

Care Visions - Glenlee Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
10 November 2025

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2009235809

About the service

Glenlee is a care home registered to care for up to three young people. The staff team care for the young people over 24 hours and are employed by Care Visions Group Limited.

The service is provided in a large end terraced Victorian house in Glasgow. It is in a mainly residential area and has local amenities and convenient public transport links nearby.

The premises is furnished to a high standard and offers spacious living, including an enclosed back garden area. There is a large living room, kitchen/dining room, scullery/utility room, toilet with shower, bathroom, three bedrooms and a staff sleepover room, as well as a staff office.

About the inspection

This was an unannounced inspection which took place on 6 November 2025 between 9:30 and 16:00 and 10 November 2025 between 13:00 and 15:30.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded. This inspection is called a promise assurance inspection. It focusses on the key areas that are essential to upholding children and young people's right to be safe and be at the centre of their care. We report on them under the Promise foundation headings of; 'Voice', 'Care', and 'People'.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

We confirmed that the service continued to have the rights and voices of children and young people at the heart of their care and support. We know this because on this inspection we:

- Reviewed survey responses from professionals, and staff
- Spoke with one young person using the service
- Spoke with four staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

Voice

The voices of young people were at the heart of Glenlee. Staff listened closely to what young people wanted and this contributed to positive outcomes. Young people were supported to maintain links with those who were important to them. Staff had advocated for young people's right to education in a way that worked for them. Young people told us "staff [at Glenlee] are class".

Care

Young people told us that "staff knew them well and were always there when they needed them." The staff team were committed to the young people they cared for, which was evident in the strong relationships they had built. Staff were attuned and responsive to young people's needs. This created a safe environment where there was a strong focus on supporting young people to build their skills and resilience.

Young people's achievements were celebrated with regular updates and photos being included in individualised personal plan books. These were cherished by young people and staff.

Staff approached care with a trauma informed lens, always considering behaviour as a form of communication. This sensitive and compassionate approach had contributed to improved mental health for young people.

People

A strength of the staff team was their ability to work together, communicate and ensure consistency for young people. Despite the staff team experiencing changes of managers this year, they worked hard to ensure young people remained at the centre of the service.

Staff were knowledgeable and skilled in managing challenging situations, with a focus on de-escalation and listening. Staff worked well with multiagency partners and were confident in assessing and managing risk.

Staff told us they felt valued and well looked after by management. Strong leadership had been built within the team, which championed the strengths of colleagues. This also meant that the core values of the promise continued to be prioritised in day to day practice and care of young people. Young people knew who to go to if they wanted to complain and where there had been complaints, these had been dealt with quickly and sensitively.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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