

# Lettershaws Farm Cottage Care Home Service

Biggar

**Type of inspection:**  
Unannounced

**Completed on:**  
13 January 2026

**Service provided by:**  
BDT CARE SOLUTIONS LTD

**Service provider number:**  
SP2016012716

**Service no:**  
CS2019372791

## About the service

Lettershaws Farm Cottage is a registered care home service which provides care to children and young people. The service is located in a rural location near to the village of Abington, South Lanarkshire. The service is provided by BDT Care Solutions, part of the Pebbles group. The service was registered with the Care Inspectorate on 13 March 2019.

The service operates from a detached house, which is surrounded by farmland. There are no public transport links, and young people are supported to use amenities in nearby towns, with staff transporting them there by car. Within the house, there is a living room, bedroom, kitchen, bathroom and areas for staff to work and sleep. There is also an outbuilding, currently used for storage, and a contained garden area.

## About the inspection

This was an unannounced inspection which took place on 7 January 2026 between the hours of 09:50 and 17:00. Further inspection work was carried out on 8 January 2026. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with children and young people using the service
- spoke to five members of staff and management
- spoke to one external professional
- reviewed survey responses from seven members of staff, one external professional and one family member
- observed practice and daily life.

## Key messages

- Young people were being kept safe with the support of an experienced, stable, and committed staff team.
- Relationships were very strong, and this had supported young people's progress.
- Practice in risk assessment and risk management had improved and there was a thoughtful and dignified approach to keeping young people safe.
- A therapeutic approach to care had been well embedded throughout all aspects of the service.
- Family time was promoted in a flexible, meaningful, and person-centred way.
- There were fantastic educational outcomes.
- Transitions to adult services were very well considered, with young people's needs and rights being central to planning and decision-making.
- Planned improvements to quality assurance are welcomed and will help increase the quality of children's plans.

## 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 that supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Young people's safety was prioritised at Lettershaws. Young people told us they felt safe, they liked living there, and could trust the staff supporting them. The service benefitted from having a consistent team who knew young people incredibly well. This helped to establish relationships that were filled with fun and compassion. Young people had made significant progress across many areas of their development due to feeling safe and secure.

The service worked collaboratively with other agencies, and used robust risk assessments, to keep young people safe. Feedback from external professionals was very positive, one told us, "They look after him in such a dignified way. They seriously care about his wellbeing". The service was skilled in dynamically assessing risk so that young people had as much independence as possible. This demonstrated a strong message of respect to young people.

There was a comprehensive response to protection issues that arose for young people, with staff demonstrating confidence in safeguarding practice. Staff had been trained in adult protection since the last inspection which strengthened the approach.

Young people's rights were well promoted. There was access to independent advocacy and legal advice. The service had recently advocated strongly to ensure young people's rights were safeguarded during transitions out of the service, contributing to positive long-term outcomes for young people.

The service had worked hard to embed a therapeutic environment at Lettershaws. Improvements to training, access to in-house Psychology, and strong leadership had supported this. When incidents of concern occurred, the response was informed by a therapeutic approach, PACE, and incidents were well reflected upon. There was commitment to restraint reduction, with no incidents taking place during this inspection period. A trauma-informed culture led to a care environment that was sensitive and nurturing.

The physical environment at Lettershaws would continue to benefit from improvement. Plans for improvements had been placed on hold to be sensitive to young people's needs and wishes. The planned improvements will ensure the physical environment better reflects the therapeutic aspirations of the service.

Young people were supported to have connections with friends and family. The service was proactive and had gone to significant lengths to plan family time that was meaningful and beneficial. This work had helped strengthen young people's networks of support as they entered adulthood. Friends had also been welcomed to Lettershaws, and a sensitive approach was taken towards this. Young people had a strong sense of identity and belonging.

Focus was placed on developing young people's independence skills. Activities including cooking and using public transport were practiced and supported. Young people also took part in activities such as ice-skating, golfing, and camping, and had experienced some exciting holidays. These activities helped to build young people's skills and confidence and broadened their horizons.

Educationally, young people had achieved to a level that exceeded expectations due to the highly

individualised support provided. Educational transitions were carefully planned and person-centred. The service had been integral to supporting important assessments for young people's future care and support. An external professional told us, "This service has done well at supporting X into adulthood...celebrating and acknowledging endings and including their wishes for their future move". Commitment and dedication from the service ensured young people had a positive future outlook.

Care plans helped to achieve identified goals and outcomes, and important contributions from young people were evident. We suggested some improvements to care planning during our inspection. Planned improvements to quality assurance and the service development plan will further support care planning and the wider aspirations of the service.

## 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 support young people's wellbeing and safety, the provider should ensure there are detailed risk assessments in place for all young people. These assessments should contain individualised strategies to help keep young people safe.

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 because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm" (HSCS 3.21).

This area for improvement was made on 24 June 2024.

#### Action taken since then

Since the last inspection, the service has implemented a new 3-staged approach to risk management plans. These plans were much more detailed and contained helpful strategies to reduce risk at each of the levels of intervention. Staff were very knowledgeable about young people's risk assessments and knew well the strategies required to keep young people safe. There was evidence of strategies being well used during incidents of concern.

This area for improvement has been met.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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