

# Kylemore Care Home Service

Greenock

**Type of inspection:**  
Unannounced

**Completed on:**  
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**Service provided by:**  
Inverclyde Council

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**Service no:**  
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## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Kylemore is a purpose-built residential children's house. It is in a residential area of Greenock. Under its current registration, the service provides care and accommodation for up to seven children and young people who are looked after and accommodated by the health and social care partnership.

A bespoke design, Kylemore offers quality accommodation, with two large lounges, kitchen, dining room and sunroom. All of the bedrooms within the service have either an en-suite or access to their own bathroom. Outdoor space is laid mainly to lawn, with an area of decking. The garden is enclosed and offers ample space for outdoor play and relaxation.

The aims and objectives include: "to provide a person-centred approach which will incorporate a holistic assessment of need for each individual young person, taking account of their own life experiences. In doing so, individual care plans will be tailored to meet these effectively within an environment that promotes safe caring".

## What people told us

"Nothing has changed. It's still a really good place to live. I'm never here because I am out working. Now I have a great flat to move into and I can say that staff advocated to get me the right flat."

"I've known people here for ages, it's my home. I have no plans to move and I'll stay until I'm ready. I'll go to college and I'll save my money. I know where my folder is, and I have read through it. Everything I want, staff help me make happen."

"When I am not in my own flat, I can get my amazon deliveries sent to Kylemore and I pop round and collect them later."

"I owe a lot to Kylemore for guiding and supporting me. They went above and beyond to help me."

"It's my care plan. She asked for five minutes. It was exactly what I said and in my words completely. But I speak to XX every day and it was like having a normal conversation with her. I agree with my plan and I work towards my aims."

We spent time with all the young people who live in Kylemore and spoke with six of them. They told us that Kylemore was a wonderful environment for them to live in. They valued the time staff took to listen and understand their needs. They also really loved the one-to-one attention they each received from staff.

The young people told us that at times they found it difficult to get on with everyone. However, they appreciated celebrating annual events and birthdays together. We also heard that they enjoyed fantastic holidays away with each other.

We visited two young people's flats. One that was just being made ready for transition and one that a young person had purchased. They told us that the staff were doing everything they could to support them. What mattered most to them was the ongoing support once they had left Kylemore.

## How well do we support children and young people's wellbeing?

**6 - Excellent**

The young people who live in Kylemore thrive as a result of the unique approach to care and support. It is commonplace for the outcomes of young people to set a new standard for care homes for children and young people in Scotland. During this inspection, we found the service to be working at a sector leading level.

We found the young people living in an immensely welcoming, warm and very compassionate environment. The dedication and care of the manager and staff was astonishing. Nothing was too much trouble and planning was exemplary. As a result of this, all of the young people felt hugely valued and respected. The relationships between the young people and those caring for them were compassionate, fun-filled and emotionally attuned to a very high level. There was a calmness which allowed young people to exist in a relaxed space and led to excellent therapeutic outcomes on a consistent and ongoing basis.

We spoke with several professional groups who work alongside Kylemore. We were told by a local head teacher that they found the calmness within the house created a life changing environment for young people. Professionals consistently found the young people to have made immense progress when they moved into Kylemore. We heard that new, innovative ways of working together were under constant development and when an issue occurred for a young person this was often resolved in the same day.

The young people looked forward to their holidays because these took place in amazing locations and in beautiful spaces. The staff worked very hard to find experiences for the young people that created life lasting new memories and this was celebrated. When we unpicked the impact of this, we found that the young people thrived on spending more time with the staff they loved. Similarly, the staff and manager reciprocated this feeling and loved spending more time with the young people. They also fully understood the importance of working outwith a normal shift pattern and that this created space for building even closer and therapeutically informed relationships. Throughout the year, the focus on positive experiences was maintained. The energy and dedication of those working in Kylemore was first-rate.

The service continued to build on partnerships with adults who were positive role models to the young people. The local police officer had an incredibly positive relationship with everyone in Kylemore. With one young person who they were worried about, guidance and advice had involved working jointly with the police. This created feelings of trust and responsibility for the young person. Formal discussions were followed up with huge amounts of care and appropriate tactility. Another young person had gone running with the police officer to help them train for a marathon. Both recounted to us their fondness of the adventures during that time out.

