

Crawford Street Young Person's Unit Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
26 February 2026

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003001053

About the service

Crawford Street Young Person's Unit is a residential care home for children and young people who are Looked After and Accommodated by Glasgow City Council. The service is located in the Partick area of the city and has very good transport links to the local and wider community.

The service can accommodate up to eight children and young people. At the time of this inspection, the service had eight young people living there.

The property is a bungalow which offers accommodation on one floor. The house is spacious, with a range of communal and private space, which is bright and well furnished.

About the inspection

This was an unannounced inspection which took place on 26 February between 10.30am and 5.45pm.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to strive to meet the promise. No new evaluations (grades) have been awarded. This inspection is called a promise assurance inspection. It focusses 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 throughout the inspection year.

We confirmed that the service continued to have the rights and voices of children and young people at the heart of their care and support.

We know this because on this inspection we:

- reviewed survey responses from professionals
- spoke with two young people using the service
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents.

Key messages

Voice

Children and young people were actively supported to participate in their care planning, strengthened by the trusting relationships they had with their key workers. They also had access to independent advocacy, ensuring their views were clearly expressed and meaningfully considered during the planning of their care. Goal setting was rooted in what mattered to each young person and were reviewed regularly to reflect their progress and changing priorities.

Care

Young people experienced responsive, nurturing care and many told us that one of the best aspects of the service was "making bonds with people." Both staff and young people described how trusting relationships were built at a pace that suited each individual. Young people said, "If I'm upset, I seek out staff," showing how these relationships helped them feel safe, supported and cared for.

Young people were also helped to maintain important relationships with key people in their lives helping them feel connected and build life long relationships.

People

Management and leadership were effective in creating a supportive environment that contributed to positive outcomes for young people. Staff described feeling well supported on an individual level and said they felt, "valued" by managers, which helped them feel that they genuinely, "mattered."

The team demonstrated a strong trauma informed approach, working together cohesively to provide consistent, attuned care. This shared understanding of children's needs was recognised externally as well. One professional told us that staff are, "very knowledgeable and have children at the centre," highlighting the quality and focus of their practice.

Complaints

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

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