

Blossom House Care Home Service

Kilmarnock

Type of inspection:
Unannounced

Completed on:
7 April 2026

Service provided by:
Greenleaf House Co Ltd

Service provider number:
SP2018013227

Service no:
CS2018371331

About the service

Blossom House is a care home service provided by Greenleaf House Co Limited.

The service is set in a rural location in East Ayrshire. It consists of two individual, but connected flats within a detached cottage. Each flat has public space for young people to participate in group/social activities, or to have private meetings and time alone, a bedroom and shower/toilet facilities.

Each flat has access to a separate kitchen and a shared garden space.

The house is relatively close to a local village with shopping facilities and local bus routes and rail links.

About the inspection

This was an unannounced inspection type which took place on 7 April 2026 at 10am.

This was a new way of inspecting to provide assurance that better performing services continue to strive to meet the promise. No new evaluations (grades) have been awarded. 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'.

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 people using the service
- Spoke with four staff and two management
- Observed practice and daily life
- Reviewed documents

Key messages

Voice:

The young people's views and opinions were central to the care they received. Young people engaged with staff in discussion about their aims, wishes and preferences and what they aspired to do. Whilst independent advocacy was available to young people, they spoke with staff about their needs and confided with those they trusted. Young people were empowered and encouraged to engage in their care plan and to voice their opinions at reviews of the plan.

This provided young people with the reassurance that their voices would be heard. They also had access to responsible adults outwith the service, such as the provider's therapist, family, social workers, health professionals, and education professionals. This further assured young people that their views would always be represented

Care:

Young people told us they liked living in the home. Staff ensured that activities young people were interested in were available to them. Young people were interested in a variety of subjects such as music and animals. These interests were being promoted through various activities such as attending music events and keeping pets. Previous interests were promoted and made available through these activities, together with new experiences. These new experiences were aligned with young people's aspirations of future employment. Education was a high priority for the young people with good attendance at school being achieved.

Although there had been some staff turnover, the young people experienced nurturing and supportive relationships which helped to promote positive outcomes. Young people told us they felt safe in the service and we observed good humoured and nurturing interaction between staff and young people.

One young person told us: *"Staff are brilliant. Actually are really good. I like the way they work, they are serious and professional but fun when we want to be"*.

People:

Strong consistent leadership supported staff in achieving a very good quality of care. The manager and staff were highly reflective and responsive to the needs of young people. A trauma informed staff team were alert to the impact of trauma on the young people's behaviours. Through their own training, skills, experience and in consultation with the service providers therapist staff nurtured consistent caring relationships with the young people.

One staff member stated: *"It is a very supportive team, and the manager is the best manager I've had". "We encourage and promote the maintenance of important relationships with family and friends, and listen to them to ensure their voice is heard"*.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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