

Kibble Safe Centre Secure Accommodation Service

Goudie Street
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Type of inspection:
Unannounced

Completed on:
7 November 2025

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2007144296

About the service

Kibble Safe Centre is a secure accommodation service in Paisley which provides care and support to a maximum of 18 young people aged from 11 to 18 years.

Young people live in one of three houses, each caring for a maximum of six young people. Each house has single en suite bedrooms, has well-furnished and decorated communal areas and a secure garden.

Young people have access to a swimming pool, outdoor recreational area and gym. Onsite services include Mirin Academy (a school accessed by all young people living in the safe centre), a wide range of health and specialist intervention services, and independent advocacy from 'Who Cares'.

About the inspection

This was an unannounced inspection which took place over 5 days/evenings between Tuesday 28 October and Wednesday 5 November 2025. Following the inspection, verbal feedback was given on Friday 7 November 2025. The inspection was carried out by four inspectors 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 thirteen young people using the service
- spoke with three family members
- spoke with forty-three staff and management
- observed practice and daily life
- reviewed documents
- spoke with nine external professionals.

We also received questionnaire responses from seventeen young people living at the service, three parents, twenty-eight staff and nine external professionals who were part of the young people's team of support.

During our inspection year 2025-2026, the Care Inspectorate and Mental Welfare Commission are undertaking shared visits to all secure centres. This is so both organisations can look together at the culture, policies and outcomes of the use of restrictive practice.

The Care Inspectorate is a member of <https://www.nationalpreventivemechanism.org.uk> - a group of organisations designated to monitor the treatment and conditions of those people who have been deprived of their liberty. This includes children and young people in secure care.

Key messages

- The strength of relationships between staff and young people was exceptional. In all of the houses we saw a culture of respect which was embedded in all interactions.
- Health and wellbeing resources were sector leading. The wide range of psychological services and healthcare provision supported young people to make significant progress.
- Assessment and understanding meaningfully informed young people's day-to-day experiences, and as a result, young people did not experience any unnecessary restrictions.
- There was real strength and understanding of the importance of people who were significant to young people.
- There was a progressive and empowering approach from leaders and senior staff.

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 evaluated key question 7.1 as excellent, where performance was innovative and supported experiences for young people which were of outstandingly high quality. We evaluated key question 7.2 as very good meaning there were major strengths in supporting positive outcomes for people.

Young people's physical and emotional safety had very high priority for all of the caring adults at Kibble Safe Centre. Where this was challenging, there was a whole team approach to understanding the young people's needs and providing compassionate, informed responses. This ensured young people were very well supported by people who understood their needs.

There was a highly individualised risk enabling approach which thoughtfully promoted safety and young people's rights. This was enhanced by the powerful impact of the strength of relationships between young people and the trusted adults that cared for them. The staff team were well supported to make brave, skilfully assessed decisions which had a very positive impact on young people's experiences.

The voices of young people were strong, with numerous ways they shared their views and influenced decisions. External advocacy was easily available, with young people well informed about how they could be supported to exercise their rights. A young person told us, "[I am] involved in everything about my care - I feel like I lead it and they make things happen for me if it's safe".

Across all of the houses young people benefitted from therapeutic psychologically informed trauma responsive care. We saw staff who genuinely loved and cared for young people and whose support was well informed and authentic. The careful, soft, encouraging and accessible use of language in documents, with good use of social stories to support young people's understanding, resulted in highly individualised care and support.

The 'least restrictive' approach to restrictive practices was extremely well considered and relationally informed. We were impressed by the development and implementation of the Risk Understanding Support Plan (RUSP) which allowed caring adults to take a confidently informed approach to young people's support, and contributed to personal and environmental safety. The dynamic process meaningfully informed young people's day-to-day experiences, and as a result young people did not experience any unnecessary restrictions.

The strength of relationships between staff and young people was exceptional. In all of the houses we saw a culture of respect which was embedded in all interactions. The staff team enjoyed young people's company and were genuinely interested in what was important to them. There was spontaneity and playfulness, amidst routines and structure which allowed young people to thrive.

