

# Mosspark Drive Care Home Service

996 Mosspark Drive  
Glasgow  
G52 3BT

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
13 December 2024

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2003001061

## About the service

Mosspark Drive is a care home registered to provide care to eight children and young people. The house is within a residential area of Glasgow and is close to local amenities, including shops and local transport. All young people have their own bedrooms with en-suite shower rooms, in addition to a communal living/dining area, kitchen and a family room.

## About the inspection

This was a short announced inspection which took place on 9 December 2024 between 11am and 7pm, and 10 December 2024 between 10am and 7pm. The inspection was carried out by two inspectors from the Care Inspectorate and supported by two young inspector volunteers.

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 four young people using the service and one family member
- spoke with eleven staff and management
- observed practice and daily life
- reviewed documents
- spoke with five visiting professionals.

The provider of this service is a corporate parent, with statutory responsibilities to look after and accommodate children. This may mean that the duty to care for children and young people on an emergency basis, or with highly complex needs, is their highest safeguarding priority.

In these circumstances our expectations, focus on outcomes and evaluations remain identical to those of all other providers. We may, however, provide some additional narrative in the body of the report to reflect the impact of these duties, should it be relevant to this particular service.

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**

Young people were kept safe in the service by staff who were nurturing and trauma informed.

The health and wellbeing of young people were prioritised in the service with a strong emphasis on multiagency working.

Staff engaged in a wide range of training which supported best practice, however it would be beneficial for all staff to engage in training for self harm.

Meaningful relationships were promoted with a strong emphasis on continuing care and lifelong links.

Care planning documentation needed to be improved to accurately reflect the high level of care and interventions being delivered and to predict future care needs of the young people. Therefore, an area for improvement has been made.

**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
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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?

5 - Very Good

We graded the service as very good as there were a number of significant strengths identified which would promote positive outcomes for young people which outweighed any areas of improvement needed.

There was a high level of risk and complexity being managed in the service. The young people were kept safe in the service due to a high level of multiagency working, regular risk management meetings, staff understanding of protection concerns and strong advocacy of individual need.

There was a high level of understanding of young people's rights within the service. Staff were rights focused and there was strong use of formal advocacy services in the house. This resulted in young people's rights being protected.

Staff were nurturing and trauma informed which resulted in the young people experiencing warm and compassionate care. They had a very good understanding of the best practice to address and minimise risk. There was a strong focus on relational base practice which resulted in positive strong connections. Staff knew the young people very well, with this knowledge being supported by reflective discussion and engagement with external consultants. Young people told us that they felt well cared for and that staff were nice and listened to them. This resulted in the young people having a positive sense of self.

The home environment was warm, welcoming and maintained to a high standard.

Mental and physical health appointments were prioritised in the service. There was strong engagement in training for staff to best support young people with regards to substance misuse and healthy relationships. It would be beneficial for all staff to attend training on self harm, as although some staff had attended recent training, not all had.

Staff had a high level of understanding of the interests of young people and they supported these with a strength based approach. There was a tailored approach to engage young people in education and employment. For some of the young people this was very positive and resulting in good outcomes which they will take into their adult lives.

There were three young people currently living in the service in continuing care which demonstrated the service's commitment to this right for young people. There was a strong focus on the importance of lifelong links and a commitment from staff to maintaining relationships when young people move on from the service.

Care plans did not represent the high level of work that was being undertaken with the young people and contained generalised goals which were not SMART (Specific, Measurable, Achievable, Relevant and Timebound) in approach. The young person's voice was not always evident within the document and there needed to be more mindful consideration of the language used. There had been limited impact on the progression of outcomes for the young people from the care planning given the work is being undertaken but there is a risk that the current standard of care plans do not fully evidence how service will predict and address identified need. Therefore, an Area for Improvement will be made.

Risk assessments were of a high standard and encapsulated and analysed risk well. Given the complexities

being managed in the service, there should be clear recording of assessment and decision making for all concerns being raised to ensure the ongoing safety of young people.

### Areas for improvement

1. The service should ensure that care plans are developed in consultation with young people to reflect their individual choices and preferences. Care plans should reflect a responsive, person-centred approach. The service should ensure that goals identified within care plans are SMART (specific, measurable, achievable, realistic and time-bound). This would enable staff to be clearer about how to support young people to achieve their individual goals and aspirations.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'My future care and support needs are anticipated as part of my assessment' (HSCS 1.14) and 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

## 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 support relationships and consistency in approach, the provider should ensure that consistent quality communication between staff members and stakeholders is promoted. This should include, but not be limited to, detailed handover between shift workers and clear plans for communication with family members and external professionals.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

**This area for improvement was made on 4 April 2024.**

#### Action taken since then

There was clear communication across the staff in the service which resulted in a consistency of practice. All staff were confident in how updates would be communicated. We spoke with staff across all day and nightshifts who evidenced a clear understanding of the young people and their care needs.

All external professionals spoken to during the inspection confirmed that the service maintained a high level of communication with them.

There is a communication plan in place with one family member which the staff are adhering to.

#### Previous area for improvement 2

To promote best practice, the provider should ensure that all staff, have regular opportunities for good quality formal supervision in line with their supervision policy.

This is to ensure care and support is consistent with the Health and Social Care Standards 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' (3.14). This is to ensure that practice is consistent with the Scottish Social Services Council, Code of Practice for Employers of Social Service Workers, which state that the employer will 'provide effective, regular supervision to social service workers to support them to develop and improve through reflective practice' (3.5).

**This area for improvement was made on 4 April 2024.**

#### Action taken since then

Staff were well supported in the service and confirmed that they received and high quality supervision.

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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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