

# Crawford Street Young Person's Unit Care Home Service

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
5 October 2023

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2003001053

## About the service

Crawford Street Young Person's Unit is a residential care home for children and young people who are Looked After and Accommodated by Glasgow City Council. The service is located in the Partick area of the city and has very good transport links to the local and wider community. The service can accommodate up to eight children and young people. At the time of this inspection, the service had seven young people living there.

The property is a bungalow which offers accommodation on one floor. The house is spacious, with a range of communal and private space, which is bright and well furnished. Outside space is limited due to the city centre location.

## About the inspection

This was an unannounced inspection which took place on Thursday, 28 September, and Monday to Wednesday, 2, 3 and 4 October 2023. 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 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- The family feel of this house extends well beyond those that are currently living there to those that lived there over the last decade and beyond.
- This is a house that has a robust understanding of trauma and now a comfort in supporting therapeutic interventions.
- Young people who had stopped attaining, gradually unlocked their potential and began to flourish in environments that suited their learning needs.
- The excellent quality of care and support was founded on a confident and cohesive care team.
- Young people told us that they felt protected, and they felt prioritised.

## 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? | 6 - Excellent |
|--|---------------|

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?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading and young people experienced outstandingly high quality of care.

Safety was a paramount foundation of the care given to young people. At times, the young people couldn't spend time together or did not always want to be around each other, but we were hugely impressed with focus on the individual needs of young people and the attention towards protection and safety. The carers had an excellent understanding of trauma and were attuned to impact of events on young people. This meant that support was pre-emptive, ensured the safety of all young people and was completely focused on making sure every young person got the absolute right support for them at that time. Young people told us that they felt protected, and they felt prioritised.

The carers were encouraged to reflect and guided to think deeply about the needs of the young people. Restrictive practice was an absolute last resort and seldom used, such was the skill of the carers and manager and depth of understanding about how young people needed to be supported. This meant that that any action or intervention was well considered and the whole house had a focus on improvement. This included the young people who by being encouraged to reflect would gradually over time begin to unpick how they wanted to recover and progress.

We inspected a house that had a robust understanding of trauma and a comfort in supporting therapeutic interventions. The carers knew when to lean on external specialists and multi-agency partners. We heard that these relationships were very effective and well established. One social worker told us: "This service provides a great nurturing environment for the young people who need to live here. They support them from an early age through to their pathway planning and beyond." Another told us: "I have worked with Crawford Street for many years, and they have always been a great support to the young people I have worked with, very nurturing and always attentive." It meant that young people received excellent care that was focused on recovery and had carers who could actively enable recovery.

We found a children's house fully operating as a family home. The quality of relationships between young people and their carers were founded on compassion and a refined understanding of what each young person needed. Across the whole of the care team, we were incredibly impressed with the commitment to outcomes but more importantly the absolute desire to make young people feel secure, to feel loved and to flourish in their own time. As a result, many of the young people who lived in Crawford Street thrived.

The carers consistently strived alongside young people to attain their best possible outcomes but did so through interactions that were calm, patient, loving and full of fun. We were extremely impressed by the equality across the house, where young people and those tasked with looking after them lived in harmony, and where the movement of power was delicately managed and robustly understood. This ensured that the young people had boundaries but also felt that that they were the pivotal focus within their own home. It also meant they knew that when they expressed themselves this was always acted upon. This supported recovery and facilitated shared ownership of the desired outcomes, including those relating to physical and mental health.

Attainment was celebrated and understood differently for each individual. What was impressive was how young people who had stopped attaining, gradually unlocked their potential and began to flourish in

environments that suited their learning needs. Some young people had special talents in music which the carers found ways to positively promote. Others had academic skills which were nurtured and led to excellent outcomes in their exams. When young people achieved, this was significantly celebrated, and the rewards reflected the hard work and effort of the young people but also created new experiences and long-lasting shared memories.

The most impressive thing about Crawford Street was observing lifelong links in action. The family feel of this house extends well beyond those that are currently living there to those that lived there over the last decade and beyond. The ongoing advocacy, care and love for all the young people that that they have looked after further affirms the sense of one big family. Once young people had outgrown Crawford Street, the carers and staff continued to be pillars of support and the young people's biggest fans, nurturing their progress and welcoming them back with open arms whenever they decided to visit.

## 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?        | 6 - Excellent |
| 7.1 Children and young people are safe, feel loved and get the most out of life | 6 - Excellent |

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.