

Clyde Valley House Care Home Service

Carluke

Type of inspection:
Unannounced

Completed on:
10 October 2025

Service provided by:
Inspire Scotland Limited

Service provider number:
SP2012011803

Service no:
CS2018371827

About the service

Clyde Valley House is a care home service provided by Inspire Scotland Limited. The service is registered to provide care for a maximum of five young people. The property is situated in a rural community on the outskirts of Carluke, South Lanarkshire. The accommodation is over two floors, where each young person has their own bedroom. There are a number of communal areas including two sitting rooms, a dining room and kitchen. The service can also provide support to one additional young person in a separate flat in the Motherwell area of South Lanarkshire.

About the inspection

This was an unannounced inspection which took place on 7 October 2025 between the hours of 11:30 and 17:30 and on 8 October 2025 between the hours of 10:00 and 19:30. 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 six young people using the service and two family members
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with three visiting professionals.

Key messages

- Young people felt safe both physically and emotionally, supported by a confident and knowledgeable staff team.
- Therapeutic care was embedded in daily practice, with minimal use of restraint and a culture of reflection and continuous improvement.
- Staff had developed very good nurturing relationships, helping young people feel claimed, loved, and supported.
- Young people's voices and rights were actively promoted, ensuring they were at the centre of decisions.
- Health and education needs were met by a responsive, compassionate and supportive staff team.
- The service demonstrated a commitment to continuing care.

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 worked collaboratively and confidently with external agencies to develop and implement robust safety plans. This multi-agency approach was effective in ensuring the safety of young people. The encouragement of independent advocacy further strengthened young people's ability to express their views and exercise their rights. All children and young people reported feeling safe, a view supported by inspection observations. One young person stated, "I have never not felt safe here." We concluded that young people were kept safe both physically and emotionally by a confident, well-supported staff team.

All staff were confident in child protection practice, and they felt supported by the organisation. Their practice and understanding were further supported by a policy aligned with national guidance.

The service's therapeutic approach was evident in staff's understanding of young people's behaviours and their proactive responses to young people's needs. This reduced the use of restraint and restrictive practices. When restraint was used, staff adhered to best practice and were supported by timely debriefs that promoted reflective learning. We suggested that to further strengthen practice in this area the service should ensure that learning following incidents is always shared with the wider team. The organisation recently introduced a Reflection and Support Team. The staff team were open to hearing an objective perspective to enhance reflective practice. This demonstrated a commitment to reducing restraint practice and continuous improvement of their therapeutic approach.

The ability of staff to build warm, nurturing, and respectful relationships was a strength of the service. Young people consistently described feeling loved and valued. One young person shared, "I love staying here because I feel claimed and loved." The strength of relationships was central to the service's success in supporting young people to be confident about their identity, promoting resilience and a sense of belonging.

The service strived to provide an inclusive environment where spontaneity and fun were encouraged. Young people engaged in a wide range of activities, hobbies, and holidays. These opportunities were not only enjoyable but also contributed meaningfully to young people's confidence, developing their skills and introducing them to exciting new experiences.

Young people were actively involved in their care and support, including personal plans, menus, and activity planning. The organisation's Promise development worker played a pivotal role in amplifying young people's voices through initiatives such as the 'Be Inspired' Champions' board and podcasts. This work embedded a rights-based approach across the service and empowered young people to influence their care meaningfully.

The service responded to health needs with urgency and compassion. Staff demonstrated a strong understanding of both physical and mental health, ensuring that young people received timely and appropriate support. One young person noted, "When I couldn't get any help, the service got me private counselling sessions and gave me loads of love and reassurance," reflecting the service's commitment to young people's health needs.

Education was promoted with sensitivity to emotional wellbeing. All young people were engaged in learning tailored to their individual needs, supported by in-house educators. This flexible approach enabled young

people to progress at a pace that respected their emotional readiness, supporting both achievement and self-esteem.

The service demonstrated a clear commitment to continuing care. Young people were informed about their rights, and the organisation's policy reflected a commitment to caring for young people into adulthood. The provision of a nearby flat allowed a young person to transition to semi-independent living while being supported by familiar staff members. Staff spoke positively about maintaining enduring connections with young people who had moved on from the service. We were pleased to hear of plans to further develop this area of practice and build staff confidence.

Personal plans and risk assessments clearly informed day-to-day practice and contributed to positive outcomes for young people. External professionals praised the service's impact, with one stating, "Any other care service will have to go some to replicate the care young people have in Inspire." This comment was reflective of the very good quality of the service's care and support.

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

In order to ensure that the service can consistently achieve positive outcomes and assess progress, the service should adopt a SMART approach in producing the development plan including identified timescales.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes". (HSCS 4.19)

This area for improvement was made on 8 November 2022.

Action taken since then

We viewed the service's development and improvement plan and were satisfied that they had adopted a SMART approach that identified specific focus areas, the next steps needed, who was responsibility, timescales and the progress made.

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

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.