

Miss Elizabeth Kibble House Care Home Service

Paisley

Type of inspection:
Unannounced

Completed on:
25 March 2026

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2018370578

About the service

Miss Elizabeth Kibble House is a care home service for up to a maximum of 11 children or young people. It provides care from three terraced sandstone houses attached to each other, near the town centre in Paisley, close to transport, education, and medical practices. All three houses were decorated to a high standard.

About the inspection

This was an unannounced inspection which took place on 24 March 2026, between the hours of 10:45 and 19:30.

This inspection is called a promise assurance inspection. It focusses on the key areas that are essential to upholding children and young people's right to be safe and be at the centre of their care. We report on them under the promise foundation headings of; 'Voice', 'Care', and 'People'. No new evaluations (grades) have been awarded.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

We confirmed that the service continued to have the rights and voices of children and young people at the heart of their care and support. We know this because on this inspection we:

- Reviewed survey responses from young people, professionals, and staff.
- Spoke with three young people using the service, and two of their friends and family members.
- Spoke with seven staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

Voice

Young people described feeling safe, well supported and happy. Staff actively sought, valued and used young people's feedback to refine and develop their approach. Their voices were clearly included in the service's development plan. This demonstrated a service that used lived experience to drive practice development and maintain high quality care.

Cultural, religious and communication needs were met to a high standard, and personal plans were individualised and child-centred. One young person told us they were pleased to "cook with fire" (BBQ), reflecting the service's commitment to honouring culture, identity and choice.

Advocacy was strongly promoted and had directly influenced decisions, including enabling some young people to remain in the service longer.

Care

A trauma-informed and relational approach was at the centre of the service's ethos of care. Young people benefitted from trusting and loving relationships with the staff team. The houses felt calm and nurturing. Staff demonstrated a deep understanding of each young person and provided consistent, attuned support. This meant young people felt valued and respected.

An external professional shared, "Key workers offer great support... all care needs are met."

There was an excellent balance between offering support and promoting independence, enabling young people to take age appropriate risks while knowing trusted adults were there to guide them.

When speaking about their child, one parent said, "they have 180'd... they are ready to be on their own and have had so many positive outcomes." Another commented, "Without this service, I don't know where we would be... it has been a life saver for my family."

People

Staff felt very well supported by visible and approachable managers, and the team described a positive mix of skills and experience that helped newer staff feel confident. They presented as a cohesive, respectful staff team. Leaders modelled compassionate, trauma informed practice that promoted positive outcomes for young people.

Staff recognised the importance of working collaboratively with others including families. As a result, family members described improved relationships with their children, with one sharing "our relationship is much better, they do a lot more with me and they talk to me more."

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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