

Main Street Residential Children's House Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
18 February 2026

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Service no:
CS2009230682

About the service

Main Street Residential Children's House is a care service provided by North Lanarkshire Council. The service is registered to provide care for up to six children and young people but, at times, may request to vary the conditions of registration to allow for additional children and young people to live in the house. At the time of this inspection, there were seven young people living in the house.

Main Street is a single-storey house located near the centre of Cumbernauld Village. It has six single bedrooms, all with ensuite facilities. There is additional private space for a further young person, should this be required. The design is open plan with communal lounge/dining areas and a well-developed private garden.

About the inspection

This was an unannounced inspection which took place on 2 and 3 February 2026 between the hours of 11:00 and 19:15. The inspection was carried out by one inspector 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 five young people
- spoke with eight members of staff and management
- observed practice and daily life
- reviewed documents
- received survey responses from 20 visiting professionals.

Key messages

- Staff were highly responsive to the needs of children and young people in their care.
- Young people were supported to progress at their own pace.
- Most young people were in education and work.
- Staff worked very hard to help young people reach their potential.
- Creative strategies were used to support younger children.
- Collaboration with partners was a strength.
- Young people enjoyed holidays and activities.
- Family relationships were fully enabled where possible.
- The provider should improve upon duties and responsibilities to notify regulatory bodies.

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?	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 and young people and clearly outweighed areas for improvement.

All children and young people living in the house benefited from experienced staff who were compassionate and highly responsive to their needs and wishes. Most young people had lived in the house for some time and they continued to make progress in their lives.

Young people spoke positively about how staff and especially key workers, focused their attention on helping them to achieve in ways that were important to them. Where challenges continued to impact young people's lives, the provider should ensure that timely notifications are made to the Care Inspectorate and where appropriate, referrals are submitted to other regulatory bodies (see area for improvement 1).

In circumstances where young people were at an age and stage to be thinking about moving on from living in the house, plans and preparations were underway to equip those young people for adult life. Examples of this included young people being supported to successfully pass their driving theory test and to make and keep appointments, to help them feel informed about their readiness to move on in the future.

Young people who were exploring these opportunities were fully invested in their plans to move at a pace suited to them as individuals. Some wanted to expand on their skills through work and by gaining sponsors through advertising, they were creating the right circumstances to flourish through employment and support networks.

Education and college courses offered other young people both learning and social experiences, and friendships offered a stable and positive social circle. Their friends were invited to visit the house, to spend time together. With support from staff and college personnel, young people had progressed in their coursework, and this gave them confidence to explore new opportunities, in work and education.

Where young people found it difficult to sustain learning opportunities, staff worked very hard to help them explore options and encourage them to reach their potential in other ways. Staff were alert to the significant trauma experienced by young people, and this meant that careful and sensitive approaches were needed, to improve self-confidence and belief in their abilities.

Younger children required considerable support. The importance of daily routines, supportive communication aids and relational practice based on active and therapeutic play, helped them to build resilience and boost emotional regulation. With a clear focus on developing feelings of safety and security, there was creative use of resources, including storytelling, relaxation techniques and regular opportunities to explore through physical activity.

Formal assessment by therapists and health colleagues, further supported positive outcomes for young people. The close collaboration with partners was a strength and this ensured that referrals were made to specialist services, where needed. Partners told us that, 'The service provides a safe and nurturing environment. The care team go above and beyond to support each young person and make them feel loved and cared for. They provide individual trauma-informed responses to the young people in their care. Main Street is always a welcoming and friendly environment. You can see that the young people within Main Street have great relationships with the team around them'.

A key feature of young people's lives included the opportunity to go on holiday and to celebrate special occasions. Those old enough to explore independently, continued to travel the world. Other young people experienced a surprise trip for their birthday; an invite to their sibling, making it all the more special.

Where family relationships were maintained, those young people spent time with parents and wider family. For some, visits to the house and taking part in activities together, meant that important connections were fully supported. We also found examples of enduring relationships with young people who used to live in the house and staff ensured that they continued to feel loved and well cared for in their new lives.

Areas for improvement

1. The provider should ensure that all relevant notifications and referrals are made in line with national guidance. This is of particular importance where the protection of children and young people is central to their duties and responsibilities.

This is to ensure that care and support is consistent with 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).

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 effective oversight and governance of experiences and outcomes for young people, the provider should continue to improve quality assurance processes.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 28 February 2025.

Action taken since then

We sampled evidence of quality assurance practices and noted that the provider had appointed a new quality assurance officer to oversee systems and generate compliance. A range of measures in place included medication audits, monthly incident reports, monthly staffing needs assessment and other health and safety practices.

We were satisfied with progress and this area for improvement was **met**.

Previous area for improvement 2

To ensure effective involvement of young people and their progress towards identified outcomes, personal plans should be SMART (specific, measurable, achievable, realistic and timebound).

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

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS, 1.15).

This area for improvement was made on 28 February 2025.

Action taken since then

We sampled personal plans for young people. These offered a SMART approach to meeting their needs and wishes. By writing to the young person, this added a sense of their involvement.

We are satisfied with progress to date and this area for improvement was **met**.

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 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

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