

Hallhill Cottage Care Home Service

Howwood

Type of inspection:
Unannounced

Completed on:
30 September 2026

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2024000439

About the service

Hallhill Cottage is a residential care home service. The service is registered to provide care to four children and young people, aged five to 21 years. At the time of the inspection there were four children and young people living in the service.

The service is situated in a rural setting in the village of Howwood. The service is comprised of a large, detached house with a spacious surrounding garden.

About the inspection

This was an unannounced inspection which took place on 30 September 2026 (1100 until 2100 hours). The inspection was carried out by two inspectors from the Care Inspectorate.

This inspection was a promise assurance inspection. It focused on the key areas that are essential to upholding children and young people's right to be safe and be at the centre of their care. We have reported under the promise foundation headings of; 'Voice', 'Care', and 'People'. No new evaluations (grades) have been awarded.

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:

- reviewed survey responses from young people, staff and one family member;
- spoke with two young people using the service;
- spoke with five staff and management;
- observed practice and daily life; and
- reviewed documents

Key messages

Voice:

Children were at the heart of their care and support. Their participation was integral to all planning and decision-making. Positive and trusting relationships between staff and children helped to ensure that children's views and wishes were effectively communicated and represented appropriately. A stable and skilled staff team ensured predictability and consistency. This contributed to children experiencing nurturing and trauma-informed care and support.

Care:

Children experienced individualised care and this supported them to be kept safe from harm. Children had wide and varied networks of support that included advocacy and other trusted adults outside of the service.

There was a culture of unconditional love and acceptance, where children were fully embraced and celebrated. There were warm and loving relationships between the children and staff. One staff member told us; "At the heart of everything we do is our love for the kids. Hallhill has a loving, nurturing environment where children know they are loved, safe and respected".

The service took a proactive approach to planning and managing risk. There was effective multi-disciplinary collaboration to ensure plans were robust and reviewed timeously. The role of the provider's specialist intervention service (SIS) was central to children's personal (care) plans. This coordinated and pre-emptive approach helped to reduce risk and ensure effective supports.

People:

The values, culture and ethos within the service centred upon upholding children's rights and promoting their best interests. We found measurable progress and positive outcomes for all the children living in the house.

Children benefited from a stable and experienced staff team. There was effective managerial quality assurance and an oversight of the balance of staff skills and experience. This helped to ensure that staff were able to meet the needs of all the children and provide care that was underpinned by an understanding of trauma.

Complaints

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.gov.scot

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