

Scalloway Park Children's Home Care Home Service

Fraserburgh

Type of inspection:
Unannounced

Completed on:
8 October 2025

Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Service no:
CS2003000280

About the service

Scalloway Park Children's Home operates from a large purpose-built detached house, situated in a residential area on the outskirts of Fraserburgh. The service is owned and operated by Aberdeenshire Council as part of their social work services for children and young people. The service can provide support to a maximum of six children and young people.

The service states:

'We aim to offer a warm and homely environment where children and young people develop loving and lifelong relationships. We are committed to keeping 'The Promise' and strive to ensure that young people are supported to feel heard, develop healthy relationships, have the right support team around them, and maintain relationships with family and friends who are important to them.

We promote a child centred, individualised, and holistic approach in meeting children and young people's needs, ensuring all aspects of care and wellbeing are met. We aim to provide a nurturing home where children and young people can feel safe, respected and celebrate achievements within their own abilities'.

About the inspection

This was an unannounced inspection which took place on 8 October 2025 between 11.45am and 6.45pm

This was a pilot inspection to test a new way of inspecting, and to provide assurance that better performing services continue to deliver a very good or excellent level of care and support. No new evaluations (grades) have been awarded.

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.

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 provide a very good level of care and support.

We know this because on this inspection we:

- Spoke with three young people using the service, and joined others for tea and a chat
- Spoke with staff, and the manager
- Observed practice and daily life
- Reviewed documents
- Received questionnaire responses from two young people, eight professional visitors and six staff.

Key messages

Voice:

Young people's voices were at the heart of the care they received. Caring adults and young people spent a lot of time in each others company, developing strong and trusting relationships which enabled young people to openly share their views in a natural and ongoing way. Independent advocacy was available to all young people as another means to ensure their views were of the utmost importance.

An external advocate told us 'The Manager and staff always promote the rights of the young persons.... When there are any changes regarding the young people I am informed so I am able to contact the young person to allow them to give their views if wished'.

Another professional said 'The team has consistently advocated for the young person, ensuring their needs and perspectives are heard and considered in care planning and decision-making'.

Care:

Caring adults at Scalloway Park offered relational and consistent care which was thoughtful, loving and nurturing, and based on a real understanding of young people's individual needs. Meaningful connections with people who were important to each young person were recognised and encouraged, and contributed to young people maintaining life long relationships. Young people had fun and trusting relationships were evident.

At the time of the inspection young people had friends and partners who were welcome visitors. Young people we spoke with were very positive about the adults who cared for them and excited about their imminent flight and holiday in the sun.

People:

There was a dedicated, experienced and knowledgeable staff team who were well trained and well supported. They understood the impact of trauma in young peoples lives and used reflective practice well to ensure they provided the very best support. There was a culture of learning and professional development.

An external professional told us 'The staff team is trauma-informed and has worked diligently to understand the young person's health diagnosis in the context of their experiences of trauma. Staff have engaged in relevant training, sought guidance from professionals, and maintained a sensitive, empathetic approach.'

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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