

Children's Residential Services (23 Grodians) Care Home Service

Shetland

Type of inspection:
Unannounced

Completed on:
1 July 2025

Service provided by:
Shetland Islands Council

Service provider number:
SP2003002063

Service no:
CS2003009603

About the service

Children's Residential Services (23 Grodians) provides residential care to a maximum of three young people in Lerwick, Shetland. The service forms part of Shetland Island Council's social work services for children and young people.

The service state their aims and objectives as the provision of 'a safe, homely environment for young people enabling choice, independence and supporting the physical, spiritual, emotional and cultural needs of service users'.

About the inspection

This was an unannounced inspection which took place on Sunday 29 and Monday 30 June 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 young people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- reviewed survey responses from young people, parents, staff and external professionals.

Key messages

- Young people experienced warm, trusting, nurturing and respectful relationships with those caring for them.
- The staff team were enthusiastic and optimistic, and supported young people's hopes and plans. This resulted in young people gaining confidence, expanding their horizons and taking positive steps forward in their lives.
- There was a huge importance placed on continued care and support for people who had moved on from the service. This ensured they experienced enduring relationships with 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 evaluated this key question as very good, which means the service demonstrated major strengths in supporting positive outcomes for young people.

Young people experienced relational nurturing care, which promoted their emotional and physical safety. There was a good understanding of the individual risks present for each young person, guided by support planning and risk assessment. The team were hugely responsive to young people's individual need for reassurance to support their emotional wellbeing with a warm and homely environment where staff used their relationships to promote safety and demonstrate care and concern.

A clear culture of relationship-based practice sought to reduce the likelihood of incidents. There was a nurturing, non-punitive approach to young people which was supported through an understanding of the impact of trauma. The team used a DDP/PACE approach and reflective practice to consider how best to support young people. Risk assessment provided meaningful and realistic responses to risk and were highly personalised.

Young people had access to external advocacy and used this well to ensure their views were represented. The team also advocated for what was best for the young people, though this could be difficult when there were conflicting views about exactly what this was. All decisions were motivated by wanting the very best outcomes for young people.

Policies, procedures and training were in place to safeguard young people and adults. Staff knew what would concern them and always had access to senior staff for advice and guidance. The strong and longstanding relationships between the young people and the team ensured that there was a good understanding of vulnerability and protective measures, with a desire that young people also had the opportunity to develop to their full potential.

Young people experienced warm, trusting, nurturing and respectful relationships with those caring for them. This was evident in observation, discussion and questionnaire responses, and the warm and relaxed atmosphere of the homely and well-maintained house. There was a huge importance placed on continued care and support for people who had moved on from the service. This ensured they experienced enduring relationships with people who were important to them.

All young people were registered with healthcare services and had access to specialist services as required. Medication was managed safely. Staff promoted good health and encouraged young people to try new foods and activities. Young people were encouraged to develop and sustain any interests they had, and to explore the environment around them, with appropriate consideration given to risk and safety. These opportunities helped to promote self-esteem and confidence.

The importance of family and friends was recognised, with young people having individual arrangements to ensure they shared time with people who were important to them. Where relevant, parents received formal weekly updates, and had ongoing informal discussion with the team. Not all parents felt their views were considered or that they were an equal part of the decision-making process, however, had their opportunity to share these views at regular meetings with the multidisciplinary team supporting their child. It was recognised by all that the transition from children to adult services and resource implications from this could be an anxious time.

Young people's voices were very much at the heart of their care and support. Their views and opinions were important and the team listened to their needs and wants. Support plans were highly personalised and provided good information about what young people needed to get the most from life. They were regularly reviewed and discussed.

We made suggestions about the further development of the improvement plan and an update to the aims and objectives, however, these did not detract from the very good care and support young people received.

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

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