

# Cambusnethan Residential Children's House Care Home Service

Wishaw

**Type of inspection:**  
Unannounced

**Completed on:**  
30 May 2025

**Service provided by:**  
North Lanarkshire Council

**Service provider number:**  
SP2003000237

**Service no:**  
CS2005113322

## About the service

Cambusnethan Residential Children's House is located in Wishaw. It is registered to provide care and accommodation for up to six children and young people.

The house is a purpose-built, single storey building and has six bedrooms, each of which has ensuite facilities. There is a large open plan sitting room/dining area, an activity room, a family/meeting room, and an additional open plan sitting area. There is an enclosed garden to the rear.

## About the inspection

This was an unannounced inspection which took place on 23 April, 28 April and 13 May 2025. 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 living in the house
- spoke with nine members of staff and management
- observed practice and daily life
- reviewed documents
- received feedback from 11 visiting professionals.

## Key messages

- Managers and staff were knowledgeable and skilful in their work with young people.
- Staff practice was trauma informed.
- There was strong connections with partner agencies.
- Most young people were making good progress in their lives.
- Staff recruitment remained a challenge.
- Managers worked well together in support of good outcomes for young people.
- There was a focus on improvement.
- Managers and staff should continue to develop personal plans with SMART (specific, measurable, achievable, realistic and timebound) outcomes.

## 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?	4 - 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?

4 - Good

Whilst we felt that quality indicator 7.2 was very good, we evaluated this key question as good overall, where several strengths impacted positively on outcomes for young people and clearly outweighed areas for improvement.

In collaboration with partners and robust child protection measures implemented across North Lanarkshire, those working at Cambusnethan Residential Children's House were at the forefront of innovative practices. Managers and staff conveyed a detailed knowledge of young people in their care and examples of their skill in securing appropriate supports, was clearly evidenced during this inspection.

Staff articulated the needs of young people and of strategies used to mitigate risk and improve experiences and outcomes. Examples of family work demonstrated respect and value for young people and regular communication was supportive of developing family relationships. Additionally, by continuing to be responsive to young people who had previously lived at Cambusnethan, this demonstrated a clear understanding of a trauma informed approach by recognising their continued need for supportive relationships.

The safety and wellbeing of young people was enhanced through highly responsive and intuitive practices. The flexibility and commitment shown by managers, enabled young people's safety, through individually tailored supports. Partners told us about the strength of leadership. They said 'The leadership team are very experienced', and 'They are proactive and autonomous in supporting and devising care plans in the absence of allocated social workers and the working relationships between locality staff and residential staff is strong'. This shared perspective provided evidence of those at Cambusnethan, leading on and driving care and support for young people.

Since the last inspection, outcomes relating to most young people's care had improved. Where there was evidence of this, those working in Cambusnethan were acutely aware of the importance of optimising every opportunity to engage with young people and to put in place creative measures to divert them from less positive outcomes. Although in some instances, young people's understanding of their circumstances differed immensely from an adult perspective, making them particularly vulnerable to poor influences, those young people had shown the ability to form strong relationships with key adults.

Most young people routinely attended school and college, demonstrating commitment to their learning and personal development, consistently and over a long period of time. Most were experiencing increased autonomy, commensurate with their age and ability and for those whose plans indicated that they may move on to their own accommodation, there was evidence of regular opportunities to develop the skills required to achieve a positive outcome. By cooking and travelling independently and developing daily living skills, those involved were fully embracing these and wider opportunities to thrive.

Although challenges with staff recruitment, across the sector, had continued to impact on team formation, the quality of staff, their skills and knowledge, was very good. Those staff involved in the inspection, were insightful about the needs of young people in their care. There was an air of autonomy in Cambusnethan, where staff proactively sought resources to assist young people's development. Whilst we acknowledged once again, the financial and sector pressures, impacting the recruitment of additional staff, we advised of the need for optimum staffing arrangements throughout the year, in support of young people's care and we will review progress at the next inspection.

Creative practice was fully enabled by managers in who formed a robust partnership and highly effective quality assurance processes also helped to ensure that record keeping was of a good standard and was up to date. The use of adapted materials to support young people, showed good regard for their right to understand how they and others may be supported. To enable this empowering culture, managers consulted with staff around their training needs and specific improvement planning to develop trauma informed approaches and this further demonstrated everyone's commitment to improvement.

External leadership was a developing role and over the past year and gatekeeping by senior leaders had been highly supportive of promoting a stable and nurturing environment for all young people. It was evident from this stability, that many of the young people, continued to make good progress in their lives. Attributable to this progress, was the feeling of warmth and compassion, coupled with humour and familiarity, in the relationships between young people and those providing for their care.

At the last inspection, we identified an area for improvement with regard to personal plans for young people. We considered that further improvement would support the needs and wishes of young people, where plans contain SMART outcomes to evidence young people's achievement. We have repeated this area for improvement (see area for improvement 1).

### Areas for improvement

1. To ensure that young people's needs and wishes inform their care and support, the provider should develop SMART personal plans which are informed by young people and are written in a child friendly style.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state:

'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 ensure that young people's needs are met, the provider should source and implement staff training relating to the specific needs of all young people living at Cambusnethan.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state:

'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' (HSCS 3.14).

**This area for improvement was made on 10 July 2024.**

#### Action taken since then

We reviewed staff training records and saw evidence of training specific to the needs of individual young people.

This area for improvement has been met.

#### Previous area for improvement 2

To ensure that young people's needs and wishes inform their care and support, the provider should develop SMART personal plans which are informed by young people and are written in a child-friendly style.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state:

'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 area for improvement was made on 10 July 2024.**

#### Action taken since then

We have repeated this area for improvement at this inspection as further progress is needed to evidence SMART outcomes.

#### Previous area for improvement 3

To ensure young people's needs are met, the provider should keep staffing levels under review to ensure the correct number of staff are always available to meet the needs of children and young people.

This should include, but not limited to:

- a) ensuring there is sufficient staff to meet the needs of the people using the service at all times; and
- b) ensuring there is a balance of qualified and experienced staff able to support the young people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs are met by the right number of people' (HSCS 3.15)

and

'People have time to support and care for me and to speak with me' (HSCS 3.16).

**This area for improvement was made on 10 July 2024.**

#### Action taken since then

The recruitment of additional staff had been ongoing since the last inspection. At the time of this inspection process, interviews were underway, with progress toward appointing new members of the team.

Through discussion with several members of staff during the inspection visit, we concluded that they were qualified, highly skilled, with some having excellent transferrable skills suited to work with young people.

This area for improvement has been met.

## 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?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good





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