

Tanglewood Care Home Service

Biggar

Type of inspection:
Unannounced

Completed on:
16 March 2026

Service provided by:
Partners In Care Ltd

Service provider number:
SP2007008923

Service no:
CS2007144754

About the service

Tanglewood is a care service registered with the Care Inspectorate to provide care to a maximum of two children and young people. It is located in a small village in South Lanarkshire and is operated by 'Partners in Care'.

The house is spacious and furnished to a high standard with bedrooms upstairs and shared living areas on the ground floor. There is also a large enclosed garden.

About the inspection

This was an unannounced inspection which took place on 16 February 2026 between 10:15 and 18:45.

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 young people, families, professionals and staff
- spoke with two young people using the service
- spoke with four staff and management
- observed practice and daily life
- reviewed documents.

Key messages

Voice

Young people's voices were at the heart of all aspects of life in Tanglewood. Care and support was shaped around individual young people's needs, preferences and aspirations. This resulted in support that was highly individualised. The quality of relationships was a significant strength. Staff built trusting and loving relationships and we observed that young people were able to express their views confidently. Staff invested time, patience and emotional availability which meant young people felt safe, valued and respected. Young people told us staff were good and they felt listened to.

Care

Staff at Tanglewood provided thoughtful and nurturing care and understood young people's individual needs well. Warm and playful interactions were evident, which contributed to a relaxed and homely environment.

Meaningful connections with people who were important to young people were recognised and actively strengthened and this promoted stability, belonging and emotional security.

Staff encouraged and celebrated achievements in education, independence skills, talents and interests. One young person told us that staff were proud of them. Young people benefited from opportunities such as sports, trips, holidays and volunteering which broadened young people's horizons and built confidence.

People

Young people were cared for by a highly committed staff team who were knowledgeable, well trained and supported. Staff were trauma informed and a therapeutic caring approach was used which meant young people received consistent predictable care.

There was good management oversight of the service and staff were able to access advice as required. One staff told us "The leadership in Tanglewood are very supportive." This contributed to young people experiencing a high standard of care.

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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