

Love Childrens Support - Glasgow Support Service

Love Group
Craighall Business Park
6 Eagle Street
Glasgow
G4 9XA

Telephone: 01355629609

Type of inspection:
Unannounced

Completed on:
6 February 2026

Service provided by:
Love @ Care Ltd

Service provider number:
SP2018013216

Service no:
CS2022000197

About the service

Love Children's Support - Glasgow is part of Love @ Care and is a support service that includes care at home. They provide support to children and young people in the Glasgow area. They are registered to provide support to people in their own home, in the community and within "The Hub", a large space at their Glasgow office

About the inspection

This was an unannounced inspection which took place between 26 January 2026 and 02 February 2026. The inspection was carried out by two inspectors 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 six family members of young people receiving a service and seven responded to our survey.
- Spoke with 13 staff and managers and five responded to our survey.
- Observed Practice with "The Hub".
- Reviewed documentation.
- Spoke with seven external professionals and three responded to our survey.

Key messages

- Most young people benefitted from strong relationships with the staff that supported them.
- The Hub was a new feature of the service and used to supplement young people's support.
- Young people were supported to use communication aids to help ensure their voice was being heard.
- Leaders demonstrated a clear understanding about what was working well and what improvements were needed.
- Leadership capacity was stretched due to vacancies within both the service and in the wider organisation.
- Staff were recruited in a way that was informed by all aspects of safer recruitment.
- We asked the service to strengthen and individualise the induction process.

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 people's wellbeing?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

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

Young people benefitted from strong relationships with the staff that supported them. One parent told us "The small group of community support staff my child has are fantastic they are so great with them and go out of their way to make sure they have a good day". Another said, "Since my child has been supported by 1:1 staff they have come on amazing".

Most young people had a consistent staff team and the service had plans in place to ensure all young people had a consistent team around them and we look forward to seeing the impact on outcomes at the next inspection.

Young people were kept safe and risks were reduced because the staff knew the young people well and had a good understanding of how health and mental health diagnoses impacted their daily wellbeing. They were equipped with specific strategies to support young people and help them feel more regulated. One parent said "The staff know my child's limitations and pre-empt any incidents that may possibly arise".

Young people benefitted from staff being able to confidently recognise and respond to changes in young people's emotional wellbeing. As a result, restraint and restrictive practices were infrequently used. On the occasions it was used, a learning exercise took place to consider the circumstances and reflect on practice.

Staff confidently recognised changes in young people's health and communicated effectively with management to ensure that the young people's family and relevant external professionals were kept up to date. This ensured that young people got the support they needed when they needed it.

The Hub was a new feature of the service and used to supplement young people's support. Staff ensured young people had a choice of activities both in the community and within "The Hub". The space offered an opportunity for young people to develop skills in making snacks and meals. Staff supported young people to comfortably enjoy their food within the Hub which in turn promoted their skills in social settings.

Young people were supported to use communication aids to help ensure their voice was being heard. The introduction of an additional support needs coordinator to the team ensured that young people were supported to process information at a pace that was right for them and this meant they had a more relaxed experience.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Leaders demonstrated a clear understanding about what was working well and what improvements were needed. Leaders within the service were well qualified, experienced and skilled in their leadership roles. There had however been significant changes in leadership and capacity was stretched due to vacancies within both the service and in the wider organisation. External professionals told us that changes in management sometimes caused delays in communication and this increased a risk to outcomes. (Area for Improvement 1)

Quality assurance systems were in place that examined and evaluated the experience of supported young people across a range of themes. Self-evaluation was comprehensive and provided an accurate and honest evaluation of the service. Stakeholder feedback was integrated into the evaluation of the service. Leadership demands and challenges did however present a risk to ongoing objective scrutiny. (Area for Improvement 1)

Parents told us they were asked for feedback regarding their child's support and felt listened to when they made specific suggestions. The stakeholder feedback gave assurances about what was working well but could have been strengthened by clearly identifying what the service did when suggestions for improvements were made.

