

Aberlour Sycamore Services - Orinsay House Care Home Service

Inverness

Type of inspection:
Unannounced

Completed on:
20 March 2026

Service provided by:
Aberlour Child Care Trust

Service provider number:
SP2010011118

Service no:
CS2017354214

About the service

Orinsay House, part of Aberlour Sycamore Services, is a care home for children and young people in Inverness. The home offers a spacious living environment and is set within a large, enclosed garden. The service is registered to care for up to five young people.

The service aims to provide a safe and therapeutic environment that enables young people to grow, develop, and build confidence. Staff support young people to strengthen their self-esteem and sense of worth, promoting belief in their abilities and future potential. Consistent, relationship based practice underpins the approach, enhancing young people's sense of safety, value, and aspiration.

About the inspection

This was an unannounced inspection which took place on 12 and 13 March 2026 between 09:15 and 19:15. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with or spent time with two people using the service and one of their family members
- received fifteen completed questionnaires
- spoke with five staff
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

Key messages

- Young people experienced warm, nurturing, respectful care.
- Young people were meaningfully involved in decisions.
- Young people's rights were upheld and their views were supported.
- Young people received calm, trauma informed, de escalatory support.
- Young people benefited from stability, continuity, and community involvement.

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 strong, consistent practice that helped young people feel safe, valued, and supported to thrive. As a result, we evaluated this key question as very good.

Young people experienced warm, nurturing care that helped them feel safe, valued, and emotionally secure. Staff created a consistent and caring atmosphere where kindness, comfort, and emotional availability were embedded in daily practice. Staff were vigilant in their safeguarding responsibilities and took proactive steps to protect young people from harm, contributing to a sense of physical and emotional safety. Mealtimes were relaxed and sociable, with young people preparing food such as pizza and homemade soup alongside staff, fostering positive relationships and a sense of belonging. Staff treated young people with respect, maintaining privacy and dignity. Young people said they felt genuinely cared for; one young person shared they were comfortable receiving hugs because 'I know staff care.' A parent reflected that their child 'felt loved and cared for', demonstrating strong relational safety.

Young people were meaningfully involved in decisions that affected daily life. Participation was embedded through house meetings, 'You said, we listened' feedback, and opportunities to influence menus, activities, and the environment. Their ideas were acted upon, increasing engagement and ownership. Staff celebrated each young person's identity and achievements. Personalised bedrooms, artwork, and projects, such as the Titanic mural, reflected pride and creativity. Activities were tailored to interests, including football, shinty, swimming, and beach walks, helping young people to feel included and valued.

Young people had their rights upheld and received support to express their views. Staff promoted young people's rights to be heard, learn, and be safe, responding quickly to barriers impacting progress. Staff supported engagement in education, collaborating with schools and professionals to improve attendance, participation, and attainment. Young people progressed at their own pace, building confidence and trust in adults who advocated for them. An external professional noted, 'The change in a young person since moving to this service has been marked, in a positive way'.

Young people received calm and consistent support that built trust and emotional stability. Staff demonstrated trauma informed practice, using empathy, patience, and clear boundaries. De-escalation was prioritised, with predictable responses that promoted safety. Safeguarding was embedded through clear risk assessments and planning.

Staff balanced positive risk taking with appropriate safety measures, supporting independence and confidence. Relationships were central, with staff understanding individual needs and experiences. Staff's restorative approach helped young people feel listened to and respected, while predictable routines and stable relationships strengthened their sense of security. Professionals praised the team's calm and empathetic practice, and young people reported feeling genuinely listened to.

Young people-maintained relationships and took part in the community. Staff supported family contact and encouraged involvement in clubs and social activities. Young people developed confidence, celebrated achievements, and built independence. Overall, young people experienced nurturing, rights-based, and trauma-informed care, leading to sustained progress in wellbeing, confidence, learning, and independence.

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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