

# Highview Care Home Service

Cumnock

**Type of inspection:**  
Unannounced

**Completed on:**  
24 November 2025

**Service provided by:**  
Radical Services Ltd

**Service provider number:**  
SP2003002568

**Service no:**  
CS2012310008

## About the service

High View is care home provided by Pebbles Care Group. Highview is a detached house set over two floors with large grounds to the rear. The house has a dining/kitchen and two living rooms. Each young person has a large comfortable bedroom. The house was decorated to a high standard and was comfortable and relaxed. It has a large garden area with commanding views of the surrounding area.

The service is registered to provide a care service to a maximum of two young people.

## About the inspection

This was an unannounced inspection which took place on 20 November 2025, 11:30 - 20:00. 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 two young people using the service.
- we spoke with three staff and two management
- observed practice and daily life
- reviewed documents
- reviewed feedback from ten staff members and family members.

## Key messages

- Young people were safe
- Carers were trauma informed in their support of young people
- Young people were listened to and their rights protected
- Relationships with family and friends were promoted
- Young people were achieving in their education
- Care plans and Risk Assessments were SMART.

## 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

**Quality Indicator: 7.1. Children and young people are safe, feel loved and get the most out of life.**

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

Young people were kept physically and emotionally safe. The staff team were knowledgeable and responsive to needs of the young people. Good interagency work was evident; Risk assessments were dynamic and responsive to changing needs.

Young people had access to responsible adults outwith the service ensuring that their views were heard and their rights protected. The service fully implemented national guidance and best practice in child protection.

A stable staff team offered consistency of care in a therapeutic environment offering a sense of security to the young people and supporting their emotional wellbeing. Staff demonstrated a good understanding of the impact of trauma on young people and how to support them.

Restrictive practice interventions consistently followed best practice. There was a culture of minimising restraint reducing any potential trauma that young people might experience.

Young people enjoyed trusting, nurturing trauma informed relationships with their carers which were based on compassion and humour this was an area of significant strength. Young people were supported to understand and manage risk and to talk openly with carers without blame or a sense of shame. This ensured that young people were consistently supported in their recovery, building their resilience and sense of self worth. A parent told us, 'The care givers are attentive, patient and genuinely care about my child making them feel safe and valued.'

Carers knew the young people very well, relationships were relaxed and familial. There was spontaneity, warmth and fun in interactions that we observed. Young people told us they enjoyed living there.

Young people were highly respected by their carers this was demonstrated in their interactions with young people and reflected in the environment which was maintained to a high standard.

A new care plan format had been introduced this proactively promoted the inclusion of the young people in their care and support. Young people were encouraged to identify goals that they felt were achievable and important to them allowing them to feel a sense of ownership of their plan. Progress was regularly reviewed.

Young people were actively supported to maintain and develop relationship with people that were important to them ensuring that the young people remained connected to family and community, promoting a sense of inclusion and belonging.

Young people had individualised education plans and were making considerable progress in full time education. Young people were offered the opportunity to engage in activities that were of interest to them, and to engage in new experiences building their self confidence.

Young people's care plans were person centred and Specific Measurable, Achievable, Realistic and Timely (SMART). Risk assessment strategies were clearly linked to the care plans ensuring continuity. Young people understood their care plans and were active participants in making them.

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 keep young people safe and promote their wellbeing the provider should improve recording of medical records to ensure that they are accurate and consistent. Medication should be stored in the correct packaging. Management should be advised of any errors to ensure these are reviewed. This should include but is not limited to training in the management and recording of medical information.

This is to ensure that the care and support is consistent with the Health and Social Care Standards (HSCS) which states 'I have confidence in people because they are trained competent and skilled.' (HSCS 3.14)

This area for improvement was made on 19 March 2024.

Action taken since then

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](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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