

# Fort Street Residential Children's House Care Home Service

Motherwell

**Type of inspection:**  
Unannounced

**Completed on:**  
27 February 2026

**Service provided by:**  
North Lanarkshire Council

**Service provider number:**  
SP2003000237

**Service no:**  
CS2009229562

## About the service

Fort Street Residential Children's House is a residential care service provided and managed by North Lanarkshire Council. It is registered to provide care for a maximum of six young people. At the time of this inspection, the house was at full occupancy.

The house is situated in a quiet residential area of Motherwell in North Lanarkshire. It is a substantial single-storey, modern, spacious home with ample gardens to the rear. There are six bedrooms, each with ensuite facilities.

## About the inspection

This was an unannounced inspection which took place on 10 & 11 February 2026, between the hours of 10.45am & 17.45pm. 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 three young people
- Spoke with eight members of staff and management
- Observed practice and daily life
- Reviewed documents
- Received feedback from 13 visiting professionals.

## Key messages

- Staff were highly responsive to young people's care and support needs
- Family relationships were fully supported
- Relationship based practice promoted very good outcomes for young people
- Young people were achieving in school, college and work experience opportunities
- Young people took part in new adventures, including holidays.

## 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 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 told us that they felt safe and well care for by staff. We found many examples of nurturing and compassionate care and support for young people, from a highly responsive staff team. Young people said they felt listened to and that staff were respectful of their views, making sure that these influenced decisions about their care.

Time spent with staff, had allowed relationships to positively develop, including for young people who needed time to become more trusting of adults and who remained at significant risk in their community. Their sense of safety and belonging being more evident. For others, they continued to flourish through positive friendships and spending time with family was fully enabled, where possible. Staff were committed to promoting positive family life for young people and worked closely with families and partners. This work had proved invaluable to young people, who had been so impacted by fractured relationships.

Where young people were supported to explore their future, staff were mindful about giving those young people time to build resilience and to be able to express themselves, about what was important to them. The staff team were adaptable and genuinely committed to making a difference through meaningful relationships with young people. Central to this, was the role of key workers, who young people described as 'great', and 'there for you when you need them'.

Where young people were enrolled in school, they attended each day. Beyond curricular lessons, they were actively involved in various groups, where they gained self confidence, helping them to flourish. Young people's talents and interests were supported through college courses and it was commendable that their success was celebrated. For young people engaged in work experience, they were already building skills and enhancing employability. Other young people, open to ideas about their future career, were supported to explore new experiences, aimed at increasing their self esteem and ability to thrive.

There were many opportunities to enjoy events and new adventures, including holidays and planned activities. Young people chose where they would like to go on holiday and photographs and recollections highlighted the significant benefits of a break from daily routines and other influences. Planned activities for young people included swimming and gymnastics and these, along with going to concerts and participating in different social settings, supported young people's mental and physical wellbeing.

## 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 that young people achieve positive outcomes which are specific to them as individuals, 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 which states that:

'My personal plan (sometimes referred to as my 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 March 2025.**

#### Action taken since then

We sampled personal plans and found evidence of SMART outcomes for young people. We acknowledged that the format used was not child friendly and asked the provider to continue their work on improving personal plans.

We were 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](http://www.careinspectorate.com).

### Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
71 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 iarrrtas.

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.