

Rose Cottage Care Home Service

Irvine

Type of inspection:
Unannounced

Completed on:
22 May 2026

Service provided by:
Imagine Care Ltd

Service provider number:
SP2022000146

Service no:
CS2025000359

About the service

Rose Cottage is located in the North Ayrshire village of Dreghorn. The service is provided by Imagine Care Ltd and is registered to provide a care service to a maximum of three young people.

The service is located in a detached building over two levels and is contained within its own grounds. The service is split over two levels with the upstairs being a self contained residence for one young person. This consists of a small living area and kitchen with a bedroom for the young person and space for staff to sleep over. The ground level of the house is occupied by one young person, this has a large kitchen and lounge with bedrooms for the young person and carers. There is also an office space for manager and staff team.

Rose Cottage is located in a residential area with local shops and transport links immediately available.

About the inspection

This was an unannounced inspection which took place on 18 May 2026, 10:30 - 19:00 and 19 May 2026, 10:00 - 15:30.

The inspection was conducted 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:

- spent time with two people using the service
- spoke with six staff and three management
- observed practice and daily life
- reviewed documents
- Reviewed feedback from visiting professionals.

Key messages

- Young people were safe.
- Young people experienced nurturing care.
- Transitions for young people were well planned.
- There were high levels of collaborative working with partner agencies.
- Restrictive practice was conducted with sensitivity and safely but consistency of process. was required.

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
--	---------------

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 safe physically and emotionally. Carers collaborated closely with partner agencies to identify and address risk, this was an area of strength. A professional told us, 'They are the best I have worked with.'

Young people had access to advocacy services, carers were vigorous advocates on their behalf. The service fully implemented child protection national guidance.

Young people experienced therapeutic care from a stable care team. Carers were trained and knowledgeable in trauma informed care.

There was a culture of minimising the restraint of young people. Staff were trained in Therapeutic Crisis Intervention; at the time of inspection there was support being provided by an external team of professionals. This was to share practice, knowledge and experience and support a successful transition. However, due to different training needs this also led to a risk of an amalgamation of techniques being used when a young person was in crisis which had the potential to put young people and staff at risk of injury.

To ensure everyone's safety the service should only implement restrictive practice which adheres to the training the team had received. If any adjustments to training were required, this needed to be agreed with the provider to ensure that best practice was always followed. The service was aware of this issue and had identified a training schedule for staff to be trained in additional techniques. In the interim the team would adhere to one type of restraint technique. This would ensure consistency of care and protect the welfare of the young people. (See Area for Improvement 1)

Relationships between carers and young people was an area of strength, carers were nurturing and compassionate demonstrating a good understanding of the impact of trauma on young people.

Family members and fellow professionals spoke highly of the care and compassion showed by the team. Family members told us the team had a 'fantastic' relationship with their child. Visiting professionals advised that the team are 'so invested in the young people.' Staff engaged with the young people with warmth, patience and humour. Young people enjoyed spontaneity and fun with a staff that knew them well.

The young people were shown high levels of respect from their carers. Improvements had been made to the environment since the previous inspection. Adaptations had been made to support the safety and wellbeing of the young people dependent on their needs. Further adaptations were being explored, and we look forward to seeing how these will be implemented.

Young people were supported to be involved in their care and support and to participate meaningfully in decisions that affected them. Appropriate communication tools were being used to support young people to better express their views.

Consistent nurturing relationships with carers had supported one young person to progress their verbal communication. The rights and wellbeing of the young people was central to practice ensuring that their sense of self worth and identity was promoted and protected.

Supporting young people's mental and physical wellbeing was a priority, the team worked closely with partner agencies to achieve this. The family of one of the young people felt that they had seen considerable progress in their child's emotional wellbeing since moving to Rose Cottage.

Connection to family was promoted and sustained. This ensured that young people's sense of belonging and identity was promoted and protected.

Young people were supported to take part in activities that they found stimulating and interesting. Given the specific needs of some of the young people this could take time and patience to achieve but staff were motivated and committed. This ensured that young people had opportunities promoting learning and independence.

For young people that struggled to attend school, teachers visited the house to develop relationships and promote learning in an environment that suited the young people. Opportunistic learning was part of daily practice.

There was a commitment to young people remaining in the service into adulthood, this was in line with best practice and ensured that young people had a sense of belonging.

Young people's plans were of a good quality and were Specific, Measurable, Achievable, Realistic, Timely (SMART) ensuring that their needs were being met. Plans had clear targets that were reviewed regularly with outcomes noted, these were person centred. It was evident that a multi-agency approach was taken ensuring that young people's complex needs were being met.

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 team manager was motivated and enthusiastic about the service; staff told us they were empowering in their practice, encouraging learning and development opportunities. As a result, the team were highly motivated and felt confident in their practice.

External management were clear about their roles and responsibilities. There was evidence of management oversight of young people's experiences with a view to improving outcomes. This meant that opportunities for young people were maximised and plans were dynamic.

Transitions were an area of strength. These were well planned and coordinated closely with partner agencies. A high level of home visits had taken place prior to admission to allow staff to get to know young people and begin to develop relationships. Family told us that they had felt fully included in the plans. Impact assessments were detailed and there was clear matching of staff skills and experience to the needs of the young people. This ensured that the service was well prepared to meet the needs of young people coming to the service and reduced the anxiety of young people and their families during a complex process.

The service had a good mixture of staff who had the right skills and experience. New staff members had previous experience of working with vulnerable young people in several settings, all staff had a good understanding of neurodevelopmental difference and trauma and how this impacted upon young people. The staff team was stable and motivated, developing trusting nurturing relationships with young people was central to their ethos. This ensured that an informed, sensitive care team met the needs of the young people.

Staff received regular and effective supervision this supported them to be confident practitioners that felt valued in their role. Staff found supervision supportive and a safe place to talk. This meant that a team of confident practitioners supported young people.

Recruitment was safe and values based; we saw the inclusion of input of questions from young people in an interviews process which promoted their voices being heard.

We saw ongoing consistent evaluation of outcomes for young people through continuous quality assurance work being undertaken. This promoted the best outcomes for young people and ensured a culture of learning and reflection.

Areas for improvement

1. To support young people's safety and wellbeing the provider should review their restrictive practice procedures. This should include but is not limited to:

- Ensuring that any restrictive practice follows one consistent protocol and that all staff are fully trained in this
- Ensuring that plans for physical restraint are tailored to the needs of the individual and that plans clearly reflect what has been assessed as safe interventions with specific holds identified, stating the number of staff required for this.
- Ensuring that plans consider what environments restraints can be carried out in and how this will be achieved safely.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that. 'If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively' (HSCS 1.3)

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 service provider should continue with the development and repair to the environment in Rose cottage.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (HSCS 5.21) and 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22)

This area for improvement was made on 1 October 2025.

Action taken since then

This Area for 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.scot

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.