

Hinshaw Street Residential Children's House Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
29 May 2025

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003047092

About the service

Hinshaw Street Residential Children's Unit is a care home service for children and young people.

The service is provided and managed by Glasgow City Council. The service is based in a purpose-built house located in the Maryhill area of Glasgow. The house provides spacious and modern accommodation, with each young person having their own bedroom with en-suite facilities. The house has two communal lounges and a large open-plan kitchen/dining room. Outside space offers opportunities for play and relaxation.

The house has eight bedrooms and at the time of our inspection, there were eight young people living in the service.

About the inspection

This was an unannounced inspection which took place on Tuesday 27th May between 11am and 8pm, and Wednesday 28th May between 10am and 4pm. 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 five young people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professionals.

Key messages

- Young people experienced warm and compassionate care from a nurturing staff team.
- There was a complex peer dynamic in the house which had resulted in incidents which required further reflection and learning.
- Staff had a strong understanding of children's rights which was used to best represent the young people's voice.
- Young people were engaged in education, activities and in their care planning.
- There was a positive and supportive culture within the service which contributed towards better outcomes for young people.

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

An evaluation of good was awarded to this key question. A number of key strengths were identified which positively impact outcomes for children and young people. These strengths clearly outweigh any areas for improvement identified.

Young people generally told us that they felt safe in the house. However there had been a challenging period where relationships between young people had not always been positive. Staff had worked hard to address the difficult peer dynamic and offering a high level of support to young people to address any concerns. However, there should be further reflection on the dynamic and individual incidents to identify future learning. This was an area for improvement from the last inspection which has been assessed as not being met. See Area for Improvement 1.

All young people were listened to by staff who did their best to provide support in response. However, we did hear that not everyone linked to the service felt confident that a concern raised would be sufficiently actioned. This is something that the service needs to reflect on.

A children's rights worker visited the house regularly to meet with all young people. There was good promotion of and engagement with children's rights. There was also strong evidence of multiagency working to best support young people and reduce risk.

Staff were nurturing and took a trauma informed approach to caring for young people. Staff used their relationships with the young people to best support them, which resulted in a reduction in restrictive practice. Managers were clear in their expectations in terms of approach and have worked hard to change the culture.

There was a high level of participation in the service and in the community. Young people engaged in their care planning and were supported to make decisions about their care. Most young people were engaging with their education, however where this was more difficult for some young people, staff were proactive at engaging with education professionals to support learning.

Risk assessments were well completed, with good exploration of the interventions and strategies used. However, some areas of the risk assessments would benefit from further focus on interventions.

Transitions for young people had been managed well and where these could have improved, learning was identified.

There was a supportive culture within the service for staff as well as young people. Staff were well supported and received relevant training to ensure they offered trauma informed and nurturing care to the young people. There was a strong focus on practice which would be reflective of The Promise.

Quality assurance practice was strong within the service. The house manager had a clear approach which was effective at developing best practice. Although some procedures were not fully followed in every situation, there was a high capacity to improve within the service therefore we have confidence that these will be addressed.

Areas for improvement

1. Young people are supported by carers who are enabled to reflect and analyse their practice and have space to reflect upon serious incidents. This means that carers are energised and enabled to support young people to recover from historical trauma and ensures they get the best care and support possible.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support because people have the necessary information and resources (HSCS 4.27).

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

Young people feel happy and safe in their living environment because anyone who comes to live with them only does so after a full consideration of everyone's needs.

This to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty' (HSCS 3.18) and; 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

This area for improvement was made on 30 November 2023.

Action taken since then

Only one young person has joined the house since the last inspection. With all matching and transition processes being managed well. Although written assessments would benefit from further detail, it has been assessed that this area for improvement has been met.

Previous area for improvement 2

Young people are supported by carers who have a full understanding of their needs and have the skills and expertise to pre-empt the care they will need.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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' (HSCS 3.14).

This area for improvement was made on 30 November 2023.

Action taken since then

Care planning was considered and supported improved outcomes for young people. Specific training had been undertaken by the staff team to best understand the young people. At the last inspection, there were concerns that young people were not feeling emotionally contained. At the point of this inspection, there had been a significant improvement. Staff had used the relevant training and their relationships with young people to reduce the level of physical restraint being used in the house. It has been assessed that this area for improvement has been met.

Previous area for improvement 3

Young people are supported by carers who are enabled to reflect and analyse their practice and have space to reflect upon serious incidents. This means that carers are energised and enabled to support young people to recover from historical trauma and ensures they get the best care and support possible.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support because people have the necessary information and resources (HSCS 4.27).

This area for improvement was made on 30 November 2023.

Action taken since then

There was a good level of managerial oversight on incidents to promote best practice. The manager had undertaken incident analysis which helped to identify patterns and led to training sessions/coaching to promote best practice which ultimately has contributed to a reduction of incidents.

However there has been some significant incidents which have occurred where further consideration is required to ensure that appropriate action is taken in response. Therefore it has been assessed that this area for improvement has not 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.

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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