

# Up-2-Us Care Care Home Service

Lochwinnoch

**Type of inspection:**  
Unannounced

**Completed on:**  
21 March 2025

**Service provided by:**  
Up-2-Us

**Service provider number:**  
SP2009010574

**Service no:**  
CS2009232348

## About the service

Up-2-Us Care is a care home service for up to 10 children and young people.

The service is provided from three houses; Shield's Holdings, Lochview (both near Lochwinnoch) and Rowans (Kilbirnie). All houses are within easy travelling distance of each other and there is access to public transport in the nearby towns.

Each house is built over one level and each has a communal living room, kitchen and dining room. All of the young people have their own private bedroom.

## About the inspection

This was an unannounced inspection which took place on 11 March 2025 between 12:15 and 21:00, 13 March 2025 between 13:00 and 19:30, 14 March 2025 between 12:00 and 19:45. 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 six young people using the service, and six completed our survey
- spoke with four visiting professionals and two provided written feedback
- received feedback from six of the young people's family members
- spoke with 15 staff and management and 16 completed our survey
- observed practice and daily life
- 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 requirements or areas for improvement will be highlighted in this report.

## Key messages

- Young people's safety was a priority and safety was promoted through a responsive staff team.
- Young people benefited from staff who worked very well with other professionals.
- Young people benefitted from compassionate, kind and creative staff who prioritised strong relationships.
- Staff went above and beyond to ensure young people's health needs were met.
- The staff were skilled in supporting young people's family members.
- The service was implementing a therapeutic model of practice, and we looked forward to seeing the impact of this.

## 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 young people, therefore we evaluated this key question as very good.

Young people were safer because of the care they got from UP2US. They were protected by staff that they trusted and knew them well. Where young people were at risk of harm, the team worked effectively with a range of key professional partners. The staff knowledge and understanding of child and adult protection ensured people were protected in line with national guidance, and the organisation's policies supported practice in this area.

Children and young people always had access to responsible adults outside the service. The team worked extremely well with external professionals to identify changes in the young people's wellbeing and ensured any changes were communicated effectively and proportionately so that they could be immediately supported.

Young people experienced compassionate, kind, sensitive and trauma informed care from a staff team who prioritised building relationships. These relationships were highly effective in supporting them during difficult times and there had been no recent use of restraint. The provider was in the process of implementing a model of therapeutic practice and we looked forward to seeing the impact this would have on outcomes at the next inspection.

Young people experienced a lot of respect from those caring for them. The staff took a non-judgemental and sensitive approach and always looked for opportunities to build relationships and the young people's resilience. There were however some inconsistencies between the three houses relating to the quality of the environment and the service had plans for upgrading the décor. We look forward to seeing the changes at the next inspection.

Some young people experienced the use of necessary restrictive practices. These were in place for safety reasons, but we advised that to uphold young people's rights the service should ensure these are always subject to timely review.

Young people's connections to family, friends and the community were championed. The team were dedicated to ensuring the young people had every opportunity to spend time with the people that were important to them. The team went above and beyond to build relationships with the young people's family members and there were very positive outcomes as a result.

Young people's health needs were comprehensively monitored, and the team liaised closely with the relevant health professionals to promote their health. The team excelled in ensuring young people's health needs were met. They made very good use of self-evaluation to develop Specific Measurable Achievable Realistic and Timebound (SMART) planning to ensure the team were upskilled and appropriate supports were put in place.

Young people's individual ambitions, interests and life-skills were consistently supported and developed. They received individualised support to participate in learning and maximise attainment. This highlighted the team's skill in collaborative working.

Young people knew about their right to stay in the service into adulthood. The provider was in the early stages of developing a continuing care policy which championed young people's right to stay. The organisation was committed to young people well into adulthood and we anticipated that the new policy would strengthen practice in this area.

## 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 enable young people to experience stable and consistent care beyond the age of 18, the provider should ensure that a continuing care welfare assessment is undertaken timeously for all young people using the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My future care and support needs are anticipated as part of my assessment" (HSCS1.14).

**This area for improvement was made on 25 September 2022.**

#### Action taken since then

The service pro-actively sought welfare assessments for the young people in their care. They are in the process of developing a continuing care policy that will make this practice more robust and we look forward to seeing the impact of this at the next inspection.

### 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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