

# Hillhouse Care Home Service

Hamilton

**Type of inspection:**  
Unannounced

**Completed on:**  
10 November 2025

**Service provided by:**  
South Lanarkshire Council

**Service provider number:**  
SP2003003481

**Service no:**  
CS2006134922

## About the service

This service was first registered with the Care Inspectorate on 22 November 2006.

Hillhouse is owned and operated by South Lanarkshire Council and forms part of the council's provision of residential care for looked after children and young people. The service is located in purpose built premises in Hamilton.

The service's conditions of registration are to provide a care service to a maximum of 7 children and young people aged 8 - 20 years. When two siblings choose to share the largest bedroom, the maximum number can be 8. At the time of the Inspection, there were 7 residents all from the South Lanarkshire Area.

The mission of the service was developed and formed by the young people who reside at Hillhouse:

'Where adults and young people work together in a safe, healthy and nurturing environment to support young people to achieve their best potential'.

## About the inspection

This was an unannounced inspection, which took place between 4 November 2025 at 10.30 am and 5 November 2025 at 5.15 pm. 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 four people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- reviewed surveys from young people, staff and external professionals

## Key messages

- Young people benefit from nurturing relationships with a stable and committed staff team.
- Young people felt physically and emotionally safe within the house and staff worked effectively to help keep them safe in the wider community.
- Young people felt listened to and were supported to express their views.
- Young people were supported to achieve their potential and enjoy life.
- Relationships with families and other important people were actively supported.

## 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 identified significant strengths in the care provided, which supported positive outcomes for children and young people. As a result, we evaluated this key question as very good.

Young people benefited from loving, nurturing relationships with a committed and well supported staff team. One young person shared '*We get lots of personal attention; it's just like a family*'. Staff were responsive and knew young people well, enabling them to meet needs to a very high standard.

Young people felt physically and emotionally safe in the house. They were supported to understand their feeling and actions. One young person said, '*I feel safe but when I get annoyed I sometimes don't act safe*'. The staff team demonstrated strong knowledge of child protection policies and worked effectively with multi-agency professionals to manage risks in the wider community. All young people have personalised care plans and risk assessments, which staff were familiar with. This informed a confident, risk aware approach to supporting young people.

Staff and managers acted as effective advocates, ensuring young people felt listened to. The team showed persistence in building relationships, even when young people were initially resistant. Young people also had access to trusted adults outside the house, including family members, advocacy workers, and guardianship workers, ensuring their views were understood and rights upheld.

The staff team collaborated well with a with professional partners to support recovery from trauma. This included working alongside mental health services, and accessing one to one support for young people. Regular consultations with the children and young people's mental health team ensured tailored support that reflected individual needs and experiences.

Young people were supported to achieve their potential and enjoy life. Most were in full time education and where engagement was challenging, staff creatively sought alternative learning opportunities. One young person said, '*I like the way they really support me and chase me to do the thing that I love*'. Beyond formal education, young people participated in a wide range of community activities helping them to learn new skills, build friendships and develop a sense of belonging.

Relationships with family and other important people were actively supported. The service took a thoughtful approach to sibling relationships, enhancing young people's sense of identity and belonging.

Young people understood their right to remain at Hillhouse until age 21, supported by a clear, continuing care policy. Where young people expressed a wish to live independently or return to family, this was managed thoughtfully.

The service worked effectively as part of the multidisciplinary team and was a key partner in children and young people's plans. Personal plans were reviewed appropriately and tailored to individual needs. However, we noted some inconsistency in the quality of these documents. The service should ensure all aspects of care planning are completed promptly after admission and further develop support plans to ensure they are consistently child-centred and trauma-informed.

## 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

The service should notify the Care Inspectorate of incidents as described within 'Records that all registered care services (except child-minding) must keep and guidance on notification reporting OPS-0212-119'.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

**This area for improvement was made on 31 May 2022.**

#### Action taken since then

The service has consistently notified the care inspectorate of relevant incidents.

This area for improvement has been met.

#### Previous area for improvement 2

Young people should have clear plans in place for information sharing arrangements with relevant people.

This is to ensure care and support is consistent with Health and Social Care Standard 4.11:

'I experience high quality care and support based on relevant evidence, guidance and best practice'.

**This area for improvement was made on 1 November 2023.**

#### Action taken since then

The service had up to date contact details for all young people and seeks permission for the sharing of information from people with parental rights and responsibilities. Survey responses from external professionals highlighted excellent communication with the service and monthly summaries were sent to placing social workers.

This area for improvement has been met.

## 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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