

Action for Children - 50 Land Street Care Home Service

Buckie

Type of inspection:
Unannounced

Completed on:
28 January 2026

Service provided by:
Action for Children

Service provider number:
SP2003002604

Service no:
CS2003008802

About the service

The service provides care and support for up to four young people from a detached two storey house in a residential area of Buckie. It is operated by Action for Children, a national children's charity.

The service states its aim is to 'provide a secure and nurturing environment in which young people feel safe and can discover their value and worth as individuals and gain a sense of their own self. They are also encouraged to participate fully in the decision-making process in the home and are given opportunities to help and support one another. This is achieved by stressing the positive roles of care and focuses on the needs and rights of the young people. We adopt a flexible approach to all aspects of care'.

About the inspection

This was an unannounced inspection which took place on Wednesday 28 January 2026 between 14:00 and 22:00.

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:

- spoke with young people using the service, and joined them for tea
- spoke with staff, and the manager
- observed practice and daily life
- reviewed documents
- received questionnaire responses from one young person, one external professional and five staff.

Key messages

Voice:

Young people's voices were at the heart of the care they received. Caring adults and young people spent a lot of time in each other's company, developing strong and trusting relationships which enabled young people to openly share their views in a natural and ongoing way. Independent advocacy was available to all young people, though they chose not to access this, representing their own views with the support of the adults who they trusted. At the time of the inspection young people had design plans detailing changes to communal areas of the house, with an extensive shopping list they had effectively encouraged managers to approve!

Care:

Caring adults at Land Street offered relational and consistent care, which was thoughtful and nurturing, and based on an understanding of young people's individual needs. Young people had support plans and risk assessments which provided effective information about important aspects of their care. The service continued to consider how young people could be encouraged to engage with their plans in a positive way. Young people shared their photobook of memorable experiences at a recent holiday, and their plans for a holiday in the sun this summer.

People:

There was a dedicated, experienced and knowledgeable staff team who were well trained and well supported. They understood the impact of trauma in young people's lives and used team meetings and individual supervision to promote reflective discussion. A development plan and 'keeping the promise' action plan demonstrated a desire for continuous improvement which would positively influence the lives of the young people they cared for.

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

Support plans should be reviewed to ensure they represent the views of young people, contain only relevant information and uphold the values of the Promise.

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

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This area for improvement was made on 10 June 2024.

Action taken since then

Support plans were of a good standard and represented young people's views well enough. Action for Children continue to consider how plans can best meet the needs of specific groups (young people in this case) as their plans continue to be designed to meet the needs of numerous people and can therefore feel 'corporate'.

This area for improvement has been met.

Previous area for improvement 2

Development plans should be SMART (specific, measurable, achievable, relevant and time-bound) to ensure that timescales for change are identified in order to monitor progress.

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).

This area for improvement was made on 10 June 2024.

Action taken since then

Development plans were of a good standard, were SMART and identified and reviewed areas of development they had identified.

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.

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