The adults and the young people thrived on their contact with each other. The relationships internally and externally were of a large family who sought to help one another. We found such heartening examples of individualised care. There had been changes to the house in the last year; however, any transitions onward were of the highest standard with young people finding the absolute right flat for them at the right time with no rushed exit. The flats were decorated by the staff to the highest standard. Once young people had left, they returned often and with ease, in a natural and family like way; The focus being on support always

being available. For the new young people who had moved into Kylemore, staff impressively adjusted their style and approach to meet their needs in ways that made them feel incredibly valued, cared for, celebrated and claimed.

The Kylemore dog continued to be a source of tremendous support. The dog went on holiday with the young people and provided comfort when young people were upset. We observed staff relentlessly finding the individual things that mattered to young people. For example, one young person loved football and staff who didn't like football spent hours in the garden role playing football matches and using creative play to embed positive experiences.

We found the universal staff focus was solely on what young people needed and would benefit from instead of what the staff were willing or comfortable doing. We heard this from Who Cares? Scotland, children's rights, schools, parents and the young people. People told us that they loved the atmosphere and how the young people interacted and supported one another.

The service is incredibly well managed. Everyone knew their job and the ethos of Kylemore had been formed over many years, with a focus on providing young people with a truly loving home environment. This was being achieved because of everyone working together with the sole purpose of maximising outcomes for young people.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

## How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

**6 - Excellent**

Kylemore is a model of sector leading planning. Strategically, this occurs as a result of the family orientated approach to care and support and the aspirational determination of everyone who connects with the young people. Unconditional positive regard is at the heart of interactions and planning is always strengths based. We continued to see young people blossoming and setting plans for their future that set a new standard for care homes for children and young people in Scotland.

The young people wanted to talk to us about their care plans and show us the work they had done. They were a model of young people centred planning. Included in the records the service held about young people were memories and the young people delighted in revisiting their experiences.

For one young person who was new to the service, there was such care taken to ensure his needs, views and wishes had been fully gathered. The staff knew exactly how to help him. This was reflected in the support all the young people received. The care plans were tailored completely to the young people's age, views and wishes. The young people were engaged in their goals and this was evident in the things they were trying to achieve. Two young people had learned to drive and then purchased their first cars and were setting further goals for the future.

Significant planning went into the transition for all young people, which led to excellent outcomes. Continuing care has been embedded in the ethos of the service for several years now, to the extent that young people only leave into the best possible environments where they will continue to thrive and progress.

For one young person, significant consideration had been given to them living in Kylemore. To ensure it was the correct environment, an appreciation day had been held that involved the young person and the people they had significant relationships with. Positive messages had been gathered from classmates, professionals and family to celebrate the best aspects of the young person's character. Using the positive information gathered, a multi-agency plan had been developed to ensure they were getting the right support. We considered this approach to planning and matching for young people to be a model of best practice.

We were hugely impressed with the joint work the service undertook with partner agencies. The experienced staff were able to lead on therapeutic meetings and guide thinking and planning. Furthermore, the Children and Adolescent Mental Health Service (CAMHS) linked with the staff at team meetings to help formulate and find creative ways of responding to trauma. The manager understood the importance of strong partnerships. We found partners therefore wanted to work alongside Kylemore and this conscious service led strategy enabled ground-breaking joint working at an operational level.

The manager and staff at Kylemore are focused on continuing to develop and, as such, we have guided them to develop much more positive behaviour support plans. We have also suggested exploring enhanced training for all residential staff in relation to attachment focused models of care to further strengthen their approach.

## 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 wellbeing?	6 - Excellent
1.1 Children and young people experience compassion, dignity and respect	6 - Excellent

1.2 Children and young people get the most out of life	6 - Excellent
1.3 Children and young people's health benefits from their care and support they experience	6 - Excellent
How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects children and young people's needs and wishes	6 - Excellent

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