

Garnock Lodge Care Home Service

Lochwinnoch

Type of inspection:
Unannounced

Completed on:
20 June 2025

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2020379601

About the service

Garnock lodge is set in the countryside near a small town. The house provides care for up to four young people aged between 5 and 20 years of age. The house was decorated to a high standard and had a large garden space with a hot tub and trampoline.

About the inspection

This was an unannounced inspection which took place on 20 June between 09:00 and 16.15. Two inspectors carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a promise assurance inspection. It focusses 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 report on them under the Promise foundation headings of; 'Voice', 'Care', and 'People'.

We confirmed that the service continued to provide a very good level of care and support. We know this because on this inspection we:

- spoke with two young people using the service, and two of their friends and family members
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Young people felt well cared for and enjoyed living at Garnock Lodge.
- There was a focus on building family relationships and supporting young people to see their family more.
- Staff understood how to keep young people safe and were well trained.
- The house was decorated to a high standard, which was individualised for young people.
- Developments for the year ahead were focused on the views of the young people.

How well do we support children and young people's rights and wellbeing?

Voice

Young people's voices were at the heart of the care they received. This resulted in significant positive outcomes, where staff advocated for young people to have increased family time. Young people told us, "This is the best place I have lived, they really care and listen to us."

Care

The care young people received was very person-centred, which supported them to be kept safe from harm. Young people told us, "I feel safe, if I am worried about something I tell the staff and they will help me. This has helped me not get so angry".

We observed laughter, fun and loving relationships between staff and young people. Where they were able to make lifelong memories and try new experiences. Young people told us "I have lots of fun it really feels like a family."

Very good support for young people in both education and socially was based on a trauma informed understanding, and recognising individual needs. Highly individualised personal plans were mapped out using photos, and animations which helped young people understand the steps to achieving their goals.

People

The values within the service focused on acting on the views of young people in a planned way and these were then clearly taken forward. One such example was to increase creative and new opportunities for young people. Young people told us, "I love the puppy yoga, and looking forward to going more".

Managers were passionate about their role and the opportunities for young people. There was good managerial oversight of the service and staff team to ensure there was a good balance of knowledgeable staff to meet the needs of the young people. Staff felt well supported and young people knew who they could go to if they wanted to complain.

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?	not assessed
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