

Phoenix Futures National Specialist Family Service, Harper House Care Home Service

92 Canal Street
Saltcoats
KA21 5JB

Telephone: 01294588761

Type of inspection:
Unannounced

Completed on:
24 June 2026

Service provided by:
Phoenix House Trading as Phoenix
Futures

Service provider number:
SP2003003595

Service no:
CS2022000284

About the service

Phoenix Futures National Specialist Family Service, Harper House is registered to provide a care service to a maximum of 25 adults (20 single parents and/or up to 5 couples) with substance misuse issues. The provider is Phoenix House Trading as Phoenix Futures.

The service offers a unique, family-focused programme of interventions. The programme is available for between 12 and 26 weeks depending on need and brings together three main elements; therapeutic interventions, parenting and childcare each responsive to the individual needs of each family. Children have access to the nursery, which is registered separately with the Care Inspectorate. People using the service are referred to as community members.

The service is based in Saltcoats, within a spacious three storey accommodation, which is split into four units each containing bedrooms and communal living areas. There is also two self contained flats. There is access to enclosed garden spaces.

About the inspection

This was an unannounced inspection which took place on 23 and 24 June 2026. The inspection was carried out by one inspector 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 thirteen people using the service
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People experienced exceptional, life changing support that improved their health, wellbeing and family relationships.
- The service delivered a highly effective therapeutic programme that helped people sustain recovery and make lasting positive changes.
- People were actively involved in their care and in shaping the service, which helped build confidence, responsibility and independence.
- There was a strong focus on keeping families together, with clear evidence of improved outcomes for both adults and children.
- Aftercare support was outstanding, helping people maintain progress and successfully transition back into the community.

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 people's wellbeing?	6 - Excellent
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

We evaluated this key question as excellent because sustained high quality practice, and sector leading innovations, produced outstanding outcomes for people and their families. People consistently experienced very high quality care and support, with outcomes that were sustainable beyond their time in the service.

The service delivered a well embedded therapeutic community model that had a significant and sustained impact on people's lives. People developed insight into their experiences, improved their emotional wellbeing and made meaningful progress in recovery. Many described life changing outcomes, including improved mental health, increased confidence, and strengthened relationships with their children. In some cases, families were reunited or remained together as a direct result of the support provided.

This strong impact was consistently evidenced across multiple sources. People told us the service had "saved my life" and enabled them to become a better parent. Staff demonstrated a deep understanding of trauma, recovery and parenting, and applied this knowledge confidently in practice. Observations of group work and daily routines showed people actively engaging in therapeutic activities, reflecting on their experiences and supporting each other.

Care and support were highly personalised and responsive. Staff used structured handovers, daily feedback, and close relationships with people to identify emerging needs and adjust support quickly. This resulted in people receiving the right support at the right time, which promoted both safety and progress in recovery.

Health needs were very well supported and coordinated. Regular access to healthcare professionals, including medical and mental health input, ensured people could safely manage detox and recovery. Medication systems were robust and consistently applied, reducing risk and supporting safe care. This contributed to people feeling safe, stable and well supported throughout their recovery journey.

The service created a strong sense of community and shared responsibility. People were actively involved in supporting one another, contributing to daily routines and shaping how the service operated. This built confidence, accountability and motivation, which are critical to long term recovery.

A key strength was the focus on long term outcomes. Aftercare support was planned early and continued for up to 18 months after leaving the service. People were supported to maintain recovery, access education and community resources, and build independent lives. This continuity of care significantly reduced the risk of relapse and helped sustain positive outcomes for families.

The environment and facilities further supported wellbeing. Access to therapeutic spaces, childcare provision, and activities helped people engage meaningfully in recovery while maintaining family life. Children were supported to thrive, with evidence of improved development and stability.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider must improve their practice of informing the Care Inspectorate of any notifiable events as detailed in 'Adult care services: Guidance on records you must keep and notifications you must make.'

This ensures care and support is consistent with the Health and Social Care Standards, which state: "I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected." (HSCS 4.18).

This area for improvement was made on 2 July 2025.

Action taken since then

The service has been notifying the Care Inspectorate of relevant incidents and accidents as well as keeping the lead inspector up-to-date with potential upgrades to the property. Accident and Incident logs were checked as part the inspection and all relevant notifications were made.

This Area for Improvement has therefore been Met.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

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