

# Drumdown Care Home Service

Mauchline

**Type of inspection:**  
Unannounced

**Completed on:**  
16 February 2026

**Service provided by:**  
Phoenix Abbey Ltd

**Service provider number:**  
SP2021000181

**Service no:**  
CS2025000175

## About the service

Drumdown is a registered care home service provided by Phoenix Abbey Ltd. The service operates from two properties. It is located in the rural town of Stair, and local amenities and public transport links are within driving distance. The service provides care to a maximum of three children and young people: two children and young people in the main house, and one young person in the cottage.

The main house is a detached bungalow with a large lounge, kitchen, dining room, games room, three bedrooms, one bathroom, one toilet and an office. The house is based on a working farm, and has space for parking and a spacious enclosed garden. The living areas are furnished and decorated to a high standard.

The cottage is a detached bungalow with a lounge, kitchen, two bedrooms, one bathroom, one toilet with shower and an office. The cottage has space for parking and an enclosed garden to the rear of the property. The living areas are maintained to a high standard which meets the individual needs of the young person.

## About the inspection

This was an unannounced inspection which was carried out by one inspector from the Care Inspectorate. The inspector visited on 9 February 2026 between 13:15 and 20:15 and 10 February 2026 between 12:15 and 17:15.

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

To inform our evaluation we:

- met three children and young people
- spoke to three family members
- spoke to nine members of staff and management
- spoke to five representatives from social services, education and advocacy services
- reviewed survey responses received from young people, family, staff and external professionals
- observed practice and daily life
- reviewed documents.

## Key messages

- Young people felt safe, and relationships were described as warm, fun and family-like.
- Staff supported young people to participate meaningfully in decisions affecting them.
- Important connections were strongly championed, and young people were supported to keep in touch with people important to them.
- The management team had developed a culture of ongoing reflection, development and learning within the staff team.
- There was continuous evaluation of all aspects of service delivery to ensure ongoing evaluation of young people's outcomes.

## 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
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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?

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.

Children and young people told us, and observations indicated, that young people felt safe and well cared for. Staff, family members and the majority of stakeholders, likewise, commented that young people were supported to be kept safe. Staff had an understanding of keeping young people safe, both emotionally and physically. All staff had an understanding of child protection, adult protection and whistleblowing procedures.

We heard that in most cases, staff worked well with other agencies to ensure preventative, risk assessed practice was implemented. Where this had been more challenging, prompt service action was taken to ensure all young people were supported.

We saw that staff, managers and leaders prioritised relationships with children and young people. These relationships were described by staff, young people, family members and stakeholders as warm, fun and family-like. One family member commented: "Drumdown feels like an extended family, they nurture just like [the young person's] family do and it's wonderful to see."

Relationships were informed by staff's knowledge of trauma and children's rights. The staff team's skillset and knowledge base was proportionate to their role and level of experience. For some young people, the service had developed enhanced incident analysis timelines and brainstorming sessions, to support stable and therapeutic care. Leaders were committed to developing staff skills, knowledge and experience to continue to improve outcomes for young people.

There was a strong emphasis on children's rights, fun, respect and love with staff describing Drumdown as the "Drumdown family". There was passionate championing of young people's rights and young people's views which were encouraged and respected.

Young people had access to individual advocacy arrangements, were supported to attend meetings and had regular individual time with staff. Augmentative and alternative communication tools were used by staff to promote young people's participation and choice. This meant young people's views and wishes were embedded throughout key documents and their views acted upon where possible.

The houses were well-furnished, homely and maintained to a high standard. This ensured that respect was reflected in the quality of the environment and resources available for young people.

Young people were supported with their physical and mental health needs, and had access to routine or specialised appointments. The service was continuing to develop ways to support young people with their mental health and emotional wellbeing.

Important connections to family were strongly championed by staff. Young people felt supported to keep in touch with people important to them. All family members felt that relationships with their children, and time spent with their children, was fully supported by staff. Family members commented that they felt welcomed, included and supported by the staff team. Staff were creative and flexible in building opportunities for family time and the importance of creating fond memories.

Respectful practices were demonstrated through the opportunities available to children and young people. The service supported and developed young people's individual ambitions, interests and life skills. This included football, baking, building projects, going to the gym, days out, holidays and opportunities to promote independence.

Children and young people received individually tailored support to participate in learning. Positive learning opportunities for children and young people helped create positive routines, purpose and achievement to support meaningful outcomes.

The support young people received was multi-agency, co-ordinated and reflected in key documents. All children and young people had care plans and risk assessments in place. Care plans were clear, SMART (specific, measurable, achievable, relevant and timebound), respectfully written and reflected the individual young person's views. These identified clear goals to support young people. It was pleasing to hear that there was planned service development in relation to incident recording practices, and we look forward to seeing the impact of this at future inspections.

The service prioritised stable care. Admissions and matching policies and procedures were in place, and it was pleasing that these were carefully considered and planned. There was a demonstrable and enduring commitment to young people staying in the service as they become an adult under continuing care, and this was reflected in organisational policy and care planning.

Service leaders had worked hard to develop a supportive and empowering culture of ongoing reflection, development and learning within the team. Staff commented that the leadership team was approachable, and modelled reflection and learning which supported a learning culture within the team. This was reflected in the service prioritising team meetings, supervision and future plans to formally support staff wellbeing to ensure the best care for young people.

Quality assurance processes were in place which included management and external management audits. Evaluating all aspects of service delivery ensured ongoing evaluation of young people's outcomes, their experiences and their setting.

Safer recruitment and formal induction processes were in place. This meant that staff were individually equipped to meet the needs of children and young people. A staffing needs assessment had also been developed. This ensured staffing levels and skills were right to meet the needs of young people in order to support connection and develop secure relationships.

## Complaints

There have been no complaints upheld since the service registered. Details of upheld complaints are published at [www.careinspectorate.com](http://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
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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