

Kingdom Care at Home Children and Young People - 1 Support Service

Dunfermline

Type of inspection:
Unannounced

Completed on:
2 February 2026

Service provided by:
Kingdom Support and Care CIC

Service provider number:
SP2016012806

Service no:
CS2016351145

About the service

Kingdom Care at Home Children and Young Peoples' Service is a support service provided by Kingdom Care and Support CIC. It is registered with the Care Inspectorate to provide care and support to children and young people with complex needs in their own homes and in the community. Three teams cover Dunfermline, Rosyth and Dunipace.

About the inspection

This was an unannounced inspection which took place on 27 and 29 January 2026. 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 families of people using the service;
- spoke with 12 staff and management;
- reviewed documents;
- spoke with four visiting professionals

Key messages

- Children and young people benefitted from highly individualised support.
- Staff were knowledgeable about their role and the young people they supported. This contributed to the safety and wellbeing of young people.
- Children and young people had built compassionate, nurturing relationships with the small staff team working with them.
- Training opportunities for staff were responsive to identified needs This contributed to the development of knowledgeable and experienced staff.
- Senior managers demonstrated strong managerial oversight.

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 people's wellbeing?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Children and young people received person centred care from a skilled and consistent staff team. Where possible young people were involved in shaping the support. We heard from people that where this was not possible, staff worked in partnership with families. This meant that young people's support was highly individualised and centred around their needs.

The service was supporting young people to access their community. We heard of young people undertaking activities such as social groups, Scouts and swimming. One family member told us, "Like I say the support has been good, it has built her independence and confidence."

Children and young people were supported by their own small staff team. We heard from families that they preferred this consistency of support. We were told by staff that these groups communicated well together. This means all staff working with each young person have transparent and open communication, supporting improved outcomes for young people. Some professionals noted that communication could be improved. This was addressed whilst in service with a new protocol established to strengthen these relationships.

Young people were safer as a result of a range of individualised planning documents including support plans and risk assessments. Staff told us they had opportunities to review these and make suggestions. This tells us that young people had opportunities to undertake positive risk in the community around their interests.

Families worked in partnership with the service to create these plans and identified young people's strengths, sensory considerations and health needs. This collaborative approach meant families had confidence in the care and support their child received. One staff member told us, "It's fundamental to have good relationships with families."

Some young people had specific medical needs, and this was supported by staff who had the necessary training to meet their needs. We heard that competency checks were carried out before any staff member worked with a young person. This is supported by auditing from managers, ensuring the health needs of young people are prioritised.

The service was actively trying innovative ways to engage families in feedback. We heard of review books, sensory photo albums featuring positive times of support were given to children and families each year. This created opportunities to gain feedback and use this to further service improvement.

How good is our staff team?

5 - Very Good

We found significant strengths in the staff team and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Children and young people benefitted from a service with an appropriate staffing needs assessment. This outlined the staffing levels required to meet each young person's range of needs. This ensured that the right number of staff with the right skills supported each young person.

We were told that a service restructure had resulted in some parts of the service being centralised, this included rota systems. Some staff had voiced that better oversight in this area would be beneficial to ensure that all staff had the same equity of opportunities to shadow and gain experience.

People were supported by staff who had a strong focus on promoting independence. We heard that each core staff team worked closely together. This meant they built strong trusting relationships with both young people and families. This ensured staff members had a very good understanding of each individual and how to support them.

There was evidence of an organisational commitment to promoting staff professional development. We heard that a learning and development team had been established, ensuring that training was championed within the service. This robust system could be accessed by all managers and included both mandatory as well as person specific training. This tells us that the service valued a skilled and knowledgeable staff team.

There was a system in place to record incidents and accidents. Some staff noted that debriefs following incidents were not consistent across all services. We asked for greater managerial oversight in this area, ensuring all debriefs were undertaken timeously and recorded.

The service actioned concerns raised by families or staff. However, some families highlighted that there were times they could not contact the office as support occurred out with office hours. We suggested that the service ensure that they have a procedure in place to contact a manager during times of support.

The organisation was committed to service improvement and the provision of high-quality care and support. A range of audit and quality assurance procedures ensured that support was evaluated and learning informed future 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

How well do we support people's wellbeing?	5 - Very Good
1.2 People get the most out of life	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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