

Kibble Levernbridge Care Home Service

GLASGOW

Type of inspection:
Unannounced

Completed on:
20 January 2026

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2021000361

About the service

Kibble Levernbridge is a care home service situated in a residential area of Glasgow, close to local transport links, shops and community services. The service provides accommodation in two separate houses for up to four young people. Each house has two bedrooms, two communal bathrooms, a large sitting area and large kitchen area. There is garden at the back of both houses that offers space for relaxation and outdoor pursuits. At the time of our inspection, there were four young people living in the service.

About the inspection

This was an unannounced inspection which took place on 13 January 2026 between the hours of 11:00 and 19:00 and on 14 January 2026 between the hours of 10:30 and 23:00. The inspection was carried out by one inspector 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:

- spoke with three young people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

Key messages

- Young people generally felt safe and well supported.
- High quality risk assessment and multi agency working enhanced safety.
- Rights-based practice was strong and consistently upheld.
- Relationships were nurturing, trauma-informed and positive.
- Staffing stability had improved, reducing earlier inconsistency of care.
- Young people were meaningfully involved in decisions and supported to progress.

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 in aspects of the care provided and how these supported positive outcomes for young people, therefore, we evaluated this key question as very good.

Young people told us they felt safe most of the time, with any feelings of being unsafe linked to past trauma and difficulties trusting adults. Staff had a strong understanding of each young person's background and responded sensitively to promote emotional and physical safety. Risk assessments were of a very good standard, identifying risks within and outwith the home and informing developmentally appropriate decisions. This helped young people understand and manage risk, building confidence and independence.

Shared Understanding Meetings were a significant strength, enabling regular multi-agency reflection on needs, progress and risk. These meetings supported shared responsibility for planning and encouraged effective professional challenge. Staff also explained risks and consequences calmly, helping young people develop safer and more informed decision-making skills.

Although no young person was using independent advocacy at the time of inspection, this was their choice. Advocacy information was accessible, and staff were confident in supporting access. Recent examples showed staff securing legal representation or advocacy, when needed, demonstrating strong rights-based practice.

Child and adult protection practice aligned with national guidance. Staff were confident in procedures, understood their responsibilities and felt supported by managers. Regular training reinforced good practice and helped maintain a strong safeguarding culture.

Recent staffing instability had impacted consistency of care, though managers minimised disruption by ensuring only Kibble staff covered shifts. Young people recognised recent improvements in staffing stability and identified trusted long-standing staff and newer staff who were developing positive relationships. Restraint was rare, understood as a last resort, and used within a trauma-informed framework that helped reduce reliance on restrictive practice and supported emotional wellbeing.

Relationships between staff and young people were warm, respectful and informed by an understanding of trauma. Staff were calm, patient and attuned to individual needs. The Specialist Intervention Service (SIS) offered valuable therapeutic support to young people and enhanced staff insight into their needs. We encouraged managers to ensure staffing levels consistently supported attendance at SIS appointments.

Young people enjoyed positive experiences including trips, holidays and activities that supported confidence and connection. However, opportunities for spontaneous fun were sometimes limited by lone working and differing interests. Leaders were open to creative proposals to improve this.

The houses were calm and homely, and young people consistently experienced respectful care even when they did not always interpret it that way. Staff were sensitive to this and worked at a pace suited to each young person's readiness and individual needs.

Young people were fully involved in day-to-day decisions and care planning. When participation in meetings felt overwhelming, staff used creative approaches including recording meetings. This ensured young people remained informed and included.

Young people were registered with relevant health services, and staff understood their health needs. Staff attempted to balance necessary support with developing young people's independence and life skills. We emphasised the importance of always ensuring this was tailored to individual needs.

Young people were sensitively supported to maintain or reconnect with family in a way that prioritised emotional and physical safety. Staff demonstrated compassion and pride when discussing positive outcomes.

Young people were encouraged to develop skills and aspirations. Education and training pathways were flexible and tailored to individual needs. The service showed strong commitment to supporting young people into adulthood through thoughtful transitions and partnership working with local authorities. Many young people chose to remain voluntarily, reflecting a sense of trust and security.

Care plans were person-centred, regularly reviewed and used specific, measurable, achievable, realistic and time-bound (SMART) goals. Weekly updates showed thoughtful consideration of progress, helping young people recognise their achievements.

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?	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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