

Options Fife McNally House (Residential) Care Home Service

Glenrothes

Type of inspection:
Unannounced

Completed on:
2 December 2025

Service provided by:
Aberlour Child Care Trust

Service provider number:
SP2010011118

Service no:
CS2021000065

About the service

McNally House is a care home for children and young people with additional support needs including learning disabilities and autism. The service provider is Aberlour Child Care Trust and is registered to care for three children and young people. The property is a large bungalow, with a substantial outdoor area, located in a residential area of Glenrothes. This service has been registered with the Care Inspectorate since May 2021.

Each young person has their own bedroom and there is a large kitchen, dining area and a good sized communal living room area, along with a sensory room.

At the time of inspection, there were three young people living at McNally House.

About the inspection

This was an unannounced inspection which took place on 19 November 2025 from 09:30 to 18:15, 20 November 2025 from 09:00 to 17:45 and 21 November 2025 from 10:00 to 13:30. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information from the service. This included registration information, information submitted by the service, and intelligence. To inform the inspection, we:

- spent time with the young people living at the service
- spoke with members of staff including managers
- observed practice and daily life
- reviewed documents
- spoke with an external professional and parents
- reviewed questionnaire responses.

Key messages

- Young people's safety and wellbeing was a priority at McNally House.
- The service was effectively working in partnership with a variety of external agencies.
- Practice concerns had not routinely followed best practice and the Care Inspectorate was not consistently being notified of relevant incidents.
- The service should strengthen their formal staffing needs assessment.
- McNally House provides a homely environment for young people.
- Young people's choices and views were being actively sought.
- Health needs were consistently considered by the service but medication processes should be updated.
- Young people were active in the local community, enjoying a wide range of individualised interests.

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?	4 - 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?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on young people's experiences and the organisation was committed to addressing the improvements identified.

Young people's safety and wellbeing was a priority at McNally House. Overall, staff knew and responded well to the young people, using relationships, risk assessments and support plans to inform practice. Young people's needs were of key importance, with some warm and nurturing connections established between staff and young people. The service was effectively working in partnership with a variety of external agencies, exploring risks and opportunities for young people. This provided additional safeguarding whilst identifying alternative strategies and resources.

The service had recently undertaken additional safeguarding training, including reporting procedures and professional responsibilities. However, practice concerns had not consistently followed best practice and it is crucial that the organisation reviews these to ensure all required protection measures were established (see area for improvement 1). Additionally, the inspection highlighted that the Care Inspectorate was not being notified of relevant information and incidents within the service; crucial to gain assurance that appropriate actions were being taken (see area for improvement 2).

Young people were successfully involved with a wide range of professionals outwith the service, providing them with a good support network. This included active involvement with independent advocacy, in addition to numerous positive examples of staff advocating on behalf of the young people. This was reinforcing young people's rights alongside the importance of their views being heard.

Despite some challenges regarding the stability of the staff team at McNally House, the organisation had effectively put measures in place to begin to address this; ensuring limited impact on outcomes for young people. Alongside this, the service still required to strengthen their formal staffing needs assessment. This would ensure consistently adequate staffing levels and skill, whilst supporting the needs of young people at all times (see area for improvement 3).

McNally House continues to be a homely environment, with ongoing improvements to both the indoor and outdoor areas. Young people's rooms were highly individualised, with the sensory room, garden and communal areas providing additional spaces for young people to relax, learn new skills and spend time with staff.

Staff were meaningfully and skilfully promoting young people's involvement in decisions regarding their care and support. Overall, staff were knowledgeable regarding individual young people's likes; encouraging choice and supporting them to express their views. This was strengthened through a variety of communication tools, including personalised approaches and partnership working with Speech and Language Therapy.

Health needs were consistently considered by the service; ensuring these were not a barrier to young people getting the most out of life. Established and positive links were in place with local health care services, with appropriate specialist referrals being pursued to support young people with various complex health priorities. The inspection identified inaccuracies within the medication process to be addressed to ensure the ongoing wellbeing of young people at the service (see area for improvement 4).

Overall, connections to family were nurtured, with all young people maintaining relationships with those important to them. This was supported through daily updates to parents and opportunities to enjoy holidays with family. One parent commented, "The service has been a lifesaver for myself and my child".

Young people were active in the local community, enjoying a wide range of activities which were individualised to their interests and captured through photographs and videos. Independent life skills were being developed, and young people in full time education had tailored support to maximise their attendance and learning.

Care plan documents provided crucial and helpful information to support staff to understand the individual needs and strengths of young people. Goals were regularly reviewed to ensure they were relevant to young people's needs. The service continued to develop their personal plans and the inspection highlighted areas that could be strengthened.

Areas for improvement

1. To safeguard young people, the provider must review practice concerns and where these have not been investigated appropriately, these should be reconsidered, ensuring relevant information is shared with appropriate agencies.

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

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

2. To support young people's wellbeing, the provider must notify the Care Inspectorate of incidents in the service in accordance with the Care Inspectorate's guidance titled 'Records that all registered children and young people's care services must keep and guidance on notification reporting' document.

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).

3. To ensure young people are cared for by the right number of staff who have the required experience and skill mix to meet their changing needs, the provider should establish a staffing analysis process.

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

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

4. To safeguard and promote young people's health and wellbeing the service must improve their management and oversight of medication processes.

This is to ensure 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).

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

In order to ensure the staff team can understand the needs of the people they care for they should:

Complete the core training required by their organisation, particularly (but not exclusively) CALM and adult protection training.

Have a training plan which ensures that the staff team are professionally qualified to the training requirements expected by the Scottish Social Services Council (SSSC).

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 area for improvement was made on 23 January 2025.

Action taken since then

The service has established a plan to identify the dates that staff will be expected to undertake their professional qualifications.

The overwhelming majority of staff have completed adult protection training and the required CALM training. Future training dates are in place to ensure staff renew this training as required, with the service putting measures in place to respond to any gaps.

The inspection highlighted the benefits of the service and organisation developing a more comprehensive recording mechanism for training and this has been progressed by senior management.

Previous area for improvement 2

To ensure young people are cared for by the right number of staff who have the required experience and skill mix to meet their changing needs, the provider should establish a staffing analysis process.

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

My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event (HSCS 4.14).

This area for improvement was made on 23 January 2025.

Action taken since then

This area for improvement has been repeated to ensure the current assessment is strengthened.

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?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good

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