

Aberlour Sycamore Services - Frankfield House Care Home Service

Kirkcaldy

Type of inspection:
Unannounced

Completed on:
10 February 2026

Service provided by:
Aberlour Child Care Trust

Service provider number:
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Service no:
CS2012308613

About the service

Aberlour Sycamore Services - Frankfield House is a care home service for up to four children and young people. Conditions of registration also allow the service to provide throughcare and aftercare support to young people who have moved on from Frankfield House. The service is located in a residential area of Kirkcaldy close to a range of services and amenities, including schools and public transport. The premises consist of a two-storey detached house with gardens, garages and parking. Young people have their own bedrooms and shared bathrooms with showers. They also have two communal living areas, with a third in the process of development, and a dining kitchen.

About the inspection

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'.

This was an unannounced inspection which took place on 10 February 2026 between 11:00 and 19:30. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

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 one young person, seven staff and four external professionals
- spoke with two young people and one family member
- spoke with five staff and managers
- observed practice and daily life
- reviewed documents.

Key messages

Voice

Young people's voices were central to the care they experienced. Trusting relationships promoted effective communication and meaningful engagement. Young people told us that staff listened to them and involved them in planning their care, and that they knew who to go to if they were unhappy about anything. Their influence was evident in their bedrooms, the food they ate and how they spent their time. Staff were working on recording young people's views more consistently. This should include more explicit reference to these in risk management records.

Care

Preventing harm was a high priority. Staff intervened when tensions arose to restore feelings of safety. A young person felt 'absolutely safe.'

Young people experienced individualised and strongly child-centred care in a comfortable and welcoming environment. A therapeutic and trauma-informed practice model underpinned care. They described staff spending time with them and telling them how much they cared. We were told that staff knew and loved a young person and met their needs. Nurturing relationships with staff often extended beyond their time at Frankfield.

Active engagement in education supported learning, and a range of activities provided enjoyment and stimulation. Staff supported young people to maintain meaningful connections with family members where possible.

People

Confident leadership provided clear direction for the team, and external management contributed to effective monitoring of service performance. Robust quality assurance processes and ongoing oversight by senior staff led to high-quality outcomes. Self-evaluation and development planning drove improvement across the service, which had a learning culture.

Staff received very good support to deliver consistently positive care. A young person described them as 'amazing.' Young people benefitted from appropriate staffing arrangements though the staffing needs assessment could be further developed by managers. Work on improving managers' access to and accuracy of staff training records was underway.

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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