

Cronberry House Care Home Service

Cumnock

Type of inspection:
Unannounced

Completed on:
29 January 2026

Service provided by:
Inspire Scotland Limited

Service provider number:
SP2012011803

Service no:
CS2018371313

About the service

Cronberry House is run by Inspire Scotland. They are registered to provide a care service for a maximum of five children and young people. The house is located in a rural setting, however there is public transport to the neighbouring villages and towns. The house is built over two levels and all of the young people have their own bedroom and private bathroom. There is a large communal living room, games room and dining room that the young people can spend time in with each other and the staff.

About the inspection

This was an unannounced inspection which took place on 26 January 2026, 10:30 - 19:00 and 27 January 2026, 10:30 - 18:00. 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 three people using the service
- spoke with five staff, reviewed questionnaires from four
- spoke with two managers
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Children and young people were safe.
- Children and young people experienced nurturing ,compassionate care.
- There had been significant change to the staff team since the last inspection
- Young people's connections to family, friends and the community were an area of strength.
- Young people had fun and enjoyed new experiences.
- Care plans and Risk Assessments were inconsistent and lacked analysis.

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 evaluated this key question as good where several strengths impacted positively on outcomes for children and young people and clearly outweighed areas for improvement.

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

Children and young people were safe.

Young people had access to advocacy services ensuring that their rights were upheld there was a collaborative and joined up approach to the provision of care.

The service fully implements national guidance and best practice in child protection, including child sexual exploitation.

The staff team had a mix of skills and experience with some team members being very new and on their probationary period. Staff effectively used a sense of compassion, understanding and fun to de-escalate situations and support young people in times of crisis.

All restrictive practice followed best practice. There was reflection and learning for young people and staff which had led to a reduction in incidents. Specific CALM holds used to support young people were not clear in care plans management agreed to address this.

The development of trusting, nurturing relationships was an area of strength. Carers were compassionate, patient, and reflective. The team were focused on developing their understanding how trauma had impacted upon the behaviours and development of the young people. New staff had received their basic training but had yet to develop their knowledge and demonstrate themselves to be confident practitioners applying theory to practice. This was an area for development.

Young people experienced spontaneity and fun, staff worked hard to develop their relationships with the young through positive experiences.

Young people received high levels of respect from their carers. The house was maintained to a high standard with the management team looking to make further improvements to ensure the young people had a house that was tailored to their needs.

Young people were supported to engage in their care and support using key time and 'you said we did' feedback. This information was not consistently included in the young people's care plans undermining the effectiveness of the information. Where appropriate the use of augmented communication could be further explored to ensure the voices of the young people are heard.

Promoting young people's sense of individuality, worth and identity was a focus for the team. This meant young people felt valued.

The physical and emotional needs of the young people were comprehensively met with all appropriate referrals made timeously, ensuring that young people were confident in the care they received.

Maintaining connections to family and friends was an area of strength. Family time was facilitated to ensure young people and their families time together was meaningful and natural. This meant that young people had a sense of belonging and identity.

The individual interests of young people were promoted and developed; young people were encouraged to engage in new experiences enhancing their life skills and confidence.

Young people were supported to engage in education to maximise attainment and attendance. This meant that young people were able to achieve their academic potential.

The service was committed to supporting young people into adulthood which was reflected in planning, transitions, and enduring supportive relationships.

Care plans and risk assessments were up-to-date and current, the contributions of the young people were not consistently clear. Plans were Specific, Measurable, Achievable, Realistic, Timely (SMART, however risk assessments were in places, inconsistent and lacked analysis undermining the effectiveness of plans in meeting young peoples needs. (See Area for Improvement 1)

Areas for improvement

1. The service should ensure that all care plans and risk assessments are accurate, analytical, and SMART.

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)

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 20 December 2024 the provider must ensure that all eligible members of care staff are appropriately registered with the Scottish Social Services Council.

To do this the provider must at a minimum;

- a) Follow the "SSSC Registration - applying for and gaining registration, and exceptional circumstances guidance (2024)."
- b) Undertake a review of all staff members current registration status.
- c) Ensure all staff in a line management role are fully aware of their responsibilities regarding SSSC registration.
- d) Implement a robust quality assurance system to track SSSC registration status.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210).

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 requirement was made on 22 November 2024.

Action taken on previous requirement

This requirement was Met.

Met - within timescales

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

<p>How well do we support children and young people's rights and wellbeing?</p>	<p>4 - Good</p>
<p>7.1 Children and young people are safe, feel loved and get the most out of life</p>	<p>4 - Good</p>

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