

## Aspire - Waterside School Care Accommodation Service

Woodend  
Dalry Road  
Kilwinning  
KA13 6PJ

Telephone: 01294 554 002

**Type of inspection:**  
Unannounced

**Completed on:**  
22 February 2023

**Service provided by:**  
Aspire Scotland Ltd

**Service provider number:**  
SP2010011131

**Service no:**  
CS2017354771

## About the service

Waterside School Care Accommodation Service is a registered school care accommodation service and is home for up to six young people aged eight to eighteen; five within the large house and one in an adjacent cottage.

The young people in the service can attend the services Radio City education provision set in North Ayrshire. Waterside supports children and young people with a range of different needs.

Both the larger house and cottage are well furnished and maintained to a high standard. At the time of inspection there were five young people living in the larger house and one within the cottage.

The service sits within its own grounds. All young people's rooms have ensuite facilities. There is a large conservatory where young people can relax and spend time doing arts and crafts for example or listening to music or reading. A large dining kitchen offers young people the opportunity to sit with others and enjoy sociable eating experiences. There is also a large lounge area where young people can watch TV or sit and relax.

The service has a games room upstairs which provides gaming activities on computer games or games tables. There is additional space in a separate room should young people want to meet with visiting professionals in privacy.

The cottage is self-contained accommodation for one young person and includes separate rooms for staff to support if required.

## About the inspection

This was an unannounced inspection which took place on 15th February 2023 at 11 am. 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 of the young people using the service, two of their family and two social workers.
- spoke with three staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- The service staff had worked hard to maintain positive and nurturing relationships with the young people despite several changes in staff.
- All young people reported feeling secure and safe in the service's care.
- Parents and social workers we spoke with were positive of the progress their children were making whilst in the care of the service.
- Young people's health, both physical and mental, was prioritised and positive outcomes were being achieved.
- Young people were learning personal skills in how to manage their emotions with notable reductions in the need for restrictive practices by staff.
- Young people were being successfully supported in their aspirations in school and in college for those who had progressed to further education.
- Where there were challenges due to group living the staff were alert to the risks and aware of how to support young people effectively.
- Staff supported and facilitated meetings with young people and their family to ensure these important relationships were maintained.

## 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?	5 - Very Good
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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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

Staff were working hard with young people to build positive relationships. These relationships had been maintained following periods of challenge within the service. Staff were working from a trauma informed base to de escalate situations that could have resulted in restraints previously. Advice and guidance was being given to young people and they were beginning to benefit from the introduction of appropriate boundaries. This enabled a more settled environment within the house and encouraged positive relationships with peers and with staff.

The staff displayed a good knowledge of the young people's individual needs and vulnerabilities. They described effective approaches in working with young people and how the young people had progressed whilst in the service. Staff also demonstrated good knowledge of working with young people in respect of the dynamics within the house and any areas to be sensitive to as well as the risks that may present. Young people we spoke with reported feeling safe and supported by the staff group. They could identify members of staff they would turn to and confide in when looking for support. We observed nurturing, caring interaction between staff and young people and noted the young people's trust in staff.

Young people's physical and mental health was given high priority and they were successfully referred to health agencies relevant to any health needs. Staff supported young people to attend any health appointments. They also supported meetings with friends and family and any others important to them. Parents to the young people commented on the positive changes they noticed in their children's health and well being. This ensured young people were thriving and participating in their life opportunities. Their families were also reassured of the benefits the young people were experiencing.

Clear consideration was given to the young people's needs in respect of how the environment is arranged. Resources suited to the young people were readily available and the house was very well maintained. Young people all described feeling listened too with regard to their own personal preferences and with regard to their own living spaces / rooms. Young people also confirmed they experienced respect from the staff.

Young people's individual ambitions were being nurtured and supported. Activities that young people were interested in were sought and new experiences identified for young people. This encouraged young people to further develop their individual identities whilst also having fun.

The young people were also successfully engaged in their education; either through the services own education provision, mainstream school or college. Additional experiences were available to young people and some were participating in Duke of Edinburgh activities and community activities such as exercise classes.

## 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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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Compass House  
11 Riverside Drive  
Dundee  
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[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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