

Crosshill Home Care Home Service

Port Glasgow

Type of inspection:
Unannounced

Completed on:
12 February 2026

Service provided by:
Inverclyde Council

Service provider number:
SP2003000212

Service no:
CS2003001104

About the service

Crosshill is a residential children's house located in a residential area of Port Glasgow. It is registered to provide care and accommodation for up to eight children and young people. During our inspection, eight young people were living in the service.

The house itself is a modern design that offers space and comfort. The layout has been well considered and consists of an open plan living/dining room, two further separate lounge areas, and a large kitchen. There are seven bedrooms and six of these have ensuite facilities.

About the inspection

This was an unannounced inspection which took place on 9 February 2026 between 10:00 and 19:00 and 10 February 2026 between 10:15 and 16:30. 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 and complaints information, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluations we:

- spoke with four young people using the service
- spoke with two family members
- spoke with eight members of staff and management
- spoke with two external professionals
- observed practice and daily life
- reviewed documents
- reviewed survey responses.

Key messages

- Young people were cared for by a committed staff team who knew them well.
- Positive relationships had been established between adults and young people. These were based on trust, understanding and genuine care.
- Families were supported to visit the house and spend time with their children.
- Young people were encouraged to learn.
- Young people experienced a variety of opportunities such as holidays, activities and days out which were based on their individual interests.

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

7.1 Children and young people feel safe, feel loved and get the most out of life

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

Young people living at Crosshill were kept safe physically and emotionally. The confident staff team, led by skilled leaders, contributed to a multi-agency approach to minimise and prevent harm to young people. Young people's needs were well understood, and this combined with a flexible and responsive approach by staff, supported young people to navigate the potential harm, build their resilience and recover from their experiences.

Effective multi-agency partnerships working enhanced practice. Young people had access to advocacy, however, young people had confidence in those supporting them to share their views. Staff understood their responsibility to implement national guidance in child and adult protection. This successfully contributed to protecting young people during some difficult times. An external professional told us, 'I have confidence in the care that is being provided to protect young people at Crosshill'.

Young people experienced stable and therapeutic care because relationships were prioritised and based on a good understanding of trauma. The use of restraint had been reduced as the team at Crosshill skilfully and effectively used their compassionate and connected relationships with young people to support them during difficult times.

Relationships between young people and staff were observed to be warm, nurturing and fun. One young person told us, 'Staff are kind, supportive and approachable.' Mealtimes at the service created inclusion as well as respect for young people's individual rights and preferences. This balance ensured young people continued to feel cared for whilst making their own decisions.

Young people had access to health provision that was reflective of their individual circumstances and the team understood young people's health needs well. Shared opportunities to be active together, promoted good physical and mental health.

Young people in the service were engaged in education. When accessing education proved difficult, the staff team advocated for alternatives to support young people with continued learning. Young people's individual interests and ambitions were consistently encouraged by the team, supporting children to build confidence, skills and resilience.

Young people's connections to family, friends and the community were actively supported and carefully considered, and the service worked well with families to support family time and maintain family connections. Families were encouraged to spend time in the house. One parent told us, 'Staff at Crosshill work well to support family time and staff are always welcoming and friendly when visiting the service.' Supporting family connections was a particular strength of the service and supported young people to navigate difficult life events.

Young people were encouraged to engage with decision making and planning around their care and support. Good quality personal plans reflected the individual needs and wishes of young people and underpinned the outcome focused, trauma informed and compassionate care that young people experienced. One external professional stated, 'Staff at Crosshill have been a strong voice supporting the needs of the young people in multi-agency meetings.'

Crosshill supported young people to stay into adulthood prior to supporting young people's transitions. The service continued to sustain meaningful relationships with young people who had moved on from the service, recognising the importance of these relationships.

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

The service should notify the Care Inspectorate of incidents as described within the 'Records that all registered children and young people's care services must keep and guidance on notification reporting', published 25 October 2022.

This is in order to ensure that the quality of care and support is consistent with the Health and Social Care Standards which state that:

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18); and

In order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Regulation 4(1)(a) -

'A provider must make proper provision for the health, welfare and safety of service users'

This area for improvement was made on 30 January 2025.

Action taken since then

During inspection progress had been made in this area since the last inspection in terms of recordings that all services should make, detailed within the 'Records that all registered children and young people's care services must keep and guidance on notification reporting', published 25 October 2022, therefore this area for improvement has been 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?	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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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