

# Rowantree House Care Home Service

Isle of Benbecula

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
12 March 2026

**Service provided by:**  
Comhairle nan Eilean Siar

**Service provider number:**  
SP2003002104

**Service no:**  
CS2013315018

## About the service

Rowantree House provides residential short break care to young people, aged between zero to 18 years. The service provider is Comhairle Nan Eilean Siar. The service can provide a care service to a maximum of one child at a time.

The service operates from a single storey building in a quiet residential area in Balivanich on the Isle of Benbecula. There is a lounge, large kitchen/dining area, two bedrooms that can be used by staff if necessary and one ensuite bedroom for the use of young people. The property benefits from an enclosed garden and is close to local amenities, including a play park and supermarket.

## About the inspection

This was a short notice announced inspection which took place on Friday 6 March 2026 between 15:30 and 18:00 and Saturday 7 March 2026 between 7:30 and 12:30. 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:

- met with one person using the service and spoke with two of their family members
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- reviewed surveys

**Key messages**

Children and young people benefit from loving and attuned care from a skilled staff team.

Children and young people were kept safe throughout their stay.

The service supports young people to build and maintain links with their community.

The staff team skilfully make use of a range of aids and techniques to support communication with young people.

Young people benefit from an individually tailored service

**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?	5 - Very Good
--	---------------

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?

5 - Very Good

We found significant strengths across all aspects of care, supporting positive outcomes for children and young people. We therefore evaluated this key question as very good. This reflects the individually tailored, high quality support experienced by young people using the service.

Children and young people staying at Rowantree House for short breaks benefitted from the warm, attuned care provided by the staff team. Staff were skilled, enthusiastic and committed to making stays enjoyable and relaxing. This supported young people to feel safe, comfortable, and able to get the most out of their 'holiday house' experience.

Young people's health, emotional and social needs were well understood. This was strengthened by some staff also supporting young people in their school setting, ensuring seamless transitions between home, school and Rowantree House. Families told us they felt confident that staff understood their child's communication and provided consistent support. As one parent shared, "I know the staff have a job to do, but I get the feeling that they really love it." Staff interviews strongly reflected this passion.

Young people were kept physically and emotionally safe through careful planning. Clear activity-specific risk assessments and general service risk assessments were in place, although the service should ensure that the overall service risk assessment is reviewed regularly. Staff demonstrated strong awareness of young people's needs and consistently followed safe practice guidance. All staff had completed relevant training in child protection, first aid, medication, and moving and handling.

At the previous inspection, we recommended bringing care plans, routines, and personal preferences together in one accessible document. We were pleased to see progress in this area. The service has developed a well-designed leaflet summarising key information to support young people in any setting. The service should now prioritise evidencing more clearly how they support young people to meet identified outcomes, which can be incorporated into existing paperwork.

Children and young people were treated with a high level of respect, with opportunities to make choices and express preferences in all aspects of daily life. Personal care was delivered sensitively, maintaining dignity throughout. The environment at Rowantree House was warm and welcoming, though the building itself would benefit from some updating.

The service valued young people's connections with family, friends and the wider community. Communication with families was identified as a key strength and helped parents feel relaxed and reassured during short breaks. Young people were supported to access local community facilities such as the park, shops, and airport café. Providing short breaks on the island supports the local authority to "keep the promise" by enabling young people to stay within their own communities.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.