

Burnside Children's Unit Care Home Service

Alexandria

Type of inspection:
Unannounced

Completed on:
14 January 2026

Service provided by:
West Dunbartonshire Council

Service provider number:
SP2003003383

Service no:
CS2003001426

About the service

Burnside is a residential care home for up to six children and young people. The service is provided by West Dunbartonshire Council and is located in the vicinity of Alexandria.

The end terraced house is in a quiet residential area close to good transport links and a wide range of shops and community facilities. It is set over two levels and provides young people with their own bedroom, shared bathrooms, a large living room, dining room and kitchen. The house has gardens to the front and rear with direct access to extensive, adjacent parkland.

About the inspection

This was an unannounced inspection which took place on 12 January 2026 between 10:30 and 19:30. The inspection was carried out by one inspector from the Care Inspectorate.

This was a pilot inspection to test a new way of inspection to provide assurance that better performing services continue to deliver a high quality level of care and support. No new evaluations (grades) have been awarded. This inspection is called a promise assurance inspection. It focuses 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 since the last inspection.

We confirmed that the service continued to provide a high quality level of care and support. We know this because on this inspection we:

- Met five and spoke with four young people living in Burnside.
- Spoke with three members of staff and management.
- Spoke with one visiting professional.
- Observed practice and daily life.
- Reviewed documents.
- Reviewed survey responses from young people, staff, parents and stakeholders.

Key messages

Voice

Young people were at the heart of their care in Burnside. Staff were closely attuned to what young people wanted and needed, this meant young people were heard, and they told us they felt at the centre of the decisions made for, and with them. Young people's voices were valued as they were genuinely used to shape the home they lived in. Young people were supported to represent their views when planning for the future and the service ensured young people understood their rights. One young person told us, 'I can tell them anything and they listen to me and deal with anything I need them to'.

People

Young people were supported by a committed and passionate team who develop meaningful and enduring relationships with the young people living there. The culture of the service was driven by care, compassion and nurture. Strong and effective partnerships with people external to the service meant young people experienced adults as consistent, considerate and working well together. Leaders had a vision for the service, driven by a genuine understanding of what young people needed, and their right to be at the centre of safe and compassionate care. Meaningful support and relationships with families meant young people could safely repair important connections at a pace that was right for everyone. One family member told us, 'This is the most I have ever been supported and I feel really included in my child's care'.

Care

Young people were safer as a result of their care and Burnside's person centred approach was driven by compassion, respect and a good understanding of each child's needs. Young people had fun as a wide range of activities and resources were available which were considerably tailored to their needs and interests. Children were nurtured and their vulnerability was safely navigated to ensure they maintained their right to independence alongside their right to be protected. One young person told us, 'Burnside has given me the time, space and support to discover who I am and make good choices for myself'. Young people were supported to stay in the service and the culture of care ensured young people developed enduring relationships and viewed Burnside as a home they could return to. One young person told us 'I love when people who used to live here come back and have meals together. I might do this when I'm older'.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

To find out more

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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