

Kempsthorn RCU Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
6 March 2026

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003001058

About the service

Kempsthorn RCU is a care home service for children and young people. The service is provided and managed by Glasgow City Council.

Kempsthorn RCU is a purpose-built house which opened in April 2012. The service is registered to care for up to eight children and young people aged between six and 18 years of age.

The house provides spacious and modern accommodation with each young person having their own bedroom with en-suite facilities.

The house has two communal lounges and a large open-plan kitchen/dining room. Outside space offers opportunities for play and relaxation.

At the time of this inspection, there were eight young people living in the service.

About the inspection

This was an unannounced inspection which took place on 02 March 2026 between 11:00 and 20:00 hours and 03 March 2026 between 10:00 and 17:00 hours.

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 young people using the service and their family
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Young people feel safe, valued and well cared for through warm, nurturing relationships with staff.
- The house is calm, homely and welcoming, supporting dignity and belonging.
- Young people access meaningful activities and education, with staff advocating strongly for their progress.
- Family relationships are well supported, with sensitive preparation and consistent communication.
- Leadership is strong and reflective, fostering a confident, trauma informed staff team.

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
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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?

5 - Very Good

We found significant strengths in care provided by the service and positive impact these had on the outcomes for young people, therefore we evaluated this key question as very good.

Young people felt safe, valued and understood, which was reflected in the warm, nurturing culture observed across the house. Interactions between staff and young people were relaxed, attuned and supportive, with young people approaching staff comfortably for reassurance, conversation and guidance.

Staff showed a strong understanding of each young person's history, needs and preferences, and used this knowledge to build trusting relationships that offered stability and predictability for young people who had experienced trauma.

The environment was homely, clean and well maintained, contributing to a sense of dignity and belonging. Daily routines such as shared meals were characterised by humour, mutual respect and genuine care. Young people spoke openly and positively about living in the house, sharing their personal interests, routines and achievements in ways that reflected confidence and pride.

Staff across all roles demonstrated a solid grasp of trauma informed practice, interpreting behaviour as communication and responding in ways that prioritised emotional safety. Staff were confident in recognising and responding to stress and distress.

Restrictive practices were used only as a last resort and had reduced significantly. Young people were supported sensitively following incidents, and staff valued opportunities for reflection through debrief and supervision.

Safeguarding procedures were well understood and consistently followed, with recent incidents managed promptly and in collaboration with relevant partners. Young people expressed that they felt safe in the service and knew who they could speak to if they were concerned.

Young people benefited from regular access to meaningful and enjoyable activities both within the house and in the community. Staff encouraged involvement in clubs, sports, creative activities and therapeutic experiences. These opportunities supported young people to develop confidence, relationships and new skills, while also strengthening attachments with staff. The service showed strong advocacy for education, with staff maintaining close communication with schools and other partners. Young people who had previously disengaged from education were supported through thoughtful planning and preparation. Staff demonstrated clear insight into the sensory and developmental needs of neurodivergent young people and worked collaboratively to ensure supports were appropriate.

The service demonstrated a strong commitment to supporting family relationships. Staff invested significant time and care into preparing young people for family time, arranging transport and offering emotional support before and after contact. Families described the team as caring, consistent and approachable, and reported stronger understanding of their child's needs.

Leadership was a notable strength. Staff described managers as visible, supportive and reflective, contributing to a positive and cohesive team culture. Newer staff felt welcomed and guided, while night staff felt included through access to training and supervision.

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

Young people benefit from a cohesive model of care because everyone who cares for them does so with the same values, understanding and skill.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me' (HSCS 3.9) and;

'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).

This area for improvement was made on 30 October 2023.

Action taken since then

During the inspection we spoke to a number of staff, we found the staff team demonstrated similar values. We found there was evidence of good communication between the teams, contributing to consistent approach in caring for young people.

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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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