

The Bungalow Care Home Service

Kirkcaldy

Type of inspection:
Unannounced

Completed on:
28 October 2025

Service provided by:
Starley Hall School Ltd

Service provider number:
SP2004006683

Service no:
CS2012310747

About the service

The Bungalow is a care home service for up to three children and young people. It is situated in a residential area about two miles from the centre of Kirkcaldy in Fife, and has a range of shops, schools and other community facilities within easy reach, including public transport. The house is detached and has accommodation on one floor. There are three bedrooms for young people, who share bathroom facilities and a living room, kitchen and garden.

About the inspection

This was an unannounced inspection which took place on 14, 16 and 17 October 2025 between 12:00 and 18:55, 09:50 and 17:20 and 10:45 and 13:55 respectively. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the 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:

- reviewed survey responses from two young people, five staff, one family member and one visiting professional
- spoke with three young people using the service and one family member
- spoke with six staff and managers
- observed practice and daily life
- reviewed documents.

Key messages

- Staff were alert to risks to young people's safety and wellbeing and used individualised strategies to minimise harm.
- Young people had not experienced physical restraint. Staff were familiar with their needs and had used appropriate and more nurturing ways of supporting them to manage distress.
- Young people benefitted from positive and nurturing relationships with staff.
- The service had experienced a period of change coinciding with staffing absences. These had created a number of challenges for the team, though early signs of progress were evident.
- More robust external management arrangements and further development of quality assurance processes would support and strengthen governance and promote continued improvement.

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?	3 - Adequate
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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?

3 - Adequate

We evaluated this key question as adequate overall. This means there were some strengths but these just outweighed weaknesses. Strengths had a positive impact on outcomes and experiences for children and young people, but some areas of performance needed to improve.

The service had effective risk management processes. Staff had relevant training and knew how to respond in the event of child protection concerns. Familiarity with young people and use of individualised strategies contributed to preventing harm and keeping them safe. Staff should now explicitly detail the views of young people in risk management documents to ensure their voices are front and centre.

The service respected young people's rights by minimising the use of restrictive practices, though should ensure that these are all notified to the Care Inspectorate. Staff had not resorted to physical restraint for some time and used alternative nurturing strategies in response to distressed behaviours. This reduced the likelihood of compromising young people's safety and dignity.

Young people benefited from positive relationships with staff. These helped them to feel valued and provided a foundation for progress. Staff recognised the need to build trust at a pace young people were comfortable with. They made good use of humour and were sensitive to young people's needs. Established relationships with some staff who had cared for young people before they moved to the Bungalow were particularly helpful in creating stability of care. Staff were developing their understanding of the impact of trauma on young people, supported by a programme of relevant training. Regular discussions at team meetings would be a useful next step in fully implementing individualised trauma-informed practice.

The house provided a comfortable and homely environment for young people and had easy access to public transport and local shops. This meant they could get out and about and feel part of the local community.

Young people exercised lots of choice in their daily lives and staff listened to their views to ensure they experienced care in line with their preferences. However, staff need to ensure they are better informed about the important role of independent advocacy, to maximise opportunities in this area. The extent to which young people engaged in aspects of planning and decision-making varied. To support this process, the service had developed a more child-friendly planning tool, which staff had been completing alongside young people.

Strong support to help young people maintain connections with family members promoted a sense of belonging and continuity.

Safe management of medication contributed to maximising young people's health, along with support to access primary care. Some young people had made discernible progress in specific areas, which helped reduce the risk of adverse outcomes. Additional individual interventions from the in-house therapeutic team provided added benefits to wellbeing.

Some young people regularly took part in activities, including opportunities for individual time, fun and physical exercise with staff. Regular attendance and engagement in learning was more challenging for some young people. Ensuring they achieve their potential will require continued efforts by staff and partner agencies.

Assessment and planning processes contributed to positive outcomes and experiences for young people. However, the service needs to implement all aspects of the planning framework more consistently to maximise the quality of these. Arrangements for appropriate oversight of management of young people's finances should also be strengthened.

The new manager had benefitted from regular access to line management support in her role. We concluded though that more structured external management arrangements for the service as a whole would help to increase visibility of senior leadership, provide clear direction for staff and support effective governance (see area for improvement 1).

We were unable to review all relevant evidence showing how managers had assessed the capacity of the service to meet the needs of young people being considered for the Bungalow. Nevertheless, we confirmed that young people experienced a positive and successful transition to the house and that their views and preferences had been considered.

Staff described relevant learning and development opportunities to support them to provide good quality care for young people. Some were still in the process of completing the mandatory training programme.

Feedback indicated that the team was still in the process of forming, and establishing consistent approaches and expectations under new leadership. This transition had coincided with a challenging period of staff absences. As a result, key aspects of the staff support framework had not been fully implemented, including staff supervision and team meetings (see area for improvement 2). Despite this, the efforts of the team had minimised any adverse impact on young people. By the time of this inspection, there were also early indications that the service was turning a corner, and in particular that staff capacity had improved. The service's process for assessing staffing arrangements and deployment should be further developed to ensure it is robust enough to respond to changing needs and circumstances.

Quality assurance processes were contributing to improvement but needed further development to maximise impact. A plan with timescales for building on the progress made would enable the service to move forward with a shared understanding of the key priorities and how these are to be achieved (see area for improvement 3).

Areas for improvement

1. To maximise positive outcomes and experiences for young people, support staff and ensure effective oversight of the service, the provider should review and implement external management arrangements.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This is to ensure that the service's performance is consistent with the Scottish Government document 'National Guidance for the External Management of Residential Child Care Establishments in Scotland'.

2. To enable staff to carry out their role safely and effectively and provide the best quality care for young people, the provider should ensure the staff support and development framework is fully implemented. This should include, but is not limited to, regular staff supervision.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This is to ensure that staff support is consistent with the SSSC Codes of Practice for Social Service Workers and Employers.

3. To support continued improvement of the service, the provider should implement robust quality assurance processes. This should include, but is not limited to, analysis of incidents and monitoring of staff supervision and training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Complaints

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

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	3 - Adequate

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