

Kettle Mill Care Home Service

Cupar

Type of inspection:
Unannounced

Completed on:
13 February 2026

Service provided by:
Moore House School Ltd

Service provider number:
SP2003002628

Service no:
CS2025000121

About the service

Kettle Mill is a residential care home for up to 3 young people. The service is provided by Moor House School Limited and is located in a rural area around Cupar, Fife.

The house is set over 2 levels. It comprises two living rooms, a large kitchen dining space and 3 bathrooms. Each young person has their own bedroom. The house is located in considerable outdoor grounds. Local services and transport links are located in the nearby village.

About the inspection

This was an unannounced inspection which took place on 11 and 12 February between 09:00 and 17:00. 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

- To inform our evaluation we:
- Spoke with young people using the service
- Observed interactions between young people and adults
- Spoke with seven adults
- Spoke with two external professionals
- Reviewed documents

Key messages

- Children and young people were cared for with nurture, compassion and respect.
- Young people were supported by staff trained to provide therapeutic support.
- The service benefitted from a strong management team who provided a supportive culture.
- Staff were very strong advocates for young people.
- The service had very good relationships with external professionals.

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.

Children and young people were kept safe in Kettle Mill due to the strong relational care they received. They benefitted from consistent, skilled adults, trained in trauma responsive care. The team were able to use the strong relationships they had built with the young people to identify and reduce risks. All staff spoken to were aware of the procedures in place for child protection. The service policy for both child protection and adult protection is in line with legislation and good practice guidance.

Children and young people experienced therapeutic and stable care. The staff at Kettle Mill were highly skilled in delivering therapeutic care to young people. We observed nurturing connections between staff and young people. One young person told us, 'They are more than family, they are just the most amazing people in the world to me and I love them.' This meant that staff understood the importance of compassionate, nurturing relationships, supporting young people to recover from previous trauma. The organisation was strongly focussed on restraint reduction. There were identifying patterns and trends to behaviours. This meant that more pro-active strategies for support could be used, reducing the levels of restrictive practice.

Staff were the strongest advocates for young people. They were reaching out to independent organisations to support young people with a range of different needs. This meant that young people had their rights respected.

This house is built on respect. One staff member told us, 'I don't think I've ever had a job where I've been respected so much.' Relationships were built on compassion and respect, ensuring young people were supported through difficult times. The staff team were responsive in recognising changing needs and engaged in positive communication with external professionals to ensure people worked effectively together. One external professional told us, 'Communication is excellent, it's a therapeutic and nurturing environment.' This assured us that young people had access to a range of professionals to support their care.

Young people were offered opportunities based on their interests. We heard of trips to swimming, trampolining, walks along the sea front, shopping as well as planned holidays. All of these contributed to maximising opportunities to become involved in the local community and creating positive memories.

Kettle Mill benefits from the organisation having its own educational provision. Young people were able to have bespoke timetables created based on their assessed needs. These were dynamic and were adapted over time. This meant that each young person's educational journey was specific to their learning needs.

Young people's physical and mental health needs were being met. There were robust safety plans in place that were highly person centred. These were supported by connections to a multi-disciplinary team of professionals working around each young person.

The house has been fully refurbished and young people are encouraged to make it homely. Bedrooms are highly individualised, as are the other living spaces. One room is specifically developed as a sensory, music room, encouraging young people to have space to develop their creativity.

Care plans were very highly detailed. Daily recordings were written in trauma informed language. One professional told us, 'Young people are involved in all aspects of their support plan.' This tells us that the service is fully focused on listening to young people's voice, reflecting the organisational aspirations towards The Promise.

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.

Leaders ensured the culture was supportive and empowering. This supportive culture was created by a highly effective management team who empowered adults in the house. One adult told us, "The manager is approachable. They always makes time to discuss any concerns or feedback. Decisions are made as a team, and all members are given the opportunity to provide their input." This tells us that there is an open culture of communication and staff are involved to make decisions. One staff member told us, "I feel I have such a pride in my job." This assures us that staff feel valued by both the manager and the organisation as a whole.

External managers were visible and played a key role in monitoring the quality of children and young people's experiences and improving outcomes. This oversight extends to a commitment to quality training. One staff member told us, "The service has excellent training facilities to which all staff can attend yearly if they wish." This tells us that the organisation understands the value of staff teams being highly skilled.

Matching was very carefully considered. The house benefitted from a careful assessment of young people's needs matched to the right staff team with the right skills mix. A routinely and dynamically assessed staffing needs assessment meant that support could be consistently adapted to ensure the right support was given at the right time for young people.

Leaders were passionate about their vision for the service. Good quality self-evaluation informed decisions that led to service improvement. The was centred around the aspirations that all children should achieve the best possible outcomes. This included an enduring commitment to staying in the service until adulthood with one young person telling us, "I want to live her until I am 25." This tells us that young people understand that they can be supported to remain and be supported to grow in confidence and have their individualised needs met.

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
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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