonstrates that models of practice are firmly embedded in the service. The service was proactive in providing training specific to identified need and a strong learning culture was in place.

Outcomes for children were constantly evaluated. Shared understanding meetings, robust quality assurance and a reflective culture ensured children received the best possible care. Children were integral to the creation of the service development plan which was rights based and promise focused. The service had high aspirations for children and was committed to sustained ongoing improvement.

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?	6 - Excellent
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7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	6 - Excellent

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