

# Rosslyn Avenue Care Home Service

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
13 June 2025

**Service provided by:**  
South Lanarkshire Council

**Service provider number:**  
SP2003003481

**Service no:**  
CS2003001375

## About the service

Rosslyn Avenue is registered as a care home for children and young people. The house is owned and managed by South Lanarkshire Council. It is registered to provide a care service for a maximum of seven children. Eight children can be accommodated when two siblings share the largest bedroom. At the time of this inspection eight young people were resident, as an additional young person was living at Rosslyn Crescent on an emergency basis.

The care home is a large house in a residential area in East Kilbride. The two storey building was purpose-built to accommodate a group of young people. It has been well designed to blend in with the other housing in the area. The accommodation consists of seven bedrooms, all of single occupancy. Young people had good access to bathrooms, showers and toilets. There are two very comfortable living spaces on the ground floor, with bedrooms downstairs and upstairs. There are very good facilities for young people to meet with visitors however this was compromised at the time of the inspection as the second living space was being used as an additional bedroom.

Rosslyn Avenue's mission statement, developed in 2021 in collaboration with young people and staff is:

'Our house is a safe, supportive place, where we are friendly, fun and help each other to thrive. We are committed to kindness, honesty, and equality for all'.

## About the inspection

This was an unannounced which took place on the 3 and 4 June 2025. The inspection was carried out by an 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
- Spoke with staff and managers
- Reviewed survey responses from young people, staff, and external professionals
- Observed practice, the environment and daily life
- Reviewed documents.

## Key messages

- Children and Young people felt safe and were effectively protected from harm
- Young people benefitted from trusting and dependable relationships with a compassionate and skilled staff team
- Young people's health and educational needs were supported to a high standard
- Young people were effectively supported to build and maintain relationships with family members and people who were important to them.

## 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 many 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.

Children and young people benefitted from trusting and dependable relationships with the people who looked after them. Young people had a strong sense of belonging within Rosslyn Avenue and were given a clear message that they were understood and that people cared about them. This helped to provide a stable base from which young people could begin to recover from adversity and pursue their aspirations.

Children and young people felt safe and were effectively protected from harm. Safety within and outwith the house was effectively supported by a range of planning tools. This meant that young people were supported to manage risk in a calm and consistent way.

Children and young people experienced skilled therapeutic care. The staff team were confident in taking a trauma informed approach, using a range of approaches to build trust and to support young people to manage difficult emotions. Staff felt able to intervene to support colleagues and to raise any concerns about practice with the managers of the service. This ensured that young people's needs remained firmly at the centre of all planning and decision making within the service and helped young people to feel calm and safe.

Children and young people enjoyed lots of fun interactions with staff, from day to day interactions to holidays and planned activities. This included activities mindfully chosen to engage the young adults living within the service and it was great to see them continue to choose to spend time with their peers and staff. This confirmed the strong sense of belonging and acceptance that young people experienced.

Young people's interests and cultural heritage were recognised and celebrated. The staff team are skilled at building and maintaining trusting relationships with family members and others who are important to children and young people. This high level of respect was also reflected in the environment of the house, which was homely and well maintained, with young people having a high level of autonomy over the decor of their bedrooms. This could be further enhanced by ensuring that young people have adequate access to communal space, which was limited when additional young people were staying within the service.

Young people's physical and emotional health needs were met to a high standard. Young people were supported to engage with primary care professionals and with specialists where needed. Young people were also supported to enjoy a healthy varied diet and to enjoy active lives.

All young people were engaging with or had plans to engage in school or further education. Young people were supported to be ambitious, and to work towards their dreams. In addition to formal education, young people were given opportunities for holidays and activities that were geared to their interests and broadened their horizons.

Rosslyn Avenue has a well established history of young people staying in the service as they move into adulthood. The young people all know that this is their right and where this is their preference, this is strongly supported. At times this has continued beyond young people's 21st birthday to ensure a seamless and successful transition out of the service. This arrangement is supported by young people's plans and welfare assessments.

## 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 Standard 1.14 which states: 'My future care and support needs are anticipated as part of my assessment'.

**This area for improvement was made on 15 June 2022.**

#### Action taken since then

Pathways plans with welfare assessments were standard practice for young people approaching adulthood. However, in one situation it was judged that a different kind of young person's plan better reflected and met their needs. The welfare assessment was implicit within this plan but could have been made more explicit.

This area for improvement is considered to be 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?	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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