

Roslin House Care Home Service

Stevenston

Type of inspection:
Unannounced

Completed on:
10 March 2026

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2026000044

About the service

Roslin House is a short breaks service managed by Enable. The service provides quality person-centred supports to children and young people, aged five years to 18 years with wide ranging complex needs.

Roslin House accommodates up to eight children and young people, and is located in Stevenson, North Ayrshire.

There are eight bedrooms, all with ensuite shower rooms. Tracking hoists are fitted in each of these rooms. There is a large sensory bathroom with height adjustable bath, as well as an accessible changing room / wet room, fitted with a tracking hoist. Bedrooms are spacious, bright and well furnished. There is a large lounge/dining room, with accessible kitchen, and several other areas including a well equipped sensory room. There is an enclosed garden with play equipment.

About the inspection

This was an unannounced inspection which took place on 5th march 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:

- Observed interaction between staff and four young people.
- Spoke with three parents.
- Spoke with seven members of staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with visiting professionals.

Key messages

- The service was genuinely committed to providing positive experiences for young people and their families.
- Staff were compassionate and knowledgeable about young people's needs.
- Young people achieved good outcomes.
- Parents were very happy with the supports for their children.
- The quality of the physical environment was very good for the needs of the young people 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
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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 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.

A clear priority of the service was ensuring safe efficient care for the children and young people. Through pre stay visits and assessments, matching assessments, child/adult protection procedures, staff competency assessment, risk assessments, detailed care plans and a robust quality assurance process there is evidence of information gathering to inform staff of the young people's needs and risks. Information gathered is clearly recorded and informed by social work and or parents / carers. From observation staff employed this very good level of knowledge of the young people. The young people were observed to be comfortable and secure in the staff's company and responded well to staff prompting and guidance in providing care.

An independent advocacy service was provided by an external service. Children and young people also were arriving from home on respite and continuing with education and health appointments from home. They therefore had clear access to responsible adults.

Staff were clear on their role and responsibility with regard to child protection matters and described what their responses would be should such concerns ever arise.

Staff were trained in techniques to support young people who may become upset due to their physical and emotional development and needs. The assessments and guides including detailed information from parents and carers on how best to respond to the young people in addition to the skills and prior experience of the team.

We observed warm, positive nurturing and supportive interactions between the young people and the staff group. Parents were therefore assured that their children and young people were kept safe by a caring and nurturing staff group.

Staff had a good understanding of trauma informed practice and whilst they may benefit from further input on this they also described reflective practice discussions in team meetings and supervision to aim to ensure consistency in care. Managing and mitigating risks was a core activity of the service given the young people's needs.

Staff evidenced respect for the children and young people with a good understanding of their needs. Staff were observed to be promoting young people's rights through promoting their interests and access to new experiences they may not have otherwise had. This high level of respect was also seen in the environment and high quality resources in the service. These included a sensory room, sensory bath, arts and crafts room, toys and games lounge, and consideration of dietary needs and preferences. The service was light spacious and provided safe space for young people to move around from one area to the other. This was very important, given the young people's various needs, and contributed significantly to the safe and settled environment.

Children and young people's mental and physical needs were a core activity of the service. Careful gathering of information regarding medicines, interventions and treatments ensured important and necessary treatments continued. Staff provided activities in the service and community that promoted physical health and social interaction.

Well informed care plans and risk assessments were detailed, informed and adhered to SMART principles.

Staff and parents / carers described a very supportive management team who place children and young people at the centre of the support. A frequent comment from parents was that the staff and manager 'went above and beyond for the kids'.

The management promoted high standards and championed positive outcomes in the care of children and young people. The manager was developing "Inclusion Champions" in the staff team to lead on equity, diversity, and anti-discrimination practice, 'promise' champions were identified and reflective practice through supervision and team training evidenced a supportive empowering culture. Parents stated that the manager and staff are fully supportive and make great efforts to ensure the young people have positive experiences throughout their stay.

External managers conducted robust quality assurance processes quarterly, in addition to manager's monthly reports, and reported on any identified areas to improve on. Actions were prioritised to ensure the more significant issues were addressed speedily. Feedback was sought from stakeholders through a variety of methods such as during the parents/ carers circle of support meetings, surveys, pre and post stay discussions and the views of professional stakeholders, such as social workers.

Staffing level assessments ensured the appropriate numbers of staff with the appropriate skills were available for young people's visits. The staff group are recruited in accordance with safer recruitment practices.

The service sits within 'the promise's' aspirations for 'scaffolding' for families. The Promise was observed to be being promoted through family inclusion, listening / observing to the young people's communications (voices), community involvement and support for families.

Managers are aware of some additions required within the environment and assure us they are underway; to be completed within timescales.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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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