

Together in Lanarkshire Support Service

Unit A2 Silverton South
Block 7
South Avenue, Blantyre Industrial Estate, Blantyre
GLASGOW
G720XB

Telephone: 01698 723988

Type of inspection:
Unannounced

Completed on:
24 March 2026

Service provided by:
Action for Children

Service provider number:
SP2003002604

Service no:
CS2017353831

About the service

Together in Lanarkshire, also known as Silverton South, is a registered support service provided by Action for Children. The service is registered to provide support to children and young people aged 5 years up to 23 years, with an additional support need, at Silverton South, in the community or in their home.

Together in Lanarkshire offers personalised care and bespoke support, seven days per week. The service supports up to 100 children and young people with learning disabilities, and their families, in Blantyre, South Lanarkshire. The service operates with a team manager, two team leaders and a team of frontline staff.

The service is located in Blantyre. It is centrally located and has access to public transport links and local amenities. The building has its own parking and a small fenced garden area close to the property.

The building itself is split into three sections, each with its own support room, toilet and kitchen facilities. There is also a sensory room, break out space, accessible bathroom, meeting room and office area. The building is well-resourced and maintained to a very high standard.

About the inspection

This was an unannounced inspection which was carried out by one inspector from the Care Inspectorate. The inspector visited on 18 March between 12:00 and 19:15 and 19 March 2026 between 13:15 and 19:15.

To prepare for the inspection, we reviewed information about this service. This included registration information. We also reviewed information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluations we:

- met 18 children and young people
- spoke to three family members
- spoke to eight members of staff and management
- spoke to three representatives from social services and health services
- reviewed survey responses from young people, family, staff and external professionals
- observed practice
- reviewed key documents.

Key messages

- Children and young people received highly individualised care which was accessible, flexible and inclusive.
- Staff prioritised meaningful relationships with children, young people and their families, underpinned by a strong focus on rights-based, trauma-informed, respectful practice.
- Children and young people were supported to experience exciting new experiences, achieve, gain independence, form friendships and have fun.
- The service was proactive in multi-agency working to inform children's plans and support excellent outcomes for children and young people.
- Staffing arrangements were exceptionally well planned to ensure care and support was responsive and flexible to meet the dynamic needs of children, young people and their families.
- Leaders were inspiring and effective practice, continuous improvement and innovation was strongly driven.

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| How good is our staff team? | 6 - Excellent |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for children, young people and their families.

Observations of young people, and feedback from family, stakeholders and staff, indicated that children and young people felt safe. Staff had a good awareness of child protection, adult protection and whistleblowing procedures. We found that staff had an understanding of risk, which was reflected in individual risk assessments and incident recordings. This meant that staff were able to respond timeously and appropriately to indicators of concern.

Staff understood their role well, and children and young people were receiving highly individualised care which was accessible, flexible and inclusive. Family members commented that the service provided their child "with an opportunity to attend a club tailored to [their] sensory and communication needs and receive the one to one support needed to keep them safe".

Staff prioritised meaningful relationships with children, young people and their families, underpinned by a strong focus on rights-based, trauma-informed, respectful practice. All staff knew children and young people well, and relationships were warm, kind and fun. This respect was also reflected in the quality of the environment, and the resources available which met the developmental and sensory needs for children and young people. Stakeholders described the service as an "asset to the community".

Children and young people were supported to experience exciting new experiences, achieve, gain independence, form friendships and have fun. This included day trips, cooking, baking, arts and crafts, baking, games and sensory-safe play. The service went beyond to ensure young people felt included and had the opportunity to build on their social opportunities.

Staff and leaders were driven in their role in supporting children and young people to access services. This included social services, education, health, specialist services and community resources. The service was proactive in multi-agency working to inform child's plans and support excellent outcomes for children and young people.

Children, young people and their families were fully involved, where possible, in making decisions about their physical and emotional wellbeing. People were supported to access the correct support or services to promote their wellbeing. This included the service's own innovative activities, outreach support, fun days, parent and carer drop-ins and holiday activity programmes. One family member commented: "Silverton have been a massive support to myself and my [child]. They always go above and beyond. I know my [child] is well looked after and supported whilst in their care. I'm very grateful to the staff."

The service was aspirational in their approach to provide creative approaches to promoting and supporting choice. This included reflecting people's views in care planning documents, regular reviews and seeking formal feedback from families and stakeholders. Individualised communication strategies, including the use of augmentative and alternative methods were used to promote the meaningful participation of children and young people.

Staff had an excellent understanding of rights-based practice and The Promise. This included their role in promoting meaningful inclusion and participation of children and families, fostering family relationships and implementing family supports. The service had developed specialist projects, including an under 5s programme which invited key specialists to support families in the care of their children. The service also developed a family club to promote community and support relationships within the family.

How good is our staff team?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for children, young people and their families.

Children and young people were extremely well-supported, through enhanced and flexible transitions, to access the service. This included matching assessments detailing important information and clear staffing arrangements required to support excellent outcomes for children and young people.

Staffing arrangements were subject to continuous assessment and the leadership team sought feedback from young people, families, staff and key stakeholders. This meant children, young people and their families were matched with the right staff, that support was consistent and it was provided at the times it was needed. Staffing arrangements were exceptionally well-considered to ensure care and support was meaningful, responsive and flexible to meet the dynamic needs of children, young people and their families.

We saw that the staff team was stable and staff were matched with children which supported families having consistent and knowledgeable staff support. All staff spoke about the importance of relational-based practice, and a full family approach, underpinned by respect and understanding. Family members commented that the staff team were "always accommodating", "go above and beyond" and "genuinely care". We found this led to continuity of care, clear communication and the confidence families had in service delivery.

Safe recruitment and induction processes were effective in supporting a highly skilled team. The staff had ongoing access to development opportunities including specialist training, team meetings, development days and supervision. This was reflected in comprehensive quality assurance processes and service improvement plans to ensure that the staff had the opportunity for continuous development. Staff supported each other well, in order to work as a team to benefit people and ensure their needs were met.

Leaders were inspiring in supporting effective practice, continuous improvement and innovation was strongly driven. The commitment and dedication to provide meaningful care to those using the service, and their families, was reflected in all aspects of the service. This supported excellent outcomes for children, young people and their families.

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| 1.3 People's health and wellbeing benefits from their care and support | 6 - Excellent |
| How good is our staff team? | 6 - Excellent |
| 3.3 Staffing arrangements are right and staff work well together | 6 - Excellent |

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