

The View

Care Home Service

Greenock

Type of inspection:
Unannounced

Completed on:
18 March 2026

Service provided by:
Inverclyde Council

Service provider number:
SP2003000212

Service no:
CS2003001105

About the service

The View is a residential children's house located in a residential area of Greenock. It is registered to provide care and accommodation for up to seven children and young people. During our inspection, seven young people were living in the service.

The service is provided by Inverclyde Council. The house is purpose built and a modern design that offers space and comfort. The layout consists of a large kitchen/diner, a dining room, a large lounge, a games room, two bathrooms and a sunroom with bi fold doors that open onto decking. There are seven bedrooms, six of which have ensuite facilities.

About the inspection

This was an unannounced inspection which took place on 10 March 2026 between 10:30 and 18:45 and 11 March 2026 between 10:15 and 19:00. Feedback was provided on 18 March 2026. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluation of the service we:

- spoke with five young people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documentation and survey responses
- spoke with two external professionals
- spoke with one family member.

Key messages

- Young people were kept safe and cared for by a committed staff team who knew them well.
- Staff supported young people to maintain relationships with those important to them.
- A consistent staff team had contributed to the stability of the home.
- Varied education opportunities were promoted by staff.
- Young people attended activities and were supported to develop their interests.
- The house was warm and welcoming, with a fun and relaxed atmosphere.

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

Young people were thriving in The View and they were safer because of their care there. Young people benefitted from nurturing, and attuned staff, who understood the individual risks they faced. Strong relationships enabled staff to identify and address safety concerns early. A flexible, responsive approach by staff helped young people manage potential harm, build resilience, and recover from past experiences. Young people told us, "I feel safe here, staff care about me and support me".

The service implements national guidance and best practice in child protection. Effective multi-agency partnerships were evident. Risk assessments and care plans captured identified risks for young people and ensured staff shared the same level of understanding of how to protect young people. One external professional told us, "The View staff work well with professionals, they share relevant information appropriately to allow professionals to work together to support and protect young people".

Young people experienced therapeutic, consistent stable care where supporting emotional wellbeing was a priority. Staff demonstrated an in-depth knowledge of trauma and how this had impacted on the young people's lives. The use of restraint was very rare, as compassionate, connected and containing relationships with young people were effective in supporting them during difficult times. Supporting recovery and building young people's resilience was central to all staff interactions.

Positive, trusting relationships between staff and young people were evident throughout the service. Young people were supported to have fun and make lifelong memories. There had been opportunities to go on holiday and hobbies were encouraged. Whilst on inspection, young people engaged in planned activities, which took into consideration the individual interests of the young people. This supported new experiences, fun and laughter.

Children and young people's connections to family, friends and the community were championed and carefully considered, and when in the children's best interest, families were welcomed into The View. Supporting family connections was a particular strength of the service and supported young people to navigate difficult life events.

Most children and young people in the service were achieving in education with the service promoting a positive ethos around school and higher education. Children and young people had been supported to engage in activities and hobbies that reflected their interests, skills and the positive approach by staff ensured young people had a sense of accomplishment.

Children and young people's physical and mental health were given priority by the staff team who work collaboratively with external professionals to ensure health needs were met. One external professional told us, "Staff appear proactive in seeking advice and guidance from professionals on how best to support young people who have experienced trauma in their lives".

Young people's individual interests and ambitions were consistently supported and encouraged by the staff team, supporting children to build confidence, skills and resilience. New experiences were created to ensure young people got the most out of life and their sense of self worth strengthened because of this.

The service was highly committed to young people staying in the service for as long as they needed to and were committed to sustaining relationships. Leaders were confident in understanding young people's right to continuing care and were passionate in ensuring these rights were upheld. One young person told us, "This is my home, I am not sure when I want to move out, but I know staff will support me with this when I do". Supporting continuing care was a strength of the service.

Good quality personal plans reflected the individual needs and wishes of young people who were actively involved in the development of plans and decisions being made about them. The support offered to young people was child-centred and young people felt their views were listened to and acted upon.

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 those using the service receive the right support. The service should develop a robust staffing needs assessment.

This should include, but is not limited to, a continuous overview of the skills of staff, and the number of staff required to provide the service.

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)

This area for improvement was made on 15 January 2025.

Action taken since then

The provider has now implemented a staffing needs assessment which is regularly reviewed by the service to ensure the needs of young people are considered. During inspection, we found that young people living in the home had their needs met through the support offered by the staff team.

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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