

Pleasantfield Cottage Care Home Service

Ayr

Type of inspection:
Unannounced

Completed on:
11 June 2026

Service provided by:
Imagine Care Ltd

Service provider number:
SP2022000146

Service no:
CS2024000022

About the service

Pleasantfield Cottage is a residential care home provided by Imagine Care, a private limited company. Pleasantfield Cottage is a modern four bedded house set in Ayrshire and provides care for up to four children and young people. The house provides a modern home to the young people. They have access to a large open plan kitchen/diner and living room on the ground floor. All young people's bedrooms were ensuite. The house has a large garden and is surrounded by farmland. At the time of inspection there were three young people living in the house.

About the inspection

This was an unannounced inspection which took place on 8 June 2026, 10:30 - 19:30. 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 two people using the service and one of their parents
- spoke with six staff and two management
- observed practice and daily life
- reviewed documents
- spoke with three visiting professionals.

Key messages

- Young people were safe.
- Young people had enduring meaningful relationships with carers.
- Young people physical and mental health was prioritised.
- Carers were appropriately trained.
- Management was supportive and proactive.

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

Quality Indicator 7.1: Children and young people are safe, feel loved and get the most out of life.

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

Young people were physically and emotionally safe supported by carers that were knowledgeable about their individual needs. Young people told us they were listened to.

All the young people had access to advocacy services ensuring that their rights were upheld. The service implemented best practice in child protection including child sexual exploitation.

The young people were supported by a stable staff team who provided a high level of therapeutic care. Protecting young people's emotional wellbeing was central to daily practice and was an area of strength.

There was a policy of restraint reduction and when undertaken restraints followed best practice. Therapeutic support and nurturing reflective conversations were evident after interventions. This ensured that relationships were not damaged and young people felt valued.

Young people enjoyed warm, trusting relationships with carers. Staff were compassionate and demonstrated a good understanding of trauma and the impact this had on the young people. Supporting recovery and building young people's resilience was central to the work of the care team. This supported young people to feel valued and safe.

Young people were supported to have fun and varied experiences with carers that knew them well. This promoted learning, ensured variety, and celebrated individuality.

All young people experienced high levels of respect from their carers. The environment and gardens were maintained to a high standard with repairs completed timeously.

Young people were supported to be meaningfully engaged in their care and support and any decisions that affected them. They were given choice and opportunities to express their thoughts and feelings. Where appropriate augmented communication was used promoting inclusion and understanding. Young people's rights were central to planning and everyday care. Supporting and promoting young people's individuality and sense of worth underpinned daily practice and was noted by visiting professionals to be an area of strength. This ensured that young people felt included and empowered.

The mental and physical health needs of the young people were consistently met. We saw evidence of collaborative and responsive work between agencies. This allowed young people to feel confident and safe.

Young people were supported to maintain relationships with family and people that were important to them. The team worked to promote positive relationships with families and partner agencies. This ensured consistency of care for the young people.

Young people's learning opportunities were tailored to their needs and academic attainment was promoted and supported.

This ensured that young people maximised their learning potential, giving them a sense of achievement and confidence.

Young people were supported to remain in the service into adulthood this was evident in planning and policy. This meant that young people felt secure about their future.

Young people's plans were Specific Measurable Achievable Realistic and Timely. (SMART). There was a proactive approach taken to managing risk which promoted young people's independence. The service was piloting a programme that would enhance young people's engagement with their plans through a digital format with an aim to making them more accessible and user friendly. We look forward to seeing the impact of this at our next inspection.

Quality Indicator 7.2: Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights.

We found significant strengths in the capacity of leadership and the championing of young people's needs and therefore we evaluated this key question as very good.

The culture in the house was empowering and supportive. Management modelled child centred, trauma informed practice, with best outcomes for young people being the priority.

External managers were clear about their roles, they played a key role monitoring young people's experiences and outcomes. We were told that they were regularly in the house and there was evidence of ongoing consistent quality assurance taking place.

There had been no transitions since the last inspection. This had ensured a settled atmosphere within the house and had allowed young people time to develop their relationships with each other.

The service had the right number of staff who were experienced and appropriately trained. The team had been stable for some time allowing the young people to enjoy consistent enduring relationships, this had been central to young people feeling valued and safe.

The staff team were confident practitioners and felt valued by the manager, staff told us that they received regular structured meaningful supervision. Staff felt confident to raise any issues that were relevant and felt supported in their training and their development. This meant that the young people were cared for by a skilled confident team.

Staff were recruited in line with best practice, and this was value based. We saw contribution from young people in the form of questions being asked on their behalf. The organisation could explore more direct inclusion of young people in the interview process. This would ensure that they contributed meaningfully to selecting staff that would care for them.

There was robust evaluation of the experiences and outcomes of young people, this means that the quality of care and planning was maintained to a high standard and that outcomes for young people were maximised. Leadership activities promoted the implementation of the promise.

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

To keep young people safe and promote their wellbeing the provider should improve recording of medical records to ensure that they are accurate and consistent. Management should be advised of any errors to ensure these are reviewed.

This is to ensure that the care and support is consistent with the Health and Social Care Standards (HSCS) which states 'I have confidence in people because they are trained competent and skilled' (HSCS 3.14)

This area for improvement was made on 20 June 2025.

Action taken since then

Medical records/recordings were clear and accurate, evidence of regular auditing. This Area for Improvement has been Met.

Previous area for improvement 2

The provider should notify the Care Inspectorate of incidents as described within the Care Inspectorate publication, "Records that all registered children and young people's services must keep and guidance of notification reporting" REG-0821-067.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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.' (HSCS4.18).

This area for improvement was made on 20 June 2025.

Action taken since then

This Area of Improvement has been Met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older 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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