

# Curo Salus - Northview House Care Home Service

Johnstone

**Type of inspection:**  
Unannounced

**Completed on:**  
23 January 2026

**Service provided by:**  
Curo Salus Limited

**Service provider number:**  
SP2004006972

**Service no:**  
CS2004079909

## About the service

Northview service is managed by Curo Salus Limited. The service is registered to provide residential care and support to a maximum of nine children and young people aged five to 18 years. Northview is a large, detached building in a residential area of Johnstone.

All young people have their own bedroom and bathroom allowing them privacy. There is a living room, dining room, kitchen and extensive enclosed back garden. Within the garden there is separate accommodation, known as the cabin, for one person providing opportunity for increased independence.

Tandlebrae Cottage is a separate facility for two young people set within a rural location a short distance away. The cottage has two bedrooms, living room, kitchen and dining area. The cottage also has an extensive enclosed garden and a games cabin within the grounds

## About the inspection

This was an unannounced inspection which took place on 15 January 2026 between 10:15 and 18:45 and 16 January 2026 between 10:00 and 16:30. Feedback was provided on 23 January 2026. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluation of the service we:

- spoke with six young people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documentation and survey responses
- spoke with two external professionals
- spoke with three family members.

## Key messages

- Young people were kept safe and cared for by a committed staff team who knew them well.
- Staff supported young people to maintain relationships with those important to them.
- Varied education opportunities were promoted by staff.
- Young people attended a variety of hobbies and activities and were supported to develop their interests.
- The house was warm and welcoming, with a fun and relaxed atmosphere.

## 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

### 7.1 Children and young people are safe, feel loved and get the most out of life

Children and young people living at Northview were kept physically and emotionally safe. The staff team were knowledgeable and confident in their roles, supported by skilled leaders who contributed to a multi-agency approach to minimise and reduce harm. The staff team were effectively using relationships they had built to support children and young people to identify potential harm and develop the skills and confidence to navigate challenges they faced.

Effective multi-agency working enhanced staff's understanding of their responsibility to fully implement national guidance in child and adult protection. Detailed risk assessments identified potential risks for children and young people using the service and these assessments were shared with staff to ensure they had an understanding of how to protect children and young people.

Children and young people experienced stable and therapeutic care, which was supported by Curo Salus trauma informed practice model. One external professional told us, 'We see a lot of trauma informed practice in this service and staff are committed to attending regular training on this to support their practice'. The use of restraint was reduced as staff used their compassionate and connected relationships with children and young people to support them during more challenging times.

Relationships between young people and staff were observed to be warm, nurturing and fun. Mealtimes at the service created inclusion as well as respect for young people's individual rights and preferences. This balance ensured young people continued to feel cared for whilst making their own decisions. One young person told us, 'I would give the service a ten out of ten.' adding they could talk to staff about anything.

Children and young people's connections to family, friends and the community were actively supported and carefully considered, and the service worked well with families to support family time and maintain family connections. One parent told us, 'Staff at Northview work really hard to support family time and young people feel connected to people that are important to them'. Supporting family connections was a particular strength of the service and supported young people to navigate difficult life events.

Most young people were engaged and achieving in education. Staff acted upon the views of young people in these areas and offered praise and encouragement to young people around their individual achievements. When accessing education proved difficult, the staff team advocated for alternatives to education.

Young people's individual interests and ambitions were consistently supported and encouraged by the team, supporting children to build confidence, skills and resilience. New experiences were created to ensure young people got the most out of life and their sense of self worth strengthened as a result of this.

Good quality personal plans reflected the individual needs and wishes of young people. A particular strength of Northview staff was to use creative, age and stage practice approaches to engage children and young people in their plans. This practice supported young people's identity and empowerment.

## 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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