

# Ivy Cottage Care Home Service

6 Laighdykes Road  
Saltcoats  
KA21 5TQ

Telephone: 07368889544

**Type of inspection:**  
Unannounced

**Completed on:**  
21 June 2024

**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 19th June. The inspection was carried out by an inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since the service registration.

In making our evaluations of the service we:

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

During our inspection year 2024-2025, we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them.

Any areas for improvement will be highlighted in this report.

## Key messages

- The young people stated they were happy and felt safe within the service.
- The young people were enjoying warm, trusting, and nurturing relationships with those caring for them.
- Young people were experiencing a high level of respect from everyone involved in looking after them.
- Young people were fully engaged in their care and support.
- The service staff were advocating for the rights of all the young people to attend education.
- Whilst not detrimentally affecting outcomes for young people, some service policies required further development.

## 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 the service to be operating at a very good level for Key question 7: How well do we support children and young people's rights and wellbeing?

This was because we found major strengths in supporting positive outcomes for people whilst finding very few areas for improvement. Those that did exist, we considered would have minimal adverse impact on people's experiences and outcomes.

Staff were developing positive relationships with the young people. Young people were confident their best interests were a priority for staff and told us that they trusted the staff and felt safe in their care. This assured them that they had a safe and stable base from which they could aim to achieve their goals and aspirations.

The staff group were developing their knowledge and skills and had gained a good understanding of the young people's needs. Through this knowledge and further training the staff were providing nurturing, responsive care to promote young people's emotional and physical development.

Independent advocacy arrangements were in the initial stages and relationships were to be further developed. Whilst independent advocacy was available to young people, they felt confident in raising any issues they had themselves. The staff team were discussing the Health and Social Care Standards during supervision and team meetings to promote the young people's understanding of these standards. These discussions were important in ensuring young people were aware of their rights and that these were recognised and respected.

The service had no incidence of restraint of young people. This is to be commended. Staff used their de-escalation skills and relationships with the young people to manage situations positively. Through these consistent approaches by staff the young people continued to enjoy a stable, settled environment. We observed the young people interacting with the staff and noted confident, relaxed exchanges, including the staff's appropriate use of humour.

Staff developed these positive relationships whilst offering the young people activities of interest or in trying new experiences. Young people were engaging in the community, using community leisure facilities alongside staff, for example. Staff also encouraged young people to try new activities such as meal preparation. These activities helped develop young people's self-esteem in addition to providing experience in life skills, such as budgeting and planning.

Young people's legal and human rights were respected. Their engagement with their care planning was promoted, ensuring their voice was being heard, for example. Staff also advocated strongly for young people. Examples of staff championing young people's rights were with regard to assisting making arrangements for young people to meet with others who are important to them and with regard to education. Young people's education had not yet commenced due to the forthcoming summer break. Managers had, however, advocated for young people in respect of issues affecting education attendance. These supports aimed to assure the young people's sense of wellbeing, worth and identity was protected and nurtured.

The service's quality assurance processes were effective and had identified several areas that would benefit from further development. An action plan to address the identified areas for improvement had begun. In addition to managers audits and self-evaluations, the service undergoes inspection visits from external managers and seeks the views of young people, parents and an external evaluator. These processes contributed to a commitment to sustained service development and ensuring young people's voices are heard whilst achieving positive outcomes, in accordance with the Promise.

The staff team were recruited in accordance with safer staffing practices.

The service manager kept track of staff's attendance at the services mandatory training. Additional training for staff that supported young people's specific needs. was also being identified and provided. The staff told us they felt supported through regular supervision and additional processes the service had in place to nurture staff wellbeing. This included external agency support of staff. These processes also provided staff with opportunities to discuss and evaluate the service. These discussions informed the team development plan in aiming to ensure the best care for the young people.

We discussed the need for staffing level assessments with the management team. Although the service had sufficient staff with appropriate knowledge and skills to provide very good levels of care for the young people there was no written assessment available. We have asked the service managers to develop this assessment.

The services continuing care policy was under development and not available to us. Whilst not directly affecting any young person in the service at this time we have asked that the service develop this fully and have it available for any future admissions to the service.

## 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).

## 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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