

Crannoch Residential Child Care Resource Care Home Service

LOCHGELLY

Type of inspection:

Unannounced

Completed on:

30 January 2026

Service provided by:

Crannoch Residential Child Care
Resource Ltd

Service provider number:

SP2009976534

Service no:

CS2009235415



About the service

Crannoch House is a care home for children and young people, registered to care for six children and young people, two of which can be on a short break or respite basis. The property is a large detached house, with a substantial outdoor area within the town of Lochgelly. The provider is Crannoch Residential Child Care Resource Ltd.

The house is a three storey property, with each young person having their own bedroom and shared bathrooms. There are large communal areas and staff space for offices and sleep in rooms.

At the time of inspection, there were four young people living at Crannoch.

About the inspection

This was an unannounced inspection which took place on 27 and 28 January 2026. The inspection was carried out by an 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 eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Young people consistently reported feeling safe.
- Risk assessments need more specific detail to support consistent staff responses.
- Child Protection recording was inconsistent and requires improvement.
- Young people felt respected, listened to, and supported by staff.
- Restrictive practices were used only as a last resort, supported by strong data analysis.
- Staff debrief processes after restrictive practices need strengthening.
- Continuing care was a clear area of strength, supporting belonging and transition.
- Care plans require clearer SMART targets to guide consistent staff practice.

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 made an evaluation of good for this key question. The service demonstrated a number of important strengths which, taken together, outweigh the areas for improvement. However, improvements are needed to maximise wellbeing and ensure that people consistently experience outcomes that are as positive as possible.

All young people told us that they felt safe. Where young people were unable to make safe decisions, they benefited from a staff team who understood the strategies needed to help manage risk. While this was positive, we suggested that the service include more specific details within risk assessments to support a clear and consistent response from all staff. The service also liaised appropriately with external agencies to ensure young people benefited from a coordinated approach to understanding and meeting their needs.

The service considered its ability to meet the needs of young people coming to the service. We suggested that improvements could be made to the recording processes to ensure all aspects were fully assessed to improve outcomes for young people. **(See Area for Improvement 1)**

Young people had access to external advocacy and legal representation when required. One young person told us that they did not feel they needed this, as "staff know my views better than anyone." This contributed to them feeling respected and listened to.

We found that the service's response to Child Protection concerns was inconsistently recorded. Although we were confident that appropriate actions were taken, it was difficult to locate clear chronologies of decision making across all agencies. We highlighted the need to improve the quality and consistency of recording in this area. Encouragingly, the service took immediate steps to address this by arranging enhanced external training for senior staff. **(See Area for Improvement 2)**

Young people and staff shared positive and trusting relationships. Young people told us that staff were always keen to get involved in activities. Some chose to engage less often, but they were confident that support was available whenever they wished.

In line with the ethos of 'The Promise', the service worked hard to ensure that physical restraint was used only as a last resort. We found impressive use of statistical data to identify patterns of behaviour and need, and to take preventative action. We suggested that the service strengthen staff debrief processes following the use of broader restrictive practices to ensure these were the least restrictive options and informed by preventative learning in the same way.

Young people's right to family life was promoted and supported wherever possible, and young people valued this.

Continuing care was an area of strength. Young people were supported to remain in the service until they felt ready to move on. This helped them maintain a sense of family and belonging while preparing for independent living.

All young people had care plans that reflected their views. We suggested that these plans would benefit from clearer and more measurable SMART targets to ensure all staff were fully aware of what was required to meet them. The service agreed to take this forward.

Most young people were engaged in education, while others were exploring options for further education or employment. Young people told us that the service supported them to achieve.

Areas for improvement

1. To support children's wellbeing, the provider should ensure that they follow 'Matching Looked After Children and Young People: Admissions Guidance for Residential Services', published by the care inspectorate'. The provider should include but not limit to:

- a) Ensuring they consider the potential impact on existing young people within the service.
- b) Ensuring they have all the necessary information prior to making a decision regarding the new young person being referred to the service.
- c) Ensuring they consider staffing levels, skills, mix and any current staff vacancies.
- d) Ensuring that they keep record of their assessment and decision making relating to this process.

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

'I am in the right place to experience the care and support I need and want.' (HSCS 1.20)

2.

To support the young people's wellbeing, and outcomes, the service should ensure that the child and adult protection practice is reviewed and developed. This review should be informed by effective analysis of safeguarding issues. This is to ensure the safety of children and young people. The service should include but not limit to:

- a) Ensuring that organisational child and adult protection procedures and policies are fully followed.
- b) Ensuring robust oversight and quality assurance of child or adult protection concerns which may arise to strengthen reflection within the staff team and support learning for future practice.
- c) Ensuring that child protection, adult protection and safeguarding concerns are reported to the appropriate agencies, including the social work department and any other relevant agencies within appropriate timeframes.

This is to ensure 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).

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

To support the young people's wellbeing, outcomes and choice the provider/service should review their care planning processes. This should include but is not limited to:

- a) Ensuring young people are actively consulted on deciding their goals, and that these are clear and visible to them.
- b) Ensuring that goals are SMART (specific, measurable, achievable, realistic and timely). These should be reflective of young people's words, and should clearly describe the supports required to achieve these. Goals should be actively tracked and subject to regular review.
- c) Ensuring that all staff are aware of the needs and focus of work for all young people within the service and know exactly what is needed from everyone to support young people to reach their goals.

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 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 13 July 2023.

Action taken since then

The provider had developed a range of methods to engage young people in sharing their views and translating these into personal goals. While there had been some progress in developing SMART objectives, further work was required to ensure goals were broken down into smaller, achievable steps that staff could actively support young people to work towards. The service was receptive to this feedback and planned to continue developing this area of practice.

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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