

# Blackwood Manor School Care Accommodation Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
27 March 2026

**Service provided by:**  
Arisaig Unit

**Service provider number:**  
SP2018013069

**Service no:**  
CS2019377604

## About the service

Blackwood Manor, a community based care home in rural Lanarkshire, is part of the portfolio of Arisaig Service, St Philips School. The large detached home is registered to provide a care service to children and young people aged 10 to 18 years of age, of mixed gender who access education at nearby St Philips school campus.

Blackwood Manor offers the young people considerable comfort and space. All young people have their own bedroom, with two having an ensuite bathroom. Outside there is a large back garden with free range chickens, a vegetable garden and a barbeque hut. There is also 'the lodge' next to the main house which is a well appointed static caravan to support family visits.

## About the inspection

This was an unannounced inspection which took place on 24 March 2026, 10:00-18:00 and 25 March 2026, 09:30-16:30. 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 information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two people using the service
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Young people were safe at Blackwood Manor
- Staff were highly motivated and person centred in their practice
- Young People were supported to pursue interests and enjoy new experiences
- Care Plans and Risk Assessments were not SMART
- Procedures for matching processes for young people to the service needed to improve.

## 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?	4 - 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?

4 - Good

### Quality Indicator: 7.1: Children and young people are safe, feel loved and get the most out of life

We evaluated this key question as good where several strengths impacted positively on outcomes for children and young people and clearly outweighed areas for improvement.

Young people were safe by a responsive staff that understood their needs and ensured their physical and emotional wellbeing. Young people told us they were safe and had access to advocacy services ensuring that their rights were protected.

Young people experienced therapeutic care from a stable staff team. There was a policy of restraint reduction within the organisation, however in recent months there had been several significant and challenging restraints within the service. This undoubtedly impacted upon the other young people and was challenging for the staff team. This increase in incidents had been linked to inadequate matching processes for the house. (See Area for Improvement 2)

When restraints had taken place, they had followed procedure. There was opportunity for reflection and learning for young people and staff after each incident to reduce further incidents.

Relationships were warm, trusting and nurturing and this was an area of strength. The team showed a good understanding of the impact of trauma on the young people and how to respond to this in a non judgemental person centred way.

The team were focused on supporting young people's emotional recovery and building their resilience. Supporting young people to manage and better understand risk was also a priority and this was addressed in part through opportunistic conversations. However, there was no substantive evidence of how this was being achieved and what the impact was on the young people. (See Area for Improvement 1)

There was a clear focus on ensuring that the young people enjoyed a sense of fun with the staff team, this was evident in the house where their numerous activities available to the young people and interactions with the team were underpinned by warmth and humour.

Young people were shown high levels of respect by everyone involved in looking after them. The house was maintained to a high standard with decorations reflecting seasonal events. There were the preparation and provision of nutritious meals. Young people