

# Stepdown Cambuslang and Carntyne Care Home Service

GLASGOW

**Type of inspection:**  
Unannounced

**Completed on:**  
17 March 2026

**Service provided by:**  
Stepdown

**Service provider number:**  
SP2008009794

**Service no:**  
CS2022000101

## About the service

Stepdown Cambuslang and Carntyne is a residential care service for children and young people located across two properties in the east and south east of Glasgow. The service is provided by the independent charity Stepdown.

Cambuslang provides care for up to three young people in a single storey, detached property. Each young person has their own spacious bedroom with en-suite shower rooms. There is a large living/dining room, spacious kitchen and private garden space surrounding the house. Carntyne provides care for one young person in a terraced, main door flat, with a bedroom, small kitchen, bathroom and medium sized lounge. It has gardens to the front and rear of the property. Both locations offer good transport links and easy access to a range of shops and community service.

## About the inspection

This was an unannounced inspection which took place on 10 and 11 March 2026, between 12:30 and 23:00, and 10:00 and 16:00 respectively. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare the inspection we reviewed information about this services. 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 people using the service and one of their family members;
- Spoke with 10 members of staff and management;
- Observed practice and daily life;
- Reviewed documents;
- Reviewed 10 survey responses.

## Key messages

- Staff worked effectively with young people to promote their overall safety and wellbeing.
- Relationship based practice was a significant strength within the service.
- Young people experienced a high level of respect from those caring for them.
- There was a clear commitment to young people continuing to stay within the service as they become an adult.
- Young people were supported to develop their independence at a time and pace that was right for them.

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

Overall young people were kept safe within the service. Staff worked effectively with young people to promote their safety whilst away from the house in terms of keeping in touch, agreeing plans prior to leaving and taking appropriate action when concerns arose. Effective communication within the service and out with contributed to young people experiencing consistent care and support. An external professional highlighted that *'staff listen well and sharing of information is excellent'*.

Young people had access to external advocacy, in line with their wishes. Young people told us they could also speak to staff as required. An external professional reflected that staff are *'amazing at building relationships with young people and ensuring their voices are heard'*.

Young people experienced therapeutic and stable care which supported their emotional wellbeing. Consistency of staffing has contributed to the development of positive, trusting relationships with young people. The service had made efforts to ensure that when sessional staff are required, these individuals are familiar with the service and young people to maintain a high level of consistent care.

Training in relation to trauma-informed practice has been completed by staff since the last inspection and will be incorporated into the organisation's mandatory training moving forward. A trauma-informed approach was evident in interactions between staff and young people, and through discussions, however, the service had identified that this could be further strengthened within written records.

Relationship-based practice was a significant strength within the service. We observed warm, supportive and compassionate interactions alongside open and honest discussions between staff and young people. The ability to meaningfully engage young people in such discussions demonstrated the strength of relationships that have been developed.

Young people experienced respect from those caring for them, with this respect also being reflected in the physical environment of the houses. Staff developed their understanding and adapted practice to respect the cultural needs of young people. There were opportunities for young people to be involved in the development of the house with one young person sharing *'One of the things I really appreciate is being able to decorate my room exactly how I like it, so it truly feels personal and comfortable to me'*.

There is a clear commitment to young people remaining in the service as they become adults. Young people were supported to develop their independence at a time and pace that was right for them, for example, in relation to travel, making their own meals and taking driving lessons.

Informative care and risk management plans contributed to young people experiencing highly individualised, person-centred care. The service should ensure that actions required to support young people on a day-to-day basis and to achieve their identified goals are clearly identified within plans, taking into account SMART (specific, measurable, achievable, realistic and time-bound) principles.

## 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 promote young people's health and wellbeing, the provider should ensure staff have the necessary knowledge and skills to support people who face barriers to good health. This should include but is not limited to providing training in recognised methods of support intended to support people to improve their health.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

'I am supported to make informed lifestyle choices affecting my health and wellbeing, and I am helped to use relevant screening and healthcare services'. (HSCS 1.28)

**This area for improvement was made on 10 June 2024.**

#### Action taken since then

The provider has sourced additional training to upskill staff in their role of supporting young people to improve their health and wellbeing. Staff have completed training in relation to areas of practice such as neurodiversity and trauma informed practice. These will be incorporated into the organisation's rolling training programme for all staff.

This area for improvement has been met.

#### Previous area for improvement 2

To ensure that its commitment to providing continuing care is consistently implemented, the provider should ensure leaders have a full understanding of the rights of young people and the responsibilities of local authority partners to undertake welfare assessments.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

'My human rights are protected and promoted and I experience no discrimination'. (HSCS 1.2).

**This area for improvement was made on 10 June 2024.**

#### Action taken since then

The provider has now implemented a Continuing Care Policy to support practice in this area. This has supported young people in receiving the right support for them, considering their views and rights.

This area for improvement has been met.

## Previous area for improvement 3

To support young people's development and promote positive outcomes, the provider should ensure a mechanism for assessing staffing arrangements, based on the needs of young people is in place.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

'My needs are met by the right number of people'.(HSCS 3.15);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).

And to comply with section 7 of the Health and Care (Staffing)(Scotland) Act 2019.

**This area for improvement was made on 10 June 2024.**

### Action taken since then

We found the service has developed practice around staffing arrangements and the recording of this within a formal assessment. The current staffing assessment would be further strengthened by including information about specific staffing ratios, where applicable.

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](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

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