

# Ivy Cottage Care Home Service

Saltcoats

**Type of inspection:**  
Unannounced

**Completed on:**  
17 April 2026

**Service provided by:**  
Our Promise Ltd

**Service provider number:**  
SP2023000127

**Service no:**  
CS2023000201

## About the service

Ivy Cottage is provided by Our Promise Ltd. The service has a central location in the North Ayrshire town of Saltcoats. The service has en-suite facilities for the young people, separate staff facilities, a lounge area, good sized dining kitchen and some outside space. The young people also have access to an enclosed rear garden area. The service is close to local schools, shops, parks and other amenities.

## About the inspection

This was an unannounced inspection which took place on 17 April 2026 between 10.15 and 17:15.

This inspection is called a promise assurance inspection. It focusses on the key areas that are essential to upholding children and young people's right to be safe and be at the centre of their care. We report on them under the promise foundation headings of; 'Voice', 'Care', and 'People. No new evaluations (grades) have been awarded.

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.

We confirmed that the service continued to have the rights and voices of children and young people at the heart of their care and support. We know this because on this inspection we:

- Reviewed survey responses from young people, professionals, and staff.
- Spoke with young people using the service.
- Spoke with three staff and management.
- Observed practice and daily life.
- Reviewed documents.

## Key messages

### Voice

Young people's voices were at the heart of the care they received. This resulted in significant positive outcomes and reduction of risk. Young people were supported to participate in their care planning through relationships with staff and they had access to independent advocacy to ensure their views were heard.

One young person told us 'staff always listen to my views and I feel part of decisions and plans'.

One staff member told us 'the young person's views are always sought via wellbeing webs, engagement at their own meetings, through advocate visits, young person meetings and young person/staff meetings'.

### Care

The care young people received was very person-centred, which supported them to be kept safe from harm. Highly individualised personal plans had been developed with the young person which supported improved outcomes.

Very good support for young people was based on a trauma informed understanding and recognising individual needs. Young people enjoyed having fun with staff and strong, trusting relationships were evident.

One staff member told us that Ivy Cottage is 'a truly child centred setting with a well-qualified and wonderfully trauma informed therapeutic team'. This was evidenced well during our inspection visit and the young people were experiencing improved outcomes in all aspects of their lives.

### People

Young people were supported by a compassionate and committed staff team. Staff took a trauma informed approach to caring for young people. One staff member told us Ivy Cottage 'looks after both the team and the young person, giving high quality training to ensure staff are as trauma informed as possible'. This ensures that children and young people received consistent trauma informed care.

Management and leadership in the service was effective in supporting positive outcomes. There was effective managerial oversight of the service and staff team to ensure there was a good balance of knowledgeable staff to meet the needs of the young people. This contributed to young people experiencing a high standard of care. Staff felt well supported and young people knew who they could go to if they wanted to complain.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 iarrtas.

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.