

Action for Children - ISSC Care Home Service

Ayr

Type of inspection:
Unannounced

Completed on:
21 January 2026

Service provided by:
Action for Children

Service provider number:
SP2003002604

Service no:
CS2003039794

About the service

ISSC (Intensive Supervised Structured Care) is a care home service provided by Action for Children. The service provides care and accommodation to a maximum of five children and young people.

The service is comprised of two semi-detached houses. It has five bedrooms with private en suites, one large living room, a games room and an open plan kitchen, dining and seating area. The house is maintained to a good standard.

ISSC is located in a residential area in Ayr. The house has its own driveway and a garden to the rear of the property. It is centrally located, has access to public transport links and is close to all local amenities.

About the inspection

This was an unannounced inspection which took place on 12 January 2026 between 14:30 and 19:45 and 13 January 2026 between 14:15 and 21:30. This 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 throughout the inspection year.

To inform our evaluation we:

- met three young people, and spoke to two young people
- spoke to family members
- spoke to eight members of staff and management
- spoke to four representatives from social services, education, health and advocacy, and received feedback from three representatives
- reviewed survey responses received from staff and external professionals
- observed practice and daily life
- reviewed key documents.

Key messages

- Young people felt safe and were supported to participate meaningfully in decisions affecting them.
- Staff prioritised respectful, supportive and fun relationships with young people.
- There was a demonstrable and enduring commitment to young people which prioritised stable care.
- Recording and information sharing processes required improvement to ensure the service was responding consistently and appropriately.
- Leaders were committed to improving practice and outcomes for children and young people.

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
--	---------------

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

This inspection considered our Key question 7: How well do we support children and young people's rights and wellbeing? We evaluated this key question as very good, where significant strengths were identified in supporting positive outcomes for children and young people, and there were few areas for improvement.

All young people told us that they felt safe and felt cared for. Stakeholders likewise commented that young people were supported to be kept safe, both emotionally and physically. Staff worked well with other agencies to ensure preventative, risk assessed practice was implemented. Staff had an understanding of child protection and whistleblowing. Child and adult protection training was in place, and it was pleasing that the service had considered future opportunities to enhance learning.

We found that some incidents were not clearly recorded, omitted key details and were not consistently notified to the Care Inspectorate. This had the potential to increase the likelihood of failing to respond appropriately to indicators of concern (see area for improvement 1).

We saw that staff, managers and leaders prioritised relationships with young people which were respectful, supportive and fun. Relationships were informed by trauma-informed care and an ethos of multi-agency, child-centred practice.

Respect was also reflected in the quality of environment, and it was pleasing that the service planned to decorate the games room to ensure the house is homely and maintained to a good standard.

Young people's participation was encouraged, and young people's views were regularly sought and respected. This included seeking young people's views by having individual time and being supported to attend meetings. The service had developed care planning documents by ensuring young people's views were clearly reflected. This meant that young people were able to participate meaningfully in all decisions affecting them.

All young people had regular access to an allocated advocacy worker and legal representation, where appropriate, to support effective championing of young people's rights.

The service supported young people's health needs and young people had access to routine or specialist appointments. Recommendations from specialist services were used to inform the care of young people to ensure young people's health needs were comprehensively met.

The service supported and developed young people's individual interests, ambitions and life skills. All young people had individualised care plans which detailed individually tailored support to participate in learning, including work placements and college. Interests were also supported including walking, football, drumming, music, gaming, days out and promoting independence. Young people were supported to have their aspirations met and to reach their full potential.

The service had developed their admissions and matching procedures and assessments for young people to support young people's transitions. Care planning could be strengthened further by developing more robust admissions assessments to inform how young people will be supported, and how staff will meet their needs.

The service had also developed its continuing care policy and procedure. The service prioritised stable care, and there was a demonstrable and enduring commitment to young people staying in the service as they become an adult under continuing care.

All children and young people had care plans and risk assessments in place. These were individual to the young person and identified goals and strategies to support young people. Care planning documents could be developed further by being SMART (specific, measurable, achievable and time-bound) to further enhance the delivery of therapeutic work with young people.

Training plans, service improvement plans and quality assurance processes were in place to monitor service delivery. These could be developed further to ensure continuous and robust evaluation of children and young people's outcomes, experiences and the setting. It was pleasing that the service had considered this for future service improvement.

Service leaders were committed to improving practice and outcomes for young people, and had worked hard to develop a supportive culture within the team. Some staff commented that leaders were visible and prioritised staff support which sought to ensure the best care for children and young people.

Areas for improvement

1. To ensure that all young people receive high quality care and support, the provider should improve the quality of information detailed in incident recordings and notify the Care Inspectorate in line with Records that all registered children and young people's care services must keep and guidance on notification reporting (2022).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.