

Glenmar Care Home Service

Glenrothes

Type of inspection:
Unannounced

Completed on:
16 May 2025

Service provided by:
Fife Council

Service provider number:
SP2004005267

Service no:
CS2003006820

About the service

Glenmar is a residential care home for up to four children and young people. The service is provided by Fife council, in partnership with NHS community paediatric nursing team. The service cares for children and young people with complex health needs.

Glenmar is located in a residential area of Glenrothes. The house is set over one level and all of the young people have their own bedroom. Shared spaces include a kitchen, living room and shower room. The property has a garden space, split over different levels with ramp access.

About the inspection

This was an unannounced inspection which took place on 7 and 8 May 2025 between the hours of 09:00 and 18:00. 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with one young person using the service
- observed interactions between all of the young people and staff
- spoke with eight staff members
- spoke with two senior external managers
- spoke with four external professionals
- reviewed documents.

Key messages

Children and young people were cared for with compassion and respect.

Leaders were passionate about the unique model of care Glenmar offered.

A strong management team provided a supportive culture.

The holistic needs of children and young people were met through collaboration between residential and NHS staff.

Children and young people's worlds were widened through engagement within their communities.

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

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 in Glenmar were kept safe and benefitted from responsive, knowledgeable staff who were attuned to their needs. The team's in-depth understanding of young people helped to inform dynamic risk assessments. This ensured that young people were cared for by staff that fully understood their needs. Child protection procedures were clear. All staff were trained and could talk through this process. This ensured that children and young people's wellbeing was protected.

Children and young people experienced therapeutic and stable care. Observations of staff and young people revealed relationships based on respect and dignity. This respect extended to members of young people's family. One family member told us, "I think the staff do a fantastic job. I wouldn't know what to do without them, they love my child". This meant that staff understood the importance of young people maintaining relationships with the important people in their lives.

Children and young people had access to independent advocacy. Close relationships between Glenmar, local schools and third sector partners allowed all to navigate the complexity of adapting communication needs to suit young people. This meant young people's voices were amplified.

We found that the children and young people experienced loving, nurturing relationships with the whole staff team. All the staff told us about the joy they had working with the young people at Glenmar. One staff member told us, "We love our young people, we care for them as if they are our own and we always do what is best for them". This meant that young people were cared for by a staff team who prioritised their needs.

The young people's holistic needs were met by staff that worked collaboratively with multi-agency partners. We observed staff working with resilience to ensure young people's wishes were fully understood. One external professional told us, "This service always puts our young person first and treats them with the respect and care that they deserve". This provided strong assurance that young people's needs and wishes were successfully met.

The model of care in Glenmar is a unique partnership between Fife Council and NHS Fife. We found that this successful collaboration was strengthened by a strong management team. The team modelled high standards of practice and championed the best possible outcomes for the children and young people. The external managers were visible and provided a clear oversight.

The children and young people were engaged in activities within their local community, with opportunities not limited by their health needs. These opportunities required intricate planning from both residential and nursing staff. We heard of young people attending school trips, walks to parks and visiting shops. This ensured that young people were included in their local communities. Children were supported with access to education. We heard of the close two-way collaboration between schools and home. This resulted in maximised opportunities for young people to attend and achieve their full potential.

The care plans we reviewed were highly detailed. They provided a holistic view of how to support children and young people's needs. There was an understanding that SMART targets were challenging but this was well supported by clear oversight and governance from managers. This allowed for successful tracking of young people's outcomes.

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

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.com

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 iartras.

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.