

Drumbank Care Home Service

Edinburgh

Type of inspection:
Unannounced

Completed on:
2 October 2025

Service provided by:
Spark of Genius (Training) Ltd

Service provider number:
SP2006008009

Service no:
CS2014332161

About the service

Drumbank is a care home service for young people with five registered places, forming part of the Drum Farm estate on the outskirts of Edinburgh. It is a large two story period property with extensive outdoor areas in a semi-rural location close to local amenities.

About the inspection

This was an unannounced inspection which took place onsite on 23 September between 09:30 and 19:00. 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 4 young people;
- spoke with 6 staff and managers;
- observed practice, the environment and daily life;
- reviewed returned questionnaires from 1 parent/carer
- reviewed returned questionnaires from 3 Staff members;
- reviewed service documents.

Key messages

- Young people experienced nurturing compassionate care
- There were many successful outcomes for young people in education, self care and life skills
- At times, some young people felt unsafe due to the behaviours of other young people
- Young people participated in many activities and holidays which broadened their horizons and skills
- Some concerns did not evidence a response
- Attention should be paid to ensuring all risk assessments are up to date.

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 children/people, therefore we evaluated this key question as very good.

Young people were kept physically and emotionally safe by staff who were attentive to their individual needs. Whilst there had been no instances of physical interventions, there had been occasional incidents which led to young people being distressed and feeling frightened for staff and themselves. Some young people did not feel safe due to the behaviours of other young people, however, we could see that staff were vigilant and present with young people to offer reassurance.

Protection training provided staff with good understanding of how to keep young people safe and clarity about their roles and responsibilities.

Young people benefited from nurturing and compassionate care. Care was tactile with affection being led by the young people. All of the young people spoke about good experiences they had had at Drumbank, however, some young people said that they wanted to move on for a variety of reasons.

A high level of respect was central to staff responses alongside genuine concern for young people's wellbeing. This trauma informed approach helped young people build resilience and self-worth.

Young people had broadened their horizons going on holidays in the UK and abroad, attending events and enjoying personal experiences. They were all involved in activities of their own choice and some had been very successful at their chosen sport or hobby. Other young people had become skilled at cooking and baking and regularly prepared meals for the other people in the house.

Young people were further engaged in monthly wellbeing events such as dancing, sound therapy, water therapy and visits from a therapy dog.

Staff were ambitious for the young people and keen to see them make progress and build self confidence. There were many positive outcomes and achievements, in areas such as school, further education, self-care and developing life skills.

A matching process identified if Drumbank could meet the needs of the young person alongside the group of young people living in the home.

Staff advocated for the rights of the young people and helped them to find external advocacy services when necessary.

Young people's voice was encouraged through discussion with staff who were interested in their views. Young people also had access to a system called MOMO (Mind of my own) which was used by young people to highlight concerns, good news and wellbeing checks. Whilst most concerns had been responded to sensitively and were well recorded, some did not have supportive documents to identify outcomes. See area for improvement 1.

The house was welcoming, homely and clean. There were a number of comfortable and cosy areas that the young people could use. Lovely photographs of young people and staff promoted self esteem and belonging.

Young people's bedrooms were spacious and decorated to their taste. Young people had everything they needed to feel comfortable and secure.

The well maintained garden provided opportunities for young people to get fresh air and be involved in outdoor activities.

Mental and physical health was strongly promoted. A patient and sensitive approach helped young people to find ways to overcome their anxieties about appointments or medical procedures. Staff had a strong awareness of young people's individual mental health needs and were particularly attuned to their moods and presentation. Referral to psychological and therapeutic services were made when necessary.

What little medication was needed was stored and administered effectively and audited regularly.

Care plans identified goals and were led by young people. They used a SMART approach and clearly identified next steps. Risk assessments identified areas of risk and strategies to mitigate risk. It was clearly identifiable from the monthly coding when risk had increased or decreased. One of the young people's risk assessments needed to be updated. The manager agreed to ensure this was carried out as a matter of urgency.

A staffing needs assessment ensured there were sufficient staff available to meet the needs of the young people.

Two incidents notifiable to the Care Inspectorate had not been notified. We asked the Manager to submit these retrospectively and signposted towards the Care Inspectorate notification guidance.

Areas for improvement

1. 1. In order to ensure that young people's views are taken seriously managers should ensure that all concerns raised by young people receive a written response and these documents are retained for evidence.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I know how, and can be helped, to make a complaint or raise a concern about my care and support (HSCS4.20).

And

If I have a concern or complaint this will be discussed with me and acted on without negative consequences for me (HSCS 4.21).

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?	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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