

# Norse Road Care Home Service

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
27 November 2024

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2003001064

## About the service

Norse Road is a purpose-built care home for children and young people operated by Glasgow City Council. The service is registered to provide care and support to eight children and young people. All young people have their own bedrooms with ensuite shower rooms. There are two communal living areas and a kitchen with a dining area. There is a large, enclosed garden.

## About the inspection

This was a follow up inspection which took place on 26 and 27 November 2024. 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 four young people using the service
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

The provider had made significant improvement since the last inspection.

There were improvements to staff knowledge of nurture and trauma informed practice which was evident in their care of the young people.

Practice and management of child and adult protection, including documentation, had improved.

All of the requirements made at the last inspection had been met.

## 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
--	--------------

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

This was a follow up inspection where significant improvement to practice and management were evidenced. All requirements made at the last inspection were met as a result of the improvements which resulted in better outcomes for young people. Please refer to the previous requirements made which reflect the improvements. This key question has been re-graded as a result of the improvements made, with an evaluation of adequate awarded to the service.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 30th August 2024, to ensure children and young people receive high quality, compassionate and nurturing care, the provider should promote a trauma informed approach to all staff.

To do this, the provider must, as a minimum:

- a) Provide high quality training to all staff on trauma informed and nurturing practice.
- b) Ensure language used during interactions and in documentation, support a trauma informed approach.
- c) Staff and management within the service, should continue to act as role models in relation to being good citizens and neighbours. Children and young people should be helped to understand why this is important.

This is to comply with Regulation 4(1)(a) and (d) (welfare of users) 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 supported to be emotionally resilient, have a strong sense of my own identity and wellbeing, and address any experiences of trauma or neglect' (HSCS 1.29).

**This requirement was made on 7 May 2024.**

#### Action taken on previous requirement

A significant level of training had been undertaken with the staff on nurture and trauma informed approach. There was strong role modelling on these approaches from the house manager. There was good evidence of reflective discussions in team meetings about what nurture looked like for the young people living in the service. This resulted in a staff team speaking confidently about how this informs their approach to care for the young people. A review of documentation found that the language used was trauma informed and child focused.

From discussions with the young people and observations in the house, we concluded that the young people were experiencing nurturing care from a well informed staff team.

**Met - within timescales**

#### Requirement 2

By 30th August 2024, to ensure the safety and welfare of all children and young people, the provider must ensure effective management of child and adult protection concerns, incidents and any notifiable events.

To do this, the provider must, as a minimum:

- a) Operate an effective risk assessment policy and procedure which correctly and accurately identifies all risks to young people and staff.
- b) Provides a robust and responsive system for the review of risk.
- c) Ensure all staff undertake child protection and adult support and protection training.
- d) To support effective scrutiny of the service, the provider should ensure to access and follow, up to date Care Inspectorate guidance on notifications and provide assurance to the Care Inspectorate that the service is responding appropriately to the level of concern.

This is to comply with Regulation 4(1)(a) and (d) (welfare of users) 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).

**This requirement was made on 7 May 2024.**

### Action taken on previous requirement

The quality of risk assessments completed within the service had significantly improved since the last inspection. Risk assessments contained correct information, details and a good level of analysis. We noted some minor improvements were still required however the current documents are effective to meet this requirement.

Staff demonstrated a good understanding of child and adult protection due to training and reflective discussion.

There was a high level of oversight on risk from the leadership team. Notifications submitted were completed to a good standard, containing all relevant information.

### Met - within timescales

## Requirement 3

By the 30th August 2024, to ensure children and young people are supported to achieve positive outcomes, the provider must ensure that personal plans set out how children and young people's health, welfare and safety needs are to be met.

To do this, the provider must, at a minimum:

- a) Ensure that goals identified within wider care plans are reflected in personal plans.
- b) Goals are SMART (specific, measurable, achievable, realistic and time-bound).
- c) Plans evidence how children and young people lead on their own care and support.
- d) Contains accurate and relevant information.

This is to comply with Regulation 4(1)(b) (Welfare of Users) and Regulation 5(2)(b) (Personal Plans) 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: '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).

**This requirement was made on 7 May 2024.**

#### Action taken on previous requirement

Care plans were reviewed and found to be in the main SMART. Some minor development required but those identified did not impact effectiveness of care plan. A good level of analysis and detailed information was noted, which was relevant and child centred.

The young person's voice was evident within the documents and it was positive that some young people had become interested in their plans and how these were written.

#### Met - within timescales

### Requirement 4

By 30th August 2024, to support a continuous culture of improvement, the provider must implement robust quality assurance processes and practices (internal and external) to evidence the effectiveness of the service in meeting the needs of all children and young people.

To do this, the provider must at a minimum:

- a) Ensure that internal and external management oversight is effective in identifying and remedying poor quality records relating to children and young people's care and support.
- b) Ensure that all formal auditing accurately reflects the work of the service in conveying ways in which children and young people's care and support is delivered.
- c) Ensure all staff receive high quality regular supervision to support their individual learning and development.

This is to comply with Regulation 4(1)(b) (Welfare of Users) and Regulation 5(2)(b) (Personal Plans) 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 benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS, 4.19) 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).

**This requirement was made on 7 May 2024.**

#### Action taken on previous requirement

Internal and external manager oversight had improved since the inspection which resulted in significant improvements to recording and documentation for young people. Regular audits were evidenced within

quality assurance systems for example, managers audit, development plan and staff supervision.

All staff spoken to during the visits felt supported and that they had received regular and good quality supervision. This was also evidence by the supervision tracker and sample of supervision records.

**Met - within timescales**

## 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?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	3 - Adequate
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	3 - Adequate



## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.