

Rossie Residential Care Service Care Home Service

Montrose

Type of inspection:
Unannounced

Completed on:
11 November 2025

Service provided by:
Rossie Young People's Trust

Service provider number:
SP2003000292

Service no:
CS2021000083

About the service

Rossie Residential Care Service is provided by Rossie Young People's Trust, an incorporated association and registered charity overseen by a Board of Governors.

The service is set in extensive countryside a few miles from the town of Montrose. This inspection focussed on Forth House; a large and well maintained four bedroomed property outwith the main building of Rossie.

At the time of the inspection, the service was supporting and caring for three young people.

About the inspection

This was an unannounced inspection which took place on Thursday 6 November 2025 from 10:30 to 18:30 and then 20:00 to 22:45, Friday 7 November 2025 from 09:00 to 16:30 and Monday 10 November 2025 from 10:15 to 17:00. The inspection was carried out by two inspectors 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:

- spent time with young people living at the service
- spoke with staff including managers
- observed practice and daily life
- reviewed documents
- spoke with external professionals and parents
- considered responses to Care Inspectorate questionnaires.

Key messages

- Young people's safety was prioritised.
- The service was passionate at ensuring young people participated in their care and support.
- The service was successfully collaborating with various external agencies.
- Staff were extremely knowledgeable regarding young people's needs.
- Young people's interests were consistently very well supported and developed.
- Young people's achievement and attendance at education was outstanding.

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
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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?

6 - Excellent

We evaluated this key question as excellent as outcomes for young people were of outstandingly high quality.

Young people's safety was a key priority at Forth House, with exceptional relationships between staff and young people. Staff were extremely knowledgeable regarding young people's needs, understanding the impact of trauma and the importance of a nurturing environment. This resulted in young people feeling listened to, respected and able to seek out emotional support as required. One young person told us, "I love it here - all is good and plenty of staff I would go to if I had any concerns".

The service was successfully collaborating with various external agencies to support safe care practices, enabling young people to take risks, but ensuring appropriate safeguards were in place. This was also strengthened by the many specialist support services within Rossie, sharing key information and attending six weekly review meetings. As a result, staff were familiar with the indicators of concern for individual young people, guided by effective risk assessments and formulation assessments, leading to outstanding outcomes for young people. A social worker commented, "I'm impressed with how carefully staff have got to know the young person, their individual needs and abilities".

All young people had access to a range of responsible adults and professional services outwith Forth House with effective and well established partnership working. The staff team were consistently advocating for the young people, and they were positively encouraged to access the independent advocacy service available onsite to ensure young people's rights were protected.

Young people were benefiting from an exceptionally reflective culture, which supported the reduction of restraint in line with The Promise. This was enabled by a consistent and highly trained team who understood young people's individual needs and helped them to feel safe.

Staff at Forth House treated young people with respect, involving them in a variety of decisions regarding their care and support. This extended to the environment of Forth House, which was furnished to a very high standard, well maintained and personalised by the young people.

It was particularly impressive that young people were actively leading in their care and support - attending and chairing review meetings, taking an active role in staff interviews, and having their views successfully captured within care plans. This ensured they were at the heart of decisions affecting them, alongside successfully supporting the development of the service in creative ways.

The service prioritised the physical and mental health of young people. They benefitted from a clear pathway of assessment on arrival, with primary health needs being fully and comprehensively met. Some young people were also being supported through specialist health inputs, with Rossie advocating for particular assessments to be undertaken. Wellbeing was further strengthened by Rossie's specialist intervention service (SIS) who were integrated into the care team, also providing training relating to specific needs of young people.

Relationships with key family members were being nurtured and young people were supported to safely and meaningfully connect to important people. This was being facilitated in a variety of ways - at Forth House, in the local area and at family homes. This was extended to family being encouraged to support assessments and engage in reviews to ensure their views were included. The organisation continued to progress their 'brothers and sisters' project to further enhance young people's opportunities to connect with families.

There was excellent support to ensure young people's interests were supported and developed, with numerous impressive opportunities for young people within both the local area and onsite facilities. As a result, young people benefitted from exciting fun experiences and although some activities were individualised, peer friendships had also been established, supporting group interests.

Young people's achievement and attendance at education was outstanding, as the service had successfully linked young people to their interests; creating bespoke education plans. Young people undertaking voluntary and work placements that had been established with careful planning and support was particularly impressive. Therefore, the service was effectively encouraging, supporting and developing young people's broader achievement and supporting them to gain key life skills.

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

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