

Crossbank Crescent RCU Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
19 November 2025

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003001068

About the service

Crossbank Crescent is a purpose-built care home for children and young people operated by Glasgow City Council.

The service is registered to provide care and support to eight children and young people. All young people have their own bedrooms with ensuite shower rooms, in addition to two communal living areas and a kitchen with dining area.

About the inspection

This was an unannounced inspection which took place on 17 and 18 November 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 three children and young people using the service
- we spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with three social workers and a children's rights worker.

Key messages

- Children and young people had nurturing and supportive relationships with staff.
- Care plans and risk assessments were detailed, evidencing an understanding of the impact of trauma.
- There was effective communication with external professionals to manage risk.
- The setting was high quality and well maintained providing a homely environment.
- There was a strong commitment to young people remaining in the service in to adulthood.

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 found significant strengths in aspects of the care provided and how these supported positive outcomes for children/people, therefore we evaluated this key question as very good.

Children and young people felt safe and benefitted from knowledgeable staff that understood their needs. Clear assessments were in place which outlines strategies to manage risk and there was proactive engagement with local police to ensure children and young people's safety was promoted. Staff had received appropriate training in child protection and protection issues had been dealt with appropriately.

Children had access to external advocacy via a Children's Rights worker who visited the house regularly to engage with children and young people. A rights based approach was embedded in service development plans and young people were fully included in their care.

Children and young people experienced therapeutic and stable care which promoted their emotional wellbeing. A clear model of relationship based practice was embedded in the service and staff had developed loving and trusting relationships with children and young people. One young person told us they "liked all the staff we built good bonds I would rate this home 10 out of 10." There was an emphasis on repairing relationships following challenging incidents and young people which helped to reduce the likelihood restrictive practice occurring.

Relationships between staff and young people were warm, trusting and nurturing. We received very positive feedback from external professionals about the quality of relationships within the service. Care plans and risk assessments demonstrated a strong trauma informed understanding of children and young people's needs which ensured that their needs were well met.

The house was spacious and well maintained and generally had a homely feel with photos and art work on the walls. Young people were positive about being able to have their choice of furniture within their bedrooms. Work had been undertaken regarding how information about children and young people was recorded and the use of journaling had been brought in to provide a respectful way to document daily life.

Children and young people's physical and mental health needs were well met by the service on admission. We did note some minor issues with recording of medication administration but these did not impact on outcomes for children and young people.

Meaningful connections to family were well promoted and the service was actively involved in supporting family time to ensure that important relationships were maintained.

Children and young people benefitted from dedicated individualised time with their keyworker and had opportunities to pursue diverse interests. Education and learning opportunities were proactively supported with young people engaged in school, college and employment opportunities. The service had plans to regain accreditation for the Duke of Edinburgh Award to increase opportunities available to children and young people.

There was a demonstrable and enduring commitment to children and young people staying in the service as they reached adulthood. Children and young people were aware of their rights to continuing care and the

service was committed to providing continuity of support. One social worker praised the "stickability" of the service in sustaining relationships.

Children and young people's aspirations were maximised through the use of high quality person centred planning. Care plans outlined clear goals and these were regularly reviewed which supported positive outcomes.

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

To appropriately support young people's physical and emotional wellbeing, the provider should review and improve risk assessments to accurately identify all risks for young people and staff with clear identification of strategies being used.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19); and 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 9 May 2023.

Action taken since then

Risk assessments are detailed and identify risks and support strategies. The format of risk assessment is difficult to follow due to the number of different sections within the format. A new format for risk assessment has been developed and is due to be implemented within the service.

This area for improvement has been met.

Previous area for improvement 2

To safeguard young people's safety and welfare, the provider should improve the recording procedures when incidents occur. This should include but not be limited to appropriate notification to the Care Inspectorate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am protected from harm, neglect and abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20) and "; I experience high quality care and support based on relevant evidence, guidance and best practice (4.11).

This area for improvement was made on 9 May 2025.

Action taken since then

Protection concerns notified and documented appropriately. Evidence of external quality assurance and notifications made appropriately to the Care Inspectorate.

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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