Families and staff felt confident in giving feedback and felt they could offer their views and opinions to an approachable leadership team. Staff were also confident they could access leaders within the wider management structure if necessary.

Where things went wrong with a person's care or support leaders offered a genuine apology and took action to learn from mistakes. However not all stakeholders were aware that there was a complaints process and we asked the service to ensure every household had up to date information and to ensure the complaints process was easily accessible.

Areas for improvement

1. In order for young people and their families to benefit from a service that is well led and managed, the service should ensure that all leaders have capacity to fully carry out their role.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I use a service and organisation that are well led and managed." (HSCS 4.23)

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Staff were recruited in a way that was informed by all aspects of safer recruitment. Staff did not start work until all pre-employment checks had been concluded and relevant mandatory training had been completed to ensure people were kept safe.

Staff were clear about their roles and responsibilities and they were clear about who they could speak to for support. Staff were clear about their conditions of employment and the arrangements for ongoing supervision and appraisal. Staff were well supported and told us that they felt well supported.

A staffing assessment provided an overview of staff skills and experience and all staff had completed the mandatory induction period. However there was not an explicit individualised induction plan that considered the strengths and learning needs of individual staff or regarding the introduction to specific young people. Feedback from young people or their families was also not explicit during the induction period. (Area for Improvement 1)

Areas for improvement

1. In order for young people to benefit from staff who know them well the service should develop a more robust and collaborative induction plan. This should include shadowing opportunities and feedback from young people and their families.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I know who provides my care and support on a day to day basis and what they are expected to do. If possible, I can have a say on who provides my care and support". (HSCS 3.11)

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 May 2024 the provider must ensure that young people's health and wellbeing needs are being accurately assessed and met by responsive, knowledgeable staff.

To do this, the provider must, at a minimum, ensure that:

- a) Where restraint is identified as a necessary intervention the specific agreed holds should be detailed in their personal plan.
- b) Staff are trained, skilled and equipped to support young people with specific complex needs.
- c) A robust process of supervision informed appraisal is in place for staff to reflect on their knowledge and practice and how they put this training into practice.

This requirement was made on 22 May 2024.

Action taken on previous requirement

Instances of restraint have significantly reduced.

For those where it may be required have it detailed in their care plan and staff were familiar with the type of restraint that was allowed but felt strongly that they would not need to use this.

De-brief and learning reviews took place following each instance of restraint this provided an opportunity for reflection and appropriate action taken regarding support the performance of staff.

Met - within timescales

Requirement 2

By 31 May 2024 the provider must ensure that people using the service are kept safe and that "Safer Recruitment through Better Recruitment" guidance is followed. To do this, the provider, must as a minimum:

a) Appropriate checks and references are secured prior to a candidate starting employment.

This requirement was made on 22 May 2024.

Action taken on previous requirement

Appropriate references and checks had been undertaken for all new members of staff.

Met - within timescales

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**

Young people get the best possible care and support because they are looked after by people who have the right values, skills and experience. They can reflect on their work, analyse any negative outcomes and improve how they undertake their supportive role.

To achieve this service should, but is not limited to, Develop a robust and dynamic staffing needs analysis.

This area for improvement was made on 22 May 2024.

Action taken since then

The service developed a staffing needs assessment.

Staff have regular supervision and are encouraged to reflect during supervision and debriefs on the care and support they offer.

Previous area for improvement 2

To ensure that children and young people are enabled to get the most out of life with support to maintain and develop their skills, interests and strengths the service should support staff to promote young people's dignity and to be aspirational and creative in support planning.

This area for improvement was made on 22 May 2024.

Action taken since then

There were numerous examples of young people being supported to develop skills, interests and get the most out of life. The service had further plans to develop this through developing the use of the Hub and we look forward to seeing this at the next inspection.

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 people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.