

Glenburnie House Care Home Service

Kilwinning

Type of inspection:
Unannounced

Completed on:
2 March 2026

Service provided by:
Common Thread Ltd

Service provider number:
SP2005007437

Service no:
CS2017360139

About the service

Glenburnie is a residential house, set within its own grounds and located on the outskirts of Kilwinning. The house provides care for up to three children and young people.

The interior was well decorated and homely. It has three good sized bedrooms for the young people with individual toilet facilities. There is a large lounge for the young people to gather together for games or relaxation and smaller areas for times when young people prefer more privacy. A good sized kitchen offers the facilities for staff and young people to prepare food and an adjacent room contains a dining table.

The house has a large garden, which offers outdoor space for young people to enjoy. This space was also home to the service's chickens and ducks. There was also a variety of pets within the house, which the young people cared for.

About the inspection

This was an unannounced inspection which took place from 26 - 27 February 2026. The inspection was carried out by two inspectors 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 two young people using the service
- Spoke with six staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

Key messages

- Young people were attending education and achieving or had applied for further education.
- Staff practiced a trauma informed approach.
- Young people were encouraged to express their views.
- The staff supported family meetings when this was appropriate and an agreed aim of the care plan.
- Young people's self worth and self identity was promoted and supported.

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
--	---------------

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 the service to be operating at a very good level for Key question 7: How well do we support children and young people's rights and wellbeing? This was because we found major strengths in supporting positive outcomes for young people, whilst finding very few areas for improvement. Those that did exist, we considered would have minimal adverse impact on people's experiences and outcomes.

Staff had developed positive and supportive relationships with the young people. Young people were confident that their best interests were a priority for staff, and consequently that they felt safe in their care. Young people told us they appreciated the staff, one young person saying that this was *'the best' service they had been in and that the manager is a '...brilliant manager, who goes over and above and will do anything for young people'*.

We observed very positive nurturing and supportive interactions between the young people and the staff group.

The staff group had gained a good understanding of the young people's needs. Through their previous experience, skills and knowledge they were providing nurturing, responsive care to promote young people's emotional and physical development. Young people therefore agreed they felt safe and protected from harm. Having these positive relationships assured young people that they had a safe and stable base from which they could aim to achieve their goals and aspirations.

There have been very few restrictive practices more recently which is commendable. This was due to staff building and maintaining these positive relationships with young people. Staff were clear that restraint was to be employed as a last resort only and that de-escalation was the preferred method.

Staff we spoke with had a basic level of understanding of what is meant by trauma informed practice. Some further input on this could be beneficial to the staff team. However, the staff spoke of reflective practice and discussing the care of the young people at team meetings, to assess how well the staff team were performing and achieve consistency of care.

We observed the young people interacting with the staff and noted warm, nurturing, relaxed exchanges, including the staff's use of appropriate humour. Staff also provided guidance and gentle prompting toward decisions beneficial to young people's positive outcomes. Staff developed these positive relationships whilst engaging young people in activities they had an interest in. In promoting young people's individual interests, and engaging them through accessing these activities, staff nurtured their sense of self-worth and identity and assisted in developing young people's independent skills.

Staff were clear in their responses to understanding their role and responsibility in relation to child and adult protection and the service policy was clearly written and provided good guidance in relation to this area of care provision.

The importance of family relationships and friendships for young people were recognised and respected. Meeting with friends, relatives and others of importance to the young people was facilitated or being arranged.

The staff also accessed and facilitated community activities for young people to engage in or to experience.

Young people's own interests were also supported and promoted. As well as being stimulating and in line with their individual interests, these activities offered new experiences, promoted positive physical health and helped develop young people's self-esteem.

Education was a high priority for the young people and staff assisted them to engage in their individual education plans. Some young people were attending education where they had previously disengaged. Other young people were being supported to identify and access college courses in subjects they had long standing interest in.

Management and leadership of the service was a strength. The staff group commented on the high standard of care and support that was modelled by the manager and external manager. Staff were clear that they could approach management with any issues, and they would be appropriately guided and advised. This provided consistency and clear vision for the staff of the approach of the service to care and support and the aims and objectives.

Leadership values were being promoted through development of the staff team in assigning individual tasks to staff members, such as lead for 'the promise' , in further establishing the teams reflective practice and further professional development.

Staff reported good morale among the staff and a very supportive culture. This provided a stable base from which to develop a consistent staff group.

The external management of the service was also consistent and supportive. Young people knew the external manager well and knew they could approach them if needed.

Matching documents completed by the external manager and manger contained assessments that considered the impact on one another of the resident group of young people. This assessment contributed to providing a stable environment for current and new residents.

Staff recruitment and retention had been a difficulty for the service. During the inspection there were sufficient staff to support all the activities, albeit some were sessional staff. There had been occasions when staff turnover had temporarily affected some young people due to the ending of relationships. This also affected some level of support in the short term. However, a stable core staff group was being maintained to build the team around. This core group provided consistency and reassurances for the young people whilst new recruits become established.

Staff recruitment and training followed best practice and the individual needs of the young people. There was a mix of experienced and less experienced staff in the service. The service followed safer recruitment principles in employing new staff regarding background checks and references. The staff also had access to the service's training suite in addition to some specific training that was required for young people's needs.

There was a clear strength in the very comprehensive, robust system the service employed for self-evaluation and quality assurance purposes. These evaluations resulted in reports containing very good reflections on the areas looked at and assessments of the evidence. We were informed that the current quality assurance reports are to be amended slightly to offer more reflective, free narrative and thereby aim to be more flexible and detailed. We look forward to seeing these at the next inspection.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.