

Positive Paths Children and Young People's Service Support Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Supporting Positive Paths CIC

Service provider number:
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Service no:
CS2024000031

About the service

Positive Paths Children and Young People's Service is a support service for children and young people with additional needs up to age 25 that operates in the Edinburgh area. The service predominantly provides individualised support to access community activities. Children and young people can also access a base during their support. The base has three communal areas including a music room, a sensory room and a kitchen area.

About the inspection

This was an unannounced inspection which took place on 27 and 28 May and 2 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 11 parents and had 13 responses to our pre inspection survey
- we spoke with 13 staff and management and had 12 responses to our pre inspection survey
- we observed practice and daily life
- reviewed documents
- spoke with three external professionals. We had five responses from external professionals to our pre inspection survey.

Key messages

- Children and young people experienced individualised support.
- Staff knew children and young people well and understood their needs.
- Children and young people were supported to have positive experiences and learn new skills.
- Parents had a high degree of confidence in the service.
- Staff were well supported by management.
- Robust quality assurance was in place to support service improvement.

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?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

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

Children, and young people were recognised as experts on their own experiences and wishes. An individualised approach to care ensured that children and young people received support that met their needs. Personal plans clearly articulated children and young people's needs and staff knew the children and young people they supported well. One parent told us the service "know what personalities my son works well with" meaning that staff were well matched to their child's needs. Another parent told us "my son really loves the staff and looks forward to going out with them". An external professional told us "Positive paths consistently provide a high level of person centred care, they are adaptable in their approach". The service had experienced some staff turnover but had a core staff who knew children and young people well.

Staff were appropriately trained to support children and young people with their health needs and additional training was provided when this was required. A clear service agreement was in place when support began which outlined how needs would be met. Outcomes of support were outlined and regular reviews took place to ensure that these were effectively monitored. Keyworkers were in place who had responsibility for reviewing plans to ensure that outcomes were met. The number of keyworkers had recently expanded to support greater consistency in practice.

Staff had specific training to support communication and used a variety of methods to engage with children and young people such as the use of pictures and symbols, sign along and electronic communication aides.

Children and young people were enabled to get the most out of life through individualised support which was tailored to activities they wanted to do. Children and young people had opportunities to make social bonds at the hub and through group activities. One parent told us "They are able to have fun experiences and come home having had genuine fun with caregivers who actually care. The children aren't just a number they are cared for as if they are family". A staff member told us "All of the staff at Positive Paths, managers and support practitioners all care very deeply for the people we support and want the best outcome for them; to be thriving in life, promoting experiences and supporting them".

Staff were trained in child and adult protection and understood their safeguarding responsibilities. The service had an open culture and staff felt confident in approaching management to raise concerns.

How good is our leadership?

5 - Very Good

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

Children and young people's experiences were continually evaluated. Keyworkers were in place and all staff had a responsibility for reviewing outcomes. A new approach to setting goals ensured that outcomes could be more easily evaluated. Management of the service supported this continual improvement and robust quality assurance was in place. One external professional told us "The management team at this service are determined to meet the needs of their service users, and this is evident in the way they manage the service users' budgets and adjust the service to meet the service users' needs."

A clear development plan was in place which outlined a range of service actions aiming to improve outcomes for children and young people using the service. Managers sought feedback from parents and staff regularly and were devising an approach to improve feedback from children and young people directly. Staff were well supported and were highly motivated to achieve service aims.

Parents were confident in raising issues and felt that management were proactive in addressing issues. Complaints and concerns were logged by the service and these were reflected on to inform service improvement.

Leaders had a clear understanding of what was working well and a clear plan was in place to improve staff knowledge and improve recording systems to improve parental access to information. Managers had a clear vision for the service and had been responsive to feedback from families when implementing changes.

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 people's wellbeing?	5 - Very Good
1.2 People get the most out of life	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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