

Lochend Care Home Service

Bearsden

Type of inspection:
Unannounced

Completed on:
28 July 2025

Service provided by:
Imagine Care Ltd

Service provider number:
SP2022000146

Service no:
CS2024000376

About the service

Lochend is a residential care home provided by Imagine Care, a private limited company. Lochend is situated in a residential area of East Dunbartonshire close to local amenities and transport links and provides care for up to two children and young people.

Lochend is a spacious property where each young person has their own bedroom and living space. There is a large modern kitchen and additional space upstairs providing a staff office and sleep over rooms. The property has a large enclosed back garden that young people can access and enjoy.

About the inspection

This was an unannounced inspection which took place on 23 July 2025 from 1230hrs until 1730 hours and on 24 July 2025 from 1000hrs until 1830hrs. 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:

- Spent time with two people using the service and spoke with two family members
- Spoke with six staff and including management
- Observed practice and daily life
- Reviewed documents
- Spoke with three visiting professionals
- Reviewed survey responses of one young person, two family members, 11 staff and one external professional.

Key messages

- We were confident that young people were kept safe both physically and emotionally.
- The individualised and therapeutic approach to care meant that young people benefitted from very warm, nurturing, trusting and respectful relationships.
- The registered manager ensured a rights-based approach to all aspects of care.
- Young people's physical and mental health needs were understood and sensitively met.
- The staff team had developed trusting and respectful relationships with family members, and this supported young people's sense of identity and belonging.
- Transitions into the service were very well planned ensuring young people's needs, risks and rights were central to decision making.
- The registered manager was experienced, skilled and passionate and had created a supportive and empowering culture.
- Young people were cared for by a staff team who felt safe, happy and supported in their role, and motivated to learn and develop to ensure the best possible 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?	5 - Very Good
--	---------------

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.

The staff team had taken time to fully understand the young people's needs and risks, supported by very close working relationships with partner agencies and family members. In addition, the staff team worked very well together, achieving consistency in their risk enablement approach. They provided exciting opportunities for young people while ensuring safety was at the centre. We were confident that young people were kept safe both physically and emotionally.

Partner agencies, family and independent advocates were encouraged to visit the young people in their home environment. This meant that young people had access to responsible adults out with the service who could act in their best interests.

The organisation's child protection policy was based on national guidance and there was regular training to support staff's understanding. The staff team followed best practice guidance and had a genuine desire to prioritise the safety of young people.

We were impressed by the staff team's dedication to understand the young people's backgrounds and the impact of trauma on their behaviour and development. The individualised and therapeutic approach to care meant that young people benefitted from very warm, nurturing, trusting and respectful relationships. This had led to a significant reduction in the use of restraint practice and supported young people's emotional wellbeing. The organisation was ensuring all staff were trained in therapeutic parenting which will further enhance this area of practice.

The staff team valued young people's views and involvement. They had been creative to ensure young people understood their care plans as much as possible. An example of this was a jigsaw that had been designed and made to support a young person's understanding of the important parts of their life and care. Young people's views were clearly recorded and used to review care plans. This demonstrated the staff team's respect for the young people, ensuring they were included and felt valued.

The registered manager ensured a rights-based approach to all aspects of care. We were impressed with the 'Children's Rights and Wellbeing Impact Assessments' that demonstrated the value placed on young people's voices being heard, and their rights considered, in all decisions about the service.

The staff team were proactive in accessing the necessary health supports. They benefitted from the organisation's psychologist who offered direct support to young people as well as advice and guidance to the staff team. In addition, they had close working relationship with Child and Adolescent Mental Health Services (CAMHS). This enhanced their understanding of young people's mental health needs and how best to support them. We concluded that young people's physical and mental health needs were understood and sensitively met.

The rights-based approach was further evident in the staff team's commitment to ensuring young people maintained and developed their relationships with family. Family members were welcomed into the service and staff travelled with young people to ensure they could maintain relationships. The staff team had

developed trusting and respectful relationships with family members, and this supported young people's sense of identity and belonging.

The staff team supported young people to pursue their individual interests and develop their skills. They were proud of, and celebrated young people's achievements, striving alongside them for continuous progress and development. This was also evident in the individualised approach to education. Although there had been a delay in accessing education, the staff team had spent time understanding the individual needs of each young person and developing trusting relationships. We concluded that this had led to the service accessing the most appropriate learning opportunities for each young person. For one young person this had introduced new experiences and increased their peer network, developing their self-esteem and sense of inclusion.

The organisation had a policy that demonstrated their commitment to continuing care. The service's commitment to continuing care and enduring relationships with young people was evident in discussions with the staff team and was clearly referenced within care plans. This supported young people's sense of security and belonging.

Care plans and risk enablement plans provided detailed information about the young people and the strategies to best support them. Longer term goals were broken down to achievable short-term goals, with progress clearly noted. The current care plans were contributing to very positive outcomes for young people, and we provided some advice to ensure all goals were SMART (specific, measurable, achievable, realistic and time-bound).

The registered manager was experienced, skilled and passionate and had created a supportive and empowering culture. The leadership team modelled a consistently high standard of practice. As a result, the staff team felt safe, happy and supported in their role and motivated to learn and develop. One staff member told us; 'the manager is really good, she is very approachable and very supportive....knowing our potential and having confidence in us, has allowed us to grow into what we are.' The leadership approach supported the staff team to be confident in championing for the best possible outcomes for young people.

External managers were clear about their roles and responsibilities. The leadership team were given autonomy to develop the service while external managers visibly played a key role in monitoring the quality of children and young people's experiences, safeguarding and improving outcomes.

Transitions into the service were very well planned ensuring young people's needs, risks and rights were central to decision making. The staff team had spent time preparing young people for their move to the service. This considered approach had been successful and the young people had settled well in their home and respected each other.

The recruitment process had been changed to ensure that all applicants had a very good understanding of the positives and challenges of the job role before attending for interview. Staff were given regular supervision that effectively supported their understanding of the young people and supported their learning and development. Staffing needs assessments were used to ensure the right number and mix of staff on every shift. We gave some suggestions as to how this could further assist planning. We were confident that the steps taken by the service had resulted in a stable, confident staff team and as a result young people had been able to develop trusting relationships with them.

There was a strong learning culture within the service along with regular oversight and self-evaluation that had contributed to continuous development. The full staff team as well as the views of young people had contributed to the improvement plan which was based on the five foundations of the Promise. This

approach ensured that young people received the best possible care and support, while considering how to sustain service development to continuously meet their needs.

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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.