

Oswald Street Care Home Service

Falkirk

Type of inspection:
Unannounced

Completed on:
26 February 2026

Service provided by:
FTS Care Ltd

Service provider number:
SP2009010432

Service no:
CS2015335909

About the service

Oswald Street is a service provided by FTS Care Ltd., a small private company which also operates two other children's houses.

The house is located in the town of Falkirk in Central Scotland and is registered to provide residential care to a maximum of four children and young people. Falkirk Council is currently the sole commissioner of this service.

The service is situated in a quiet residential area which is in close proximity to local education settings, shops, parks and transport links. The interior is spacious and decorated to a good standard with personal bedrooms situated across the two floors of the building. There is also a generous, well maintained, private outdoor space.

About the inspection

This was an unannounced inspection which took place between 23rd February and 25th 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 three young people using the service
- spoke with 8 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

We also considered questionnaire responses from x2 young people, x1 parents/carers, x8 staff members, x 4 external professional..

Key messages

- Young people benefitted from individualised support provided through warm, nurturing relationships with adults who knew their needs well.
- Multi-agency partnership working was embedded within the service and enhanced the quality of care and support planning.
- The service needs to ensure a consistently effective approach in relation to identification and response to protection matters.
- Improvements in quality assurance had been progressed however some further work is needed to ensure consistent effectiveness.

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

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| How well do we support children and young people's rights and wellbeing? | 4 - 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?

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.

Young people benefitted from individualised support provided through warm, nurturing relationships with adults who knew their needs well.

Young people were kept safe, and the service had followed national guidance and good practice in relation to most protection matters which arose. In a small number of instances this had not been the case. (See Area for Improvement 1).

Although there was a high level of engagement and completion of mandatory training within the service, this was not the case in relation to some specific training to meet individual complex needs of young people. (See Area for Improvement 2)

Multi agency partnership working was a strength of the service and this was echoed by external professionals. This meant that young people experienced an holistic and co-ordinated approach from the professional supporting them.

The importance of family relationships was recognised and supported. Staff worked hard to establish positive relationships with family members and navigated sometimes complex dynamics and risk to promote positive experiences for young people. This meant that young people enjoyed continuity of relationships with people who matter to them.

The service advocated strongly on behalf of young people and there was ready access to external advocacy services. This ensured that young people's voices were heard and promoted a rights respecting approach.

Individual plans and key documentation were of a good quality and indicators of progress in achieving identified outcomes were regularly reviewed. This supported more effective care and support being experienced by young people.

Young people were informed of their right to continuing care and this commitment was regularly reinforced. However, there was a lack of focussed consideration and practice in this area and training had not been undertaken by all staff to equip them to provide related support (See again Area for Improvement 2). We provided the service with advice and guidance and will consider this again at the time of the next inspection.

Young people benefitted from a fully staffed and stable team, led by a strong management team, providing care and support. At the time of the last inspection a requirement was made in relation to staffing levels and skills. It was assessed that this had been met.

There have been improvements in quality assurance within the service, supported by clear internal mechanisms and more effective monitoring and oversight from external management. This has also supported improvements in the quality and consistency of recording and key documents within the service.

At the time of the last inspection an Area For Improvement was made in relation to matching and admissions documentation. Although significant work had been undertaken to considerably improve the quality of these documents, an issue was identified regarding accuracy of key information. This had potential to contribute to the risk of poor outcomes. This unfortunately had not been captured by quality assurance mechanisms in place at the time. As a result this Area for improvement was not found to have been met and will be repeated. (See Area For Improvement 3)

Areas for improvement

1. To ensure the safety and wellbeing of young people, the service should ensure a consistent approach by all staff in the identification and response to all protection matters.

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

"I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities." (HSCS 3.20)

2. In order to effectively meet the current and anticipated needs of young people, the service should ensure specific training needed to meet identified needs of individual young people is prioritised and delivered to the staff team in a timely manner.

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

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

and;

"I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty." (HSCS 3.18)

3. To ensure young people are provided with the care and support which best meets their needs, the service should ensure a consistently comprehensive approach to admissions and matching processes and recording.

This should include ensuring all available information is considered and clear analysis is present in recording of decision making.

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

'My care and support meets my needs and is right for me' (HSCS 1.19)

and;

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

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

Requirements

Requirement 1

By 28 February 2025 the provider must ensure staffing resources are fully assessed, appropriate and sufficient to meet the needs of children and young people within the service.

To do this the provider must, as a minimum:

- a. Undertake an assessment of staffing levels needed to meet the individual needs of each young person in the service. This should take account of risk assessments, care plans, dynamics and agreed and anticipated supports for young people in the service.
- b. Ensure staff skill and experience is fully incorporated into the assessment to ensure the needs of young people can be effectively met.
- c. Ensure sufficient staffing numbers are in place at all times to meet the assessed needs of individual children and young people and that this is regularly reviewed. These levels must not include the manager who must remain supernumerary at all times.

This is to comply with This is in order to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

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

"My needs are met by the right number of people" (HSCS 3.15)
and;

"I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty" (HSCS 3.18).

This requirement was made on 5 February 2025.

Action taken on previous requirement

- Assessment of staffing levels in place and is subject to regular review.
- This incorporates strengths and vulnerabilities of young people and staff within the service to inform assessment of required support/staffing levels.
- New staff are paired with experienced mentors to support development
- The team is fully staffed offering stability and supporting appropriate staffing levels being maintained and a reduction in the use of agency staff.
- The manager remains supernumerary at all times.

As a result it was assessed that this Requirement has been MET

Met - outwith 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

To ensure young people are provided with the care and support which best meets their needs, the service should ensure a consistently comprehensive approach to admissions and matching processes and recording.

This should include ensuring all available information is considered and clear analysis is present in recording of decision making.

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

'My care and support meets my needs and is right for me' (HSCS 1.19)

and;

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 5 February 2025.

Action taken since then

Although it was clear that significant work had been undertaken to considerably improve the quality of these documents, an issue was identified regarding accuracy of key information which had the potential to contribute to the risk of poor outcomes.

As a result it was assessed that this Area For Improvement was NOT MET and will be repeated – see body of the report.

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

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| How well do we support children and young people's rights and wellbeing? | 4 - Good |
| 7.1 Children and young people are safe, feel loved and get the most out of life | 4 - Good |
| 7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights | 4 - Good |

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