

# Langlea Avenue Care Home Service

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
27 February 2025

**Service provided by:**  
South Lanarkshire Council

**Service provider number:**  
SP2003003481

**Service no:**  
CS2003001369

## About the service

Langlea Avenue provides care and accommodation for young people cared for by South Lanarkshire Council.

The house is built over two levels. Within the house there is a large kitchen-dining room, a large living room and a snug where young people can relax and spend time together. There is also a gym in the house that young people are free to use when they choose. There is a car park and large garden on the grounds that are easily accessible. The house is in a residential area and close to all local amenities and public transport.

## About the inspection

This was an unannounced inspection which took place on 18 February 2025 between 13:00 and 22:30 and on 19 February 2025 between 11:00 and 19:30. 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 and four completed our questionnaire.
- Spoke with 12 staff and management and 11 completed the questionnaire.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with one visiting professional and two completed our questionnaire.

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 requirements or areas for improvement will be highlighted in this report.

## Key messages

- Young people were safer as a result of the nurturing, attuned and collaborative care at Langlea Avenue.
- Young people experienced therapeutic and stable care.
- Young people received individually tailored support to participate in learning.
- There was an enduring dedication to ensuring young people could live in the service until adulthood.

## 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Young people were thriving at Langlea Avenue. Safety was of paramount importance and young people were safer as a result of the nurturing, attuned and collaborative care they received. Young people told us that they felt safe and the passionate staff team were dedicated to ensuring that the young people felt safe, loved and cared for.

The young people benefitted from kind, knowledgeable and responsive staff who understood their needs, listened to them and helped build their skills. The staff had a good understanding of trauma and they worked to a therapeutic model of practice which helped build relationships and trust. The staff worked well with other agencies and used their strong relationships with young people to identify and reduce risks.

Compassionate relationships with young people were highly effective in supporting them during difficult times. The team had a robust mix of skills and experience, and the shift teams were designed for the staff skills mix to complement each other. Young people experienced therapeutic and stable care as a result, and the use of restraint was rare and always a last resort to keep young people safe. This practice always followed best practice.

Young people got the most out of life because their mental and physical health needs were promptly, and comprehensively met. The staff ensured that the young people had access to the mental and physical health services that they needed. Healthy lifestyles were supported through fun activities, lots of hobbies, and healthy meals, that the young people were all involved in planning.

Young people received individually tailored support to participate in learning and maximise attainment and attendance. There was significant progress and very positive outcomes for some and the young people were proud of the progress they had made. For those who struggled with education the service was pro-actively working alongside other professionals to try and find the best route for them. Young people got as many opportunities as they needed and the staff were supportive and person-led in their approach to supporting young people in their educational and career goals.

Young people's individual ambitions, interests and life-skills were consistently supported and developed. They experienced exciting and bond-building activities, and they enjoyed spontaneity and fun with staff who knew them really well. There was a clear expectation that young people should be afforded every opportunity to make fun memories and have time for bonding. The shifts were planned to ensure there were always opportunities for this.

Meaningful connections to family, including siblings, friends and the community were championed. This was a real strength of the service and all of the young people had strong connections to people that were important to them, where it was safe to do so. The staff were highly attuned to young people's wellbeing in relation to meaningful connections and they made sure all of the young people were supported to form lasting relationships.

There was an enduring commitment to children and young people staying in the service into adulthood. This was clearly reflected in planning, policy, advocacy and enduring relationships and support. This was an area of excellence for the service and the commitment to continuing care ensured that young people were able to focus on education, employment and health and wellbeing. The confidence in relation to young people's rights was echoed by managers, staff, the young people and young people's outcomes have been impacted to an excellent extent as a result.

## 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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