

Rendall Road Care Home Service

Kirkwall

Type of inspection:
Unannounced

Completed on:
17 October 2025

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2003009091

About the service

Rendall Road residential children's house(s) are situated over two properties within Orkney. The first is a new purpose-built, six-bedroom detached property and is registered to accommodate four young people. The second property is a terraced house, situated in St. Margaret's Hope and is registered to accommodate two young people.

About the inspection

This was an unannounced inspection which took place on 22 and 23 September 2025, between the hours of 10:30 and 19:15. 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 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:

- spoke with two young people and one family member
- spoke with 10 carers and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals and reviewed survey responses.

Key messages

- Young people experienced warm and nurturing care and support.
- Not all young people had consistently experienced positive feelings of safety, security and wellbeing, as a result of provider led decision making.
- Significant risk situations involving a few young people had not been notified to the Care Inspectorate in line with regulations and national guidance.
- A few young people had successfully moved on to their own accommodation.
- Most young people were doing well in education and employment.
- There was inadequate assurance of safe medication practices.
- Young people were actively involved in their care and support.

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?	3 - Adequate
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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?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Young people experienced warm and nurturing care from carers, who in most instances, had a well-developed understanding of their needs and wishes. The care of young people was also proactively supported by partners, to support positive outcomes to young people's health and wellbeing and also to reduce risk.

We spoke with young people who told us that they liked their home and the carers who supported them each day. Young people also acknowledged specific workers who had supported them to make sure their voice was heard. This was well evidenced generally and significantly through advocacy support for young people. We joined young people and carers for dinner and observations of everyday conversation, helped to confirm the positive impact of these respectful relationships.

Since the last inspection, some young people's safety, feelings of security and wellbeing had been impacted by a range of factors. The decision to reaccommodate young people, at the last minute, due to pressures on available provision, had led to poor outcomes. Those young people's feelings of security and wellbeing had been significantly impacted. On other occasions, risk situations involving a few young people had increased and, in some instances, this had placed them at significant risk. We had not been notified of the elevated risk to young people, in line with regulations and national guidance and have made a requirement regarding the need for provider to inform the Care Inspectorate, when young people are at risk of harm (see requirement 1).

The provider had worked hard to maintain safe staffing levels, but this continued to be difficult. Although the team of carers were committed to being as flexible as possible, there were times when young people had been supported by agency staff, who had little knowledge of their needs. On other occasions, the allocation of carers who were less familiar with the needs of specific young people, at a time of heightened anxiety for those involved, could have been better considered. The lasting impact of this experience creating emotional uncertainty for their future care.

Where young people were doing well, they had been successfully supported to move on to their own accommodation, while continuing to seek support from carers, as they learned to navigate young adulthood. Others were experiencing the world of work for the first time and were responding positively to new opportunities. Young people who had previously experienced difficulties at school, were responding positively to amended plans for their education.

We had been notified by the provider about a concern relating to medication practices. While reviewing medication procedures, there was inadequate assurance of the knowledge required about current medicines being administered to young people. We also found that there was a need for more robust measures to be in place, for any medication which is stored and administered out with the house. The provider should review medication procedures and ensure safe practices are understood by all carers (see area for improvement 2).

Family connections were fully supported where this was agreed as part of young people's care plan, and it was clear that family relationships were important to young people and helped them to maintain a sense of

identity and belonging. The provider was committed to enabling family time, despite in some instances, families living some distance away.

Involvement of young people in their care was well evidenced. Attendance at meetings and discussions with carers and partners helped to ensure that young people's views informed decisions affecting their care. Personal support plans also identified aspects of daily life that were important to young people and these plans helped to evidence their progress.

Requirements

1. By 15 December 2025, the provider must ensure the health, welfare and safety of all young people.

This must include, but is not limited to:

(a) Submit notifications to the Care Inspectorate as required by our notification guidance entitled: - 'Children and young people's care services: Guidance on records you must keep and notifications you must make', March 2025.

This is in order to comply with section 53(6) of the Act and Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

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

Areas for improvement

1. To ensure the safety and wellbeing of all young people, the provider should review existing medication procedures and practices. This will reduce risk and promote improved outcomes.

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

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

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

To ensure children and young people receive high quality care and support, the provider should ensure that all aspects of mandatory training are completed by carers.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 12 September 2025.

Action taken since then

We reviewed training records for all carers, including mandatory training. We were satisfied with progress and advised the provider where some minor improvement could be made.

This area for improvement was 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?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	3 - Adequate

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