

# Riverside House School Care Accommodation Service

1 Bridgend  
Newmilns  
KA16 9BU

Telephone: 01560 323 436

**Type of inspection:**  
Unannounced

**Completed on:**  
6 December 2022

**Service provided by:**  
Spark of Genius (Training) Ltd

**Service provider number:**  
SP2006008009

**Service no:**  
CS2005093148

## About the service

Riverside House is registered as school care accommodation service. It is one of a number of services operated by Spark of Genius.

The service is registered to care for a maximum of seven young people.

Young people have their educational needs met by attendance at learning centres provided by Spark of Genius, or at other educational provision, whichever is identified as being most appropriate.

Riverside House is located in the town of Newmilns in East Ayrshire. It is a large detached house that is decorated, furnished and maintained to a high standard. Each young person has their own bedroom and most have ensuite facilities. The house also has many communal areas as well as two kitchens and office facilities.

## About the inspection

This was an unannounced inspection which took place on 30 November between 11:00 and 19:30 and on 1 December between 9:00 and 14:30. 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:

- spoke with four young people;
- spoke with seven staff and managers;
- spoke with the external manager;
- spoke with one visiting professional;
- reviewed documents.

## Key messages

- There was a real sense of fun and energy within the house
- Young people benefited from very positive relationships with the staff who demonstrate that they really care about them
- The staff team had a wide range of skills which they used to benefit the young people
- Identified areas of innovative practice such as producing videos with young people, supporting securing employment and working with young people in relation to their health needs
- There was strong indication of staff advocating on behalf of young people
- We noted the welcoming homely environment which showed respect for the young people and their needs
- We saw very good support to young people in maintaining and sustaining links with family and friends.

## 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 young people.

The ethos at Riverside House was led by a strong management team and focussed on building positive relationships and demonstrating love for the young people they care for.

Interaction between staff and young people was warm, inclusive, nurturing care. We were impressed by the energy and enthusiasm, playful and loving approach from staff which reflected in positive responses from young people. Young people said the staff really care about them and that Riverside was the best place they had ever lived. One young person said that because of Riverside they had turned their life around.

Young people experienced very high quality relationships based on kindness and consideration. Staff participated alongside young people in fun activities with a genuine sense of willingness and in a playful way. Young people clearly enjoyed spending time with the staff, enjoying discussions, laughter and cuddles.

Staff were very strong in promoting young people's rights and listened to what they told them, supporting them to have a voice in all aspects of their lives. They worked alongside young people to develop 'Riverside Children's Rights Charter' producing an action plan promoting young people's rights. External advocacy from Who Cares provided another opportunity to present their views.

The environment was comfortable and relaxed and staff were confident in their approach to young people who responded positively. There were comfortable spaces where young people could meet in groups or spend time on their own. It was very evident that the house was geared towards the needs of the young people. A games room offered them opportunities to pool and table football and watch movies on a cinema screen. Young people had been actively involved in producing and starring in a video shown to prospective new residents, show casing the love and comfort they could expect at Riverside.

There was a real sense of ambition and motivation to ensure young people reached their potential. They all had a place at school or in employment and they were achieving high attendance. For some this was significant progress. One young person had benefited from some very innovative practice in securing employment.

Staff were very open to young people's suggestions and actively sought opportunities for them to extend their horizons. A multitude of activities helped them to build on their skills, feel part of the community and form new friendships. For some young people this was a considerable development and indicated substantial increase in confidence and self esteem.

All of the young people had full access to medical services including mental health support. Medication was stored and administered effectively.

Young people were fully supported to maintain connections with family and friends who were welcomed into the home whilst ensuring the privacy of all residents.

Established rhythms and routines provided predictability and a sense of safety. The young people enjoyed positive food experiences. They were fully involved in menu planning and often cooked their own meals.

Mealtimes were a social time when everyone could have meaningful conversations whilst enjoying their food together.

Managers and staff were fully aware of their responsibilities in relation to protecting children. Processes and procedures ensured that safety concerns were raised with the appropriate services and chronologies of decisions and actions were maintained to keep their young people safe.

The young people told us they felt safe and happy. Many said it was the best place they had ever been and were surprised, when they arrived at Riverside, to find encouragement to personalise their bedrooms and that the house was so homely. There were enough staff available to care for young people and they had someone they could talk to if they were sad or needed a chat..

The staff had a very good awareness of the effects of trauma their strong relationships made young people feel valued and respected.

## 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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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