

Carston House Care Home Service

Ayr

Type of inspection:
Unannounced

Completed on:
13 March 2026

Service provided by:
CVC (SCOTLAND) LIMITED

Service provider number:
SP2025000573

Service no:
CS2025000418

About the service

Carston House is a large detached house set in its own grounds in a semi rural location outside a village in East Ayrshire. There are local shopping and healthcare facilities close to the service and young people have access to local transport links to the larger nearby towns of Ayr and Cumnock.

The service is a residential care home registered to accommodate up to three young people. At the time of the inspection two young people were being provided care in the service. The service provides young people with a large tv lounge and dining kitchen, in addition to their own ensuite bedrooms internally.

External to the main building is an annexed building with facilities for young people to enjoy, including exercise machines, arts and crafts and computer games. The service grounds also has a chicken coop with live chickens and a large grass area.

About the inspection

This was an unannounced inspection which took place on 11 March 2026 between 11:00 and 18:00 and 12 March 2026 between 10:30 and 18:15. 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 one person using the service and one of their family
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Young people experienced high levels of safety, nurture and emotional security.
- Leadership was strong, visible and supportive.
- Young people experienced positive improvements in their overall health and wellbeing during their time at the service.
- The team worked cohesively, with strong communication identified as a clear strength.
- Staff had a nurturing approach helped young people feel understood, valued and well cared for.

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

Young people were kept safe within the service. Staff demonstrated a thorough understanding of each young person's individual needs, vulnerabilities and support requirements. They spoke confidently about the importance of building warm, trusting relationships and demonstrated a clear commitment to creating a nurturing, child centred environment. Staff placed strong emphasis on developing meaningful connections within the household, contributing to a sense of belonging and emotional security.

Safety planning was firmly embedded in daily practice, and staff were able to articulate the rationale for all measures and how intrusiveness was minimised.

Staff demonstrated a strong understanding of trauma informed practice. They adapted their approach thoughtfully to meet each young person's communication style, emotional needs and past experiences. This was particularly evident in work with young people who required high levels of reassurance, sensitivity and personalised support.

Young people described staff as kind, patient and caring. They felt safe talking to staff and able to express their feelings openly. Staff were skilled at recognising signs of anxiety or distress and used calm, compassionate de-escalation strategies. There were multiple examples of staff helping young people regulate their emotions, including through grounding techniques, quiet support and physical comfort when appropriate.

Staff demonstrated a reflective approach to practice, routinely welcoming both positive and critical feedback and using it constructively to improve the quality and consistency of young people's care and support.

The physical environment was clean, well-maintained and homely. It promoted dignity, privacy and belonging. Mealtimes were relaxed and respectful, contributing to a strong sense of safety. Young people highlighted that staff are always present when needed.

Young people experienced positive improvements in their overall health and wellbeing during their time at the service. Staff supported healthy routines and provided consistent emotional reassurance, which contributed to reductions in anxiety and risk related behaviours. Families also reported noticeable progress in young people's confidence and mood since living in the home.

Staff were attentive to individual preferences and provided personalised support around mealtimes and daily routines. Their responsive and nurturing approach helped young people feel understood, valued and well cared for.

Care plans were detailed, current and reflective of young people's experiences. They aligned with the views shared by young people and staff. Staff described creative ways they gathered young people's opinions.

Young people's voices were consistently sought; however, in some formal documents, their views were not as clearly visible. Plans would benefit from being streamlined to ensure they remain purposeful and meaningful.

Where goals involved longer term outcomes, plans could be strengthened through clearer, step-by-step guidance on how staff should support this safely and gradually. Staff were open to suggestions and demonstrated reflective insight around improving the structure of care planning.

Leadership within the service was strong, visible and hands on. Both the registered manager and assistant manager were heavily involved in daily practice. Staff consistently reported feeling valued, supported and listened to. All staff had timely access to supervision and training.

The management team was described as approachable, child-centred and committed to high standards. Staff felt confident seeking support and praised the reflective, learning oriented culture. Leaders placed significant emphasis on staff wellbeing, offering time off and emotional support following challenging incidents.

Quality assurance processes were robust. Leaders used a wide range of audits and planning tools including drift trackers, incident analysis, and external audits to maintain oversight of practice. Records showed proactive follow up on actions and clear monitoring of trends. Self-evaluation tools were used effectively to support continuous development.

All staff were up to date with mandatory training. Staff also had ongoing opportunities for further qualifications and specialist development, reinforcing the service's commitment to professional growth.

The team worked cohesively, with strong communication identified as a clear strength. Staff described robust handover processes and weekly updates further supported consistency and shared understanding across the team.

New staff reported feeling welcomed and well-supported during induction. Recruitment processes were safe, thorough and aligned with safer recruitment principles.

The staffing needs assessment was updated weekly, offering a clear overview of staff availability and time allocation. This contributed to effective planning and helped ensure that young people's care needs were met consistently.

Partnership working was another notable strength. Professionals described communication as timely, respectful and centred on young people's needs. Staff were seen as proactive advocates, committed to supporting education, health and future independence. Monthly updates and ongoing communication ensured that all partners had up to date information and were included in decision making.

Leaders demonstrated courage in advocating for young people. Their approach reflected the values of the promise, emphasising rights based, relational practice.

The inspection found significant strengths across all areas of practice. Staff consistently prioritised young people's safety, wellbeing and voice. Strong leadership, trauma informed practice, and a culture of reflection contribute to a stable and nurturing environment. As a result, young people experience high-quality care and positive outcomes.

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 health and wellbeing, the provider should ensure that appropriate and relevant notifications are provided to the Care inspectorate, per the guidance document, "Records that all registered children and young people's services must keep and guidance on notification reporting" REG-0821-067.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state: 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

This area for improvement was made on 12 July 2024.

Action taken since then

Incident and protection concerns are now being notified appropriately. As a result, **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
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.