

Wellhouse RCU Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
13 January 2026

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2015336142

About the service

Wellhouse is a care home service for children and young people. The service is provided and managed by Glasgow City Council.

The service is based in a purpose-built house located in the Easterhouse area of Glasgow. The house provides spacious and modern accommodation with each young person having their own bedroom with en-suite facilities. The house has two communal lounges and a large open-plan kitchen/dining room. Outside space offers opportunities for play and relaxation.

The service is registered to care for up to eight children and young people. At the time of the inspection there were eight young people living in the service.

The provider of this service is a corporate parent, with statutory responsibilities to look after and accommodate children. This may mean that the duty to care for children and young people on an emergency basis, or with highly complex needs, is their highest safeguarding priority.

About the inspection

This was an unannounced inspection which took place on 13 January 2026.

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 provide a very good level of care and support 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 three young people using the service, and observed a further two young people interacting with staff.
- Spoke with five staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

Voice

Young people's voices were at the heart of the care they received. This resulted in positive outcomes and a reduction of risk. Staff advocated for and supported young people to have time with friends and family which contributed to them maintaining lifelong relationships. Independent advocacy and access to a range of professionals was available to all young people as another means to ensure their views were of the utmost importance.

One young person told us "I've got absolutely nothing to complain about".

Care

The care young people received was person-centred and relationship based care was a key strength. This supported young people to be kept safe from harm. One professional told us "Staff have a good understanding of my young person's needs, background and behaviours. They take a trauma informed, strengths based approach in direct work and decision making".

Young people enjoyed having fun with staff and strong, trusting relationships were evident. Highly individualised personal plans helped young people understand the steps to achieving their goals.

Staff worked effectively with external professionals which contributed to young people being provided with a high standard of care.

People

Young people were supported by a compassionate and committed staff team. Staff took a trauma informed approach to caring for young people.

Staff were knowledgeable and skilled in managing challenging situations. They worked well with multiagency partners and were confident in assessing and managing risk.

There was effective managerial oversight of the service and staff team to ensure there was a good balance of knowledgeable staff to meet the needs of the young people. Strong leadership meant that the core values of the promise continued to be prioritised in day to day practice and care of young people. This contributed to young people experiencing a high standard of care.

Staff felt well supported and young people knew who they could go to if they wanted to complain.

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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