

# Tanglewood Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
2 May 2024

**Service provided by:**  
Partners In Care Ltd

**Service provider number:**  
SP2007008923

**Service no:**  
CS2007144754

## About the service

The care service is located in a small village in South Lanarkshire and is operated by 'Partners in Care'. Tanglewood is registered to provide a care service to a maximum of two children and young people. Placements offered can be short, medium, or long-term and are considered dependent upon the needs of the young person referred and the compatibility and needs of the existing resident group. The care home is in a two storey property with bedrooms upstairs and living areas on the ground floor. It has a reasonable sized garden with ample space to carry out activities.

## About the inspection

This was an unannounced inspection which took place on 23 April 2024 between 10:30 and 18:00 and 24 April 2024 between 09:00 and 15:00. 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 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 1 young person and met one more;
- spoke with 7 staff and managers;
- observed practice, the environment and daily life; and
- reviewed documents.

During our inspection year 2024-2025 we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them. Any areas for improvement will be highlighted in this report.

**Key messages**

- Children experienced a consistently high level of love and respect, fun and playfulness.
- The credible therapeutic strategies had enabled children to make significant progress whilst at Tanglewood
- The very positive culture was led by a strong leadership team
- The reflective and trauma informed approach was fully embedded in practice
- Strong partnerships with external agencies resulted in children highly achieving in education and chosen pursuits.

**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?	6 - Excellent
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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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for children and young people.

Children were consistently kept safe both emotionally and physically because staff were highly skilled and confident in their approach to trauma. The strong ethos of the home was reflected a culture of kindness, respect, nurture and care.

Staff had comprehensive understanding of children's needs and had developed inventive and credible strategies to help children progress and achieve. This was echoed in the views of parents and professionals. A parent commented "They seemed to quickly work out, as well as anyone can, how (child's) mind works, they 'get' (child)". An external professional commented "They are very in tune with (child's) care needs and I feel they provide a genuinely caring environment for (child)".

Children previously involved in very high risk taking behaviours had successfully turned things around, resulting in greatly improved self-esteem and self-regulation. There were still some challenges for children, however therapeutic strategies and consistent, trauma informed responses from staff were making a substantial difference to helping children develop trust and feel reassured. Incidents were managed very sensitively and with minimum conflict. Proven de-escalation strategies strongly supported children to find ways to manage powerful emotions and prevent further tension. Clear and detailed incident records provided a sound basis for analysis resulting in significantly decreased physical interventions. The rationale to use physical interventions as last resort was fully clear.

The ethos at Tanglewood was led by a strong, supportive management team focussing on building positive relationships and demonstrating love and respect for the children. Children experienced warm, inclusive, nurturing care and we were impressed by the energy and enthusiasm, playful and loving approach from staff. One child had written a letter to staff thanking them for keeping them safe and saying that they felt loved by staff.

Staff were very strong in promoting children's rights and actively listened to what they told them, supporting them fully to have a voice in all aspects of their lives. Children were enabled to negotiate changes, for example, having greater independence in their free time and getting their first mobile phone. Children also had their own advocacy arrangements who they could contact independently.

Staff used fun and humour to engage children and the PACE (playfulness, acceptance, curiosity and empathy) model was fully embedded in staff practice. Children were offered choice and staff recognised where they lacked confidence and helped build this by being alongside them and providing encouragement. A multitude of activities and hobbies helped children to build on their skills, feel part of the community and form new friendships. For some young people this was a considerable development and indicated substantial increase in confidence and self worth.

The home was clean, well-maintained and homely. The atmosphere was comfortable and staff were very confident in their approach to children. There were attractive relaxing spaces where children could be together, with staff, or spend time on their own. It was very evident that the house was geared towards the needs of the children.

A real sense of ambition and motivation encouraged children to reach their potential. Highly effective partnerships with external agencies ensured a cohesive approach to meeting children's needs. This was reflected in children being fully engaged with school sustaining high attendance and proudly achieving their targets. Again, this was significant progress and these educational and recreational achievements were proudly celebrated by staff and children.

Key documents were SMART goals (specific, measurable, achievable, relevant and timebound) and based on comprehensive assessment of needs and risks. Targets were regularly reviewed to identify progress and next steps. Children's views were fully represented in their care plans. The language used in care plans was framed positively and reflected the commitments of the promise.

Mental health and emotional wellbeing was prioritised with children having access to individualised psychology services. In addition some staff had received training from CAMHS (Child and Adolescent Mental Health Service) to establish better understanding of behaviours and strategies to help children's progress.

None of the children were of an age to require continued care, however the service was fully prepared to support them in the longer term should that be in their best interest. They had evidenced in past placements commitment to providing care and nurture for as long as necessary and supporting young people to move on to very positive destinations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support children and young people's rights and wellbeing?	6 - Excellent
7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent

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