

Greenacres Care Home Service

Anstruther

Type of inspection:
Unannounced

Completed on:
27 March 2026

Service provided by:
Inspire Scotland Limited

Service provider number:
SP2012011803

Service no:
CS2020379309

About the service

Greenacres service is part of Inspire Scotland Limited. It is a provider of residential care and accommodation with integrated support for children and young people.

Greenacres is a spacious, warm and welcoming bungalow. The service has developed increased living and recreational spaces within the property,. The property is situated in a rural setting in the outskirts of Anstruther, in the East Neuk of Fife.

The service is registered to provide care for up to four children and young people.

About the inspection

This was an unannounced which took place on the 25 and 26 March 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 and two of their family/representatives
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Young people felt safe, and effective measures were in place to support their physical and emotional wellbeing.
- Staff understood and discussed risk well; some plans would benefit from more detailed risk information.
- Incidents were followed by reflective discussions that supported learning and minimised repeat occurrences.
- Advocacy was available, with staff representing young people's views well, though further work could strengthen relationships with advocacy workers.
- Leaders promoted relational and trauma informed care, with staff supported through training and positive shared experiences with young people.
- Restrictive practices were used only as a last resort, with good oversight; further analysis of wider restrictions was identified as an area for development.
- The environment was promptly repaired following damage, maintaining a homely space where young people felt valued.
- Care plans were high quality, regularly reviewed, and updated to ensure supports and strategies aligned with young people's needs and 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

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

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

Young people told us they felt safe, we were confident that effective measures were in place to support their physical and emotional wellbeing. Staff considered risk well and regularly discussed approaches to supporting young people effectively. We suggested that the service would benefit from increased detail on some areas of risks for young people. We were confident that the service would address this.

Where incidents occurred, reflective discussions took place. This was effective at looking at ways to minimise the likelihood of these incidents happening again. The service adopted a positive approach to risk enablement, helping young people develop strategies and supports to manage risks. This was complemented by strong multi-agency collaboration to ensure a coordinated approach.

Young people were aware of the availability of advocacy arrangements, and they told us that they were confident that staff represented their views and wishes effectively. We suggested that further work could be undertaken to build stronger relationships with advocacy workers. This would help them to feel more comfortable accessing independent advocacy directly, should they wish to do so.

There was an increased focus on delivering relational and trauma informed care. Leaders modelled this approach effectively and ensured staff had access to appropriate training and supports to help them remain child centred in their practice. Staff and young people shared a variety of positive and enjoyable experiences, which contributed to strengthened relationships.

Restrictive practices were used only as a last resort. When these did occur the service demonstrated good oversight and analysis. We suggested the service could further enhance their analysis by considering a broader range of restrictions, in line with the ethos of 'the promise'. The service was responsive to this feedback.

The environment had been affected by some recent damage, however, the provider responded promptly to repairs to minimise any impact on the homely and nurturing feel of the house. This helped young people feel valued and respected.

All young people had high quality care plans that clearly set out the supports and strategies staff needed to use to help achieve positive outcomes. These plans were subject to regular review and routinely updated to reflect changes in young people's needs and progress.

Children's right to family life was well supported. The service provided comfortable and nurturing spaces that enabled families to spend meaningful time together and build positive shared memories. Families told us this approach 'made their relationship better than it has ever been', this demonstrated the positive impact on young people's connections.

Where young people had limited opportunities to spend time with family members, staff responded sensitively and took account of individual circumstances to minimise and negative impact.

Educational outcomes for young people were mixed. The service worked closely with education providers and, where appropriate workplace learning settings, to promote achievement and success. Staff demonstrated a clear understanding that formal school environments were challenging for some young people. They shared strategies with education partners to help them better understand and support individual needs, contributing to improved consistency of support.

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 children's wellbeing, the service should review its medication procedures and training. To do this, the provider should, at a minimum, ensure:

- a) That they have fully conducted their internal review of the medication error and have a clear action plan of how this will be addressed, including timeframes.
- b) That analysis, and learning from any medication errors is considered and changes to supports made as required
- c) That all staff are fully aware of their roles, responsibilities and internal policies and procedures are known by staff.

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 the professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 18 December 2023.

Action taken since then

The service conducted a review of its medication processes and errors, using external managers to support this work. The review identified human errors, which the service took appropriate steps to address.

We found evidence of increased training and improved processes to minimise the likelihood of errors.

Quality assurance measures were in place and were effective in identifying issues and taking swift action to address them. Where errors occurred, the service made appropriate notifications to external agencies.

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 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

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