

Robin Cottage Care Home Service

Stevenston

Type of inspection:
Unannounced

Completed on:
16 July 2025

Service provided by:
Our Promise Ltd

Service provider number:
SP2023000127

Service no:
CS2024000193

About the service

Robin Cottage is a residential care home service, provided by Our Promise Ltd. The service provides care and accommodation for up to three children and young people.

The service operates from a detached bungalow, in a central location, in Stevenston, North Ayrshire. The house has its own driveway and enclosed garden to the rear of the property. The house is close to local amenities.

The house has three separate bedrooms, with an en-suite shower room, and bathroom. The house also has one large lounge area, a conservatory, a kitchen dining area, and an office. The living areas are furnished, decorated, and maintained to a high standard.

About the inspection

This was an unannounced inspection carried out by one inspector from the Care Inspectorate. This was the first inspection of the service. The inspector visited on 9 July 2025 between the hours of 11:30 - 18:45. Feedback was provided on 16 July 2025.

To prepare for the inspection, we reviewed information about this service. This included registration information. We also reviewed information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke to family members
- spoke to four members of staff and management
- spoke to representatives from education
- reviewed survey responses received from young people, family, staff and external professionals
- observed practice and daily life
- reviewed key documents.

Key messages

- Young people were supported with their individual interests, needs and wishes.
- Young people were fully supported to keep in touch with people important to them.
- Young people were engaged in their care and support, and had regular access to independent advocacy.
- Staff prioritised developing respectful and nurturing relationships with young people.
- The leadership team supported staff to create a culture of reflection, learning and role modelling.
- There was continuous evaluation of all aspects of service delivery which ensured ongoing appraisal of young people's outcomes and experiences.

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

This inspection considered our key question 7: How well do we support children and young people's wellbeing? This key question has two quality indicators associated with it. We evaluated this key question as very good, where significant strengths were identified in supporting positive outcomes for children and young people, and there were few areas for improvement.

Young people were kept physically safe. Staff had an understanding of risk, and strategies to manage risk, which were clearly documented within individual risk assessments. Staff understood child protection and whistleblowing procedures, and staff had received adult protection training. Adult protection procedures were not yet in place, however, it was pleasing that these were in progress.

We saw that staff, managers and leaders prioritised relationships with young people. These relationships were described as loving, caring and respectful. Relationships were informed by trauma-informed care and an awareness of children's rights. Staff's skillsets and knowledge base was proportionate to their level of experience. It was pleasing that the service had quality improvement and training plans in place, in order to continue to develop staff skills, knowledge and experience.

Young people's participation was encouraged, and young people's views were respected. This included seeking young people's views by having regular individual time, exploring children's rights, and using resources, such as wellbeing webs, to promote meaningful discussion. Independent advocacy arrangements were also in place, and young people were also supported by staff to attend meetings. This meant that young people were aware of their rights, that these rights were respected, and acted upon where possible, in accordance with The Promise.

The house was well-furnished, homely, and maintained to a high standard to ensure respect was reflected in the quality of environment and resources for young people.

Legal and human rights of young people were respected. The service had clear admissions and matching procedures, and continuing care policies were in place to support young people's transitions.

Young people received multi-agency, co-ordinated support, and this was reflected in care planning documents. We found that these were up-to-date, SMART (specific, measurable, achievable, realistic and timebound), respectfully written and identified aspirational goals for young people.

The service supported young people's physical health needs and young people had access to routine or specialised appointments. We heard that the service had developed innovative and creative ways to support young people's emotional wellbeing, including accessing specialist trauma consultations. It was pleasing that the service was continuing to develop ways to support young people with their mental health and emotional wellbeing.

Young people's connections to family, and people important to them, was championed by staff, and this was an area of strength within the service.

The service promoted young people's individual ambitions and interests. This included supporting individual education plans, promoting healthy habits, days out and festive celebrations. These activities helped develop young people's self-esteem and promote independent life skills.

Service leaders worked hard to develop a supportive culture which prioritised reflection, learning and role modelling. Staff commented on the leadership team's commitment and support. This was also reflected in the service prioritising team meetings, development days, supervision and external supervision to ensure the best care for young people.

Quality assurance processes were in place which included management, external management, and independent audits. This provided a comprehensive depth of analysis and continuous evaluation of all aspects of service delivery. This ensured ongoing appraisal of young people's outcomes, experiences and their setting.

Safer recruitment processes were in place, and effective induction processes meant staff were individually equipped to meet the needs of young people. A staffing needs assessment had also been developed. This ensured there was the right number of staff with the right skills to allow young people to develop secure relationships and experience stable care.

Complaints

There have been no complaints upheld since the service registered. Details of any 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

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