Arran Villa
Care Home Service

Largs

Type of inspection:
Unannounced

Completed on:
14 September 2026

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2012314383

About the service

Arran Villa care home is provided by Kibble Education and Care Centre. Based in the coastal town of Largs, this large house provides individual bedrooms, two shared living rooms, a shared dining area, and a large garden.

The house is close to parks, the beach, and community facilities. It is also close to public transport links. Kibble Education and Care Centre states that Arran Villa care home provides an early intervention residential service for up to five young people. At the time of inspection there were four young people using the service.

About the inspection

This was an unannounced inspection which took place on the 08 and 09 September 2026. 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:
- spent time with four people using the service and four of their representatives
- spoke with ten staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

•Young People experienced safe, nurturing care from staff who knew them well and effectively managed risks through personalised support and reflective practice.
•Children's views and rights were promoted through advocacy, meaningful participation and personalised care planning.
•While safeguarding training and procedures were in place, inconsistencies in child protection practice and notification processes require improvement to strengthen oversight and governance.
•Staff demonstrated strong therapeutic and trauma-informed practice, helping children feel valued, understood and secure.
•Children benefited from a wide range of experiences, positive family support and opportunities to develop confidence, resilience and life skills.

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?	4 - 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?

4 - Good

We evaluated this key question as good, where several strengths had a positive impact on outcomes for children and clearly outweighed the areas identified for improvement.

Staff and managers prioritised the physical and emotional safety of children living at Arran Villa. Staff knew children well and demonstrated a clear understanding of individual risks, strengths and support needs. Risk assessments were personalised and subject to regular review. When incidents occurred, staff and managers used reflective practice to identify learning and reduce the likelihood of incidents recurring. This helped children develop alternative strategies to express and manage their emotions safely.

Staff recognised when children would benefit from independent representation and proactively accessed advocacy for young people. This helped ensure children's views were heard and considered when important decisions about their care and support were being made.

All staff told us they were confident in child protection practice. We found evidence of up-to-date training alongside clear organisational policies and procedures to support safeguarding responsibilities. However, we identified inconsistencies in the application of the provider's child protection procedures. This resulted in some child protection processes not being progressed fully in line with national guidance and recognised best practice. We also found instances where notifications to external agencies, including the Care Inspectorate had not been made. While we found that children continued to experience safe and nurturing care on a day-to-day basis, these weaknesses reduced assurance regarding organisational oversight and safeguarding governance to ensure the protection of young people. **(See Area for Improvement 1) (See Area for Improvement 2)**

Children benefited from warm, nurturing relationships with staff who consistently demonstrated therapeutic approaches to care. We observed many positive interactions where staff responded sensitively to children's needs and helped them feel valued, understood and secure. Managers promoted a relational culture within the service and role-modelled the values and behaviours expected of staff.

The staff team demonstrated a good understanding of trauma and its impact on children's experiences, wellbeing and behaviour. Staff benefited from trauma-informed training, the provider's specialist intervention support and regular reflective discussions which helped develop consistent and compassionate responses to children's needs. Restrictive practices were viewed as a last resort, with staff prioritising preventative and de-escalation approaches that promoted children's dignity and rights.

Children were supported to take part in a wide range of meaningful experiences which reflected their interests, preferences and developmental needs. They enjoyed opportunities for imaginative play, outdoor activities, family experiences and community involvement. Staff carefully balanced the need to protect children from harm with opportunities for positive risk-taking and learning. This helped children develop confidence, resilience and important life skills. Young people valued the support they received to see their families, and where this wasn't possible it was handled sensitively.

Educational outcomes for young people were positive, for some young people they were attending fulltime education for the first time in years. Children had achieved important milestones in literacy, and numeracy, helping them to experience success and build confidence in their abilities.

Children's rights, views and choices were central to decision-making. Staff used a variety of approaches to gather children's views and demonstrated creativity in ensuring even very young children could influence how they were cared for. Care plans were personalised, regularly reviewed and reflected children's strengths, needs and aspirations.

Areas for improvement

1. To keep children and young people safe and promote their wellbeing, the provider should ensure that national guidance, organisational policy and good practice is consistently followed in relation to protection concerns. This should be supported by effective quality assurance measures.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

2. To support children's wellbeing and safety the service should ensure that they inform the Care Inspectorate of all notifiable instances, as per 'Guidance on records you must keep and notifications you must make'

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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' (HSCS 4.18).

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 children and young people's rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good

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