

# Milncroft Road RCU Care Home Service

Glasgow

**Type of inspection:**  
Announced

**Completed on:**  
11 July 2025

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2015340285

## About the service

Milncroft Road RCU is a care home service for children and young people. The service is provided and managed by Glasgow City Council. Milncroft Road RCU is a purpose-built house. The service is registered to care for up to eight children and young people between the ages of 10 and 20 years. 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/dinning room. A large, enclosed garden offers opportunities for play and relaxation. At the time of this inspection there were eight young people living in the service.

The provider of this service is a corporate parent, with statutory responsibilities to look after and accommodate children. This may mean that the duty to care for children and young people on an emergency basis, or with highly complex needs, is their highest safeguarding priority.

In these circumstances our expectations, focus on outcomes and evaluations remain identical to those of all other providers. We may, however, provide some additional narrative in the body of the report to reflect the impact of these duties, should it be relevant to this particular service.

## About the inspection

This was an unannounced inspection which took place on 7 July 2025 and 10 July 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 seven people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

We also received MS survey responses from one person using the service, three staff and one external professional.

## Key messages

Young people were safe and protected from harm and abuse.

There was a knowledgeable staff team within the service who provided nurturing care to the young people.

Young people were offered a high degree of choice in day-to-day life and activities.

There was a strong focus on relational based practice from staff who understood the impact of trauma. This was supporting improved outcomes in young people's physical and mental health.

## 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.

Children and young people felt safe within the service. Staff understood their needs and were responsive when risks were identified. Risk management plans were in place and the service had responded appropriately and worked alongside external agencies like police and social work when protection concerns had been identified.

The service ensured that children and young people had a range of responsible adults that they could turn to. Most importantly, children and young people had access to advocacy so that their rights could be upheld and their views represented.

Staff had a good understanding of protection procedures, and the service implements national guidance and best practice in child and adult protection.

Children and young people experienced therapeutic stable care that supported their emotional wellbeing. Physical restraint was very rarely used in the service as there was recognition that this was not the best way to support the young people. There was a strong emphasis on relational based practice which was evident in the interactions between staff and young people.

Since the last inspection there has been a change of manager and several staff changes, however, we saw that strong relationships were being built. Staff were equipped with the right skills to support the children and young people in their care and young people enjoyed warm, trusting and nurturing relationships.

Children and young people were being supported to be engaged in directing their day-to-day care. There were lots of opportunities for fun and to try new things. Young people were involved in activities in the community and were included in holidays and fun days out with the staff team. They got to do the things that were important to them.

Children and young people's mental health and physical health was a priority. Young people all had access to appropriate health professionals, and the service was pro-active in encouraging a healthy lifestyle that had a benefit on the young people's mental and physical wellbeing.

Children and young people's relationships with people important to them were actively supported and promoted. The staff made a concerted effort to work alongside these important people, and this mattered to young people.

Most children and young people were engaging well in education and work placements. Where young people were struggling to engage with education, creative solutions were being sought to support their academic achievement or additional opportunities.

There is a demonstrable and enduring commitment to young people staying in the service as they become an adult.

Children and young people were engaged in their care planning. Their views were sought and included in personal plans which were individually tailored. We asked the service to continue to focus on ensuring that goals identified for young people are SMART (specific, measurable, achievable, realistic and time-bound) and person-centred to ensure that their needs and aspirations are maximised.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## 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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