Health and wellbeing resources were sector leading, and were consistently being improved upon year on year. The wide range of psychological services, clinical assessment and interventions which continued to be available from the specialist interventions team, had supported young people to make significant progress, and had supported and educated staff to understand the specific needs of young people. This meaningfully and consistently informed young people's care and support.

There was a hugely impressive and proactive response to the changing healthcare needs and demographic of young people living in secure care. This included improved links to external healthcare services and

developing networks in the community. This health promoting approach would improve outcomes for young people not only at Kibble but across the wider secure sector.

There was real strength and understanding of the importance of people who were significant to young people. Family members described a compassionate approach to visits where they felt welcomed and fully included in discussion and decisions about their child. Young people benefitted from support to reconnect with members of their family. A parent told us, "The Kibble team have been amazing helping [my child]. The care [my child] has received while being in Kibble has been excellent and [they are] making great progress due to the time and effort the Kibble team have put in. Kibble have made me feel so welcome and the team always keep me updated on everything. [My child] has great opportunities while at Kibble doing different activities... and doing an education programme which I feel is brilliant for [their] character development".

Some young people had done exceptionally, and remarkably well in education and were proud of their achievements. There was a highly individualised approach, with timetables to meet specific needs. We saw a culture of celebration of success in both the houses and school and heard from parents and young people who reflected progress they never could have imagined.

Young people told us, "I like getting qualifications at school, but hate getting up so early" and "I love going to school, spending time with adults I enjoy spending time with, and swimming is my favourite to do".

Support plans were generally well written, accessible in their format and outcome focussed. The use of language was very good, compassionate and thoughtful. Electronic plans allowed stronger connection across documents that underpinned care planning. We saw a real strength in the quality assurance of managers in challenging the team to improve standards. The effectiveness and quality of support planning shaped the individually tailored approach which was fundamental to young people's progress.

There was a progressive and empowering approach from leaders and senior staff which brought stabilisation and enthusiasm, with a focus on continuous improvement. The introduction of an additional post allowed managers to be even more accessible and focus on team development.

There was a significant focus on supporting learning and development and progression within the organisation which led to a skilled and well-trained workforce. Courageous leadership recognised the needs of the team, with a desire to ensure an embedded approach to supporting young people in a trauma informed way.

There were various levels of scrutiny and quality assurance. Within the organisation specific staff and teams, supported learning and best practice and helped managers to access information which supported analysis and understanding. This had a positive influence on practice and positive outcomes for young people.

There was a culture of thoughtful, adaptable and responsive transitions into the safe centre, with consistent improvement to how young people were informed and welcomed. Effective planning was significant to the young person feeling positive about their move, even at very short notice. There was also a significant consideration to the impact on the wider group when there were changes. Considerable attention had also been given to improving transitions from the safe centre, both within the wider services offered at Kibble and externally. This included developing external relationships and closely aligning internal ones to ensure young people had the best chance of success after moving out of the safe centre.

The organisation had a huge commitment to learning and development for all. The team had the

opportunity to attend external courses and share the learning from those more widely. The traineeship continued to offer a brilliant opportunity for staff to develop the right skills and values to be effective workers. Staff told us that the service was good at, "providing supporting adults with training and further learning opportunities and upskilling supporting adults".

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure young people are protected and not subjected to unnecessary restrictive practice, the service should ensure effective oversight of recording and quality assurance of restrictive practice.

This should include but is not limited to clearly defining expected standards of documentation, use of language and expected outcomes from incident review processes, and to ensure quality assurance of restrictive practice includes an effective and documented audit trail of checks and safeguards.

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 assurances process' (HSCS 4.19).

This area for improvement was made on 12 March 2025.

Action taken since then

As documented within the body of this report there had been considerable progress in all aspects of this area for improvement.

This area for improvement has been met.

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
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7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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