

Dunclutha Care Home Service

Dunoon

Type of inspection:
Unannounced

Completed on:
8 December 2025

Service provided by:
Argyll and Bute Council

Service provider number:
SP2003003373

Service no:
CS2003000451

About the service

Dunclutha is a residential care home for children and young people. It is owned and managed by Argyll and Bute Council. The service is registered to provide care and accommodation for up to six children and young people.

The service is a bungalow style house, set in its own grounds located in the East Bay part of Dunoon. It is well situated for local transport links into town and surrounding areas. Local ferry crossings are also available nearby.

The property comprises a large open plan lounge/dining area. A separate kitchen and laundry facility, adjoin the main living area. There are additional communal rooms, where young people can relax, take part in activities or meet with family and friends. Individual bedrooms are spacious and well furnished, with ensuite bathrooms. Outside space offers young people the opportunity to use a large decking area for socialising. This overlooks the garden and has views out to sea. There is private parking to the rear of the property.

About the inspection

This was an unannounced inspection which took place on 8 December between the hours of 11.45am & 6.15pm 2025.

This was a pilot inspection to test a new way of inspecting, to provide assurance that better performing services continue to strive to meet the promise. 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:

- Spoke with two young people
- Spoke with three members of staff and management
- Observed practice and daily life
- Reviewed documents
- Received feedback from professionals.

Key messages

Voice

Young people's voice was central to every day practice, enabled through a culture of listening to and acting upon their views. We spoke with young people who told us that they were able to express their views themselves, but that if they needed help to do this, then staff and advocacy supports were there. Key workers were passionate about young people in their care, making sure they spent time with young people to understand what was important to them. Young people's personal plans were used to progress their needs and wishes and there were many positive examples of person centred plans, which were adapted to meet the evolving needs and choices of young people.

Care

Relationships with young people were best described as loving, caring and trusting and the house provided a safe and positive space where young people were protected and nurtured. Staff training and clear safeguarding procedures ensured staff remained up to date and informed of effective child protection practices. The care of young people was the priority and young people confirmed that staff were kind and that they were well cared for. Young people spoke fondly about key workers and said, 'I have a good relationship with all the staff and I'm always involved in any decisions about me. I attend my meetings and am happy to give my opinions'. Arrangements to support family connections were in place, where possible, and staff were respectful of young people's wishes with regard to family time. Where young people's interests could be supported through community based groups, there was evidence that this took place routinely.

People

Staff had a good knowledge about the needs of young people and they were enabled to practice safely and with compassion. There was a good understanding of trauma informed practice and how trauma impacted young people's experiences and responses. Staff worked well as a team, and provided a safe and secure environment in which young people were supported to thrive. Effective links with partners further encouraged young people to achieve in ways most suited to their needs and wishes. Positive survey responses confirmed the view that young people had the correct support at the right time. Partners said, 'Staff are invested in supporting the young people to reach their potential'.

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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