

# The Paddock Care Home Service

Cumnock

**Type of inspection:**  
Unannounced

**Completed on:**  
23 January 2026

**Service provided by:**  
Radical Services Ltd

**Service provider number:**  
SP2003002568

**Service no:**  
CS2015335573

## About the service

The Paddock is a care home for children and young people, provided by Radical Services Ltd. It is a detached bungalow, with car parking and a large garden, located in rural, East Ayrshire. Each young person has their own bedroom, alongside two staff bedrooms and a separate office. There are communal areas such as the kitchen, living room and chill room.

The service is registered to provide care to a maximum of two children and young people between the ages of 8 and 18 years, at one time. At the time of inspection, there were two young people living at the Paddock.

## About the inspection

This was an unannounced inspection which took place on 23 January 2026 between 09:30 and 18:00.

This was a pilot inspection, to test a new way of inspecting to provide assurance that better performing services continue to strive to meet the promise. No new evaluations (grades) have been awarded. This inspection is called a promise assurance inspection. It focusses on the key areas that are essential to upholding children and young people's right to be safe and be at the centre of their care. We report on them under the promise foundation headings of; 'Voice', 'Care', and 'People'.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

We confirmed that the service continued to have the rights and voices of children and young people at the heart of their care and support. We know this because on this inspection we:

- Reviewed survey responses from young people, professionals, family members and staff
- Spoke with two young people using the services, and one of their representatives
- Spoke with four staff and management
- Observed practice and daily life
- Reviewed documents

## Key messages

### Voice

Young people were fully involved in discussions and decisions about their care, including identifying goals that were important to them. This resulted in positive outcomes for young people. Care plans and risk assessments were updated on a regular basis which contributed to young people experiencing consistently high standards of care. One young person told us *'I love the paddock it makes me feel safe'*.

### Care

Young people experienced compassionate, person centred care from staff who knew them well. This contributed to the overall safety and wellbeing of young people. An external professional told us the support that has been offered to the young person they work with has resulted in the level of risk being significantly reduced.

Young people were offered individualised support in education which resulted in them excelling in this setting. There were a variety of social opportunities available to young people as well as opportunities to develop independence such as through free time and gaining employment.

### People

The strength of relationships between staff and young people were evident during inspection. One young person told us *'staff help me, they are there for you and support you'*. This contributed to a relaxed and homely atmosphere.

There was effective managerial oversight of the service and staff team to ensure young people's needs were met. There was a comprehensive development plan in place which demonstrated the services commitment to The Promise.

## 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).

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