

Sundrum View Care Home Service

Ayr

Type of inspection:
Unannounced

Completed on:
20 February 2026

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2003045401

About the service

Sundrum View is a care home registered for up to seven young people aged up to 20. It can also offer Throughcare and Aftercare support when young people move on. The service is provided by South Ayrshire Council and is in Coylton, with local amenities a short drive away.

The house is a detached, single-storey, purpose-built home in a residential area. Inside, there are six ensuite bedrooms, a kitchen diner, a living room with a dining space, a games room and an office. The property also includes a self-contained flat suitable for one young person, with its own bedroom, shower room and open plan kitchen/living area. At the rear of the house is a large garden, which now includes a garden room.

About the inspection

This was an unannounced inspection which took place on Tuesday, 17 February and Wednesday, 18 February 2026 between the hours of 10:00 and 19:00, and 10:00 and 18:00. 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 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 four people using the service and two of their family
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Young people were kept safe emotionally and physically.
- Warm, trusting and nurturing relationships were a core strength.
- Advocacy, rights-based practice and young people's voices were prioritised.
- Trauma-informed care was embedded, and staff understood young people's needs.
- Young people's wellbeing, education, health and life opportunities were well supported.
- There was a strong and enduring commitment to supporting young people into adulthood.

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 evaluated this key question as Very Good. Young people were kept safe emotionally and physically because the team understood their needs and responded sensitively. Staff noticed early signs of young people becoming upset and used calm conversations and space to give them the support they needed. Young people told us, "I feel safe and cared for."

Staff supported and promoted young people to access external advocacy, which they valued, with one young person saying, "My advocate speaks my thoughts." Their views were taken seriously, and the team worked well with families, schools and other professionals, helping young people feel heard and represented.

Staff had a good understanding of safeguarding and child protection, and how to respond to any concerns. Professionals told us the service was good at listening to young people, and responding promptly. As a result, young people felt protected and well supported by trusted adults.

Trauma-informed practice was a strength within the service. The team helped young people manage emotions and built strong relationships, showing deep knowledge of routines, likes and their family relationships. Young people described the home as "excellent because of the staff team." These warm, and nurturing interactions supported young people to build trusting relationships with those who cared for them.

Young people enjoyed fun, spontaneous experiences with adults who knew them well. They were involved in choosing décor, activities, and were involved in regular hobbies, community groups, shopping trips and relaxed evening activities. This contributed to a warm, relaxed home where they felt a strong sense of belonging.

Young people were fully involved in decisions about their care. Staff allowed them to share their views comfortably, helping them feel confident to speak up and see how their opinions shaped their day-to-day life. Rights were actively promoted, with strong advocacy and a focus on family connections. The team created opportunities for meaningful family time in the house, which reinforced young people's continuity, connection and belonging.

Physical and emotional health needs were supported through early identification, timely referrals and close partnership with relevant professionals, ensuring young people felt understood and well supported.

Young people were encouraged and supported to remain connected with family. Close links with relatives through flexible, thoughtful support, and helping them to feel included. This helped strengthen relationships and gave young people a greater sense of belonging.

Young people's interests, ambitions and life skills were well supported. Alongside their community involvement, they developed important independence skills through college courses and practical tasks such as cooking and budgeting. Joining groups like Cadets and taking part in events and outings helped build confidence and broaden horizons.

Staff encouraged and supported young people to achieve. All young people were in school, college or further education. Staff worked closely with education colleagues to support young people to attend and

achieve. One young person said they felt "more positive about school now," reflecting the impact of consistent routines and trusting relationships.

There was a lasting commitment to supporting young people into adulthood. The service placed strong emphasis on giving young people stability and lasting relationships as they moved towards adulthood. Staff worked with them to plan for the future in ways they could easily understand, setting out clear goals and next steps. These plans helped young people feel involved, prepared and supported as they developed skills and confidence for their next stage in life.

Personal plans and risk assessments were written in clear, accessible language and reflected young people's needs and goals. While some required more regular updates and better SMART goals, day-to-day support remained strong, and young people continued to make positive progress in independence, education, wellbeing and relationships.

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

In order that young people's wellbeing is supported, the provider should ensure that staff have learning and development opportunities and apply this in practice. This should include but is not limited to, trauma training.

This area for improvement was made on 9 June 2025.

Action taken since then

Staff have accessed relevant learning and development opportunities, including trauma-informed practice training. Training records reflected staff were all trained and our observations confirmed trauma-informed approaches being used consistently.

This area for improvement has been met.

Previous area for improvement 2

In order that young people have the best possible outcomes and experiences, the provider should ensure that the service implements effective plans and risk assessments.

This area for improvement was made on 9 June 2025.

Action taken since then

Risk assessments and care planning were effective contributing to young people receiving consistent, individualised care. While some planning and risk-assessment documents would benefit from clearer SMART outcomes, the service had a clear understanding of how this could be improved.

This area for improvement has been 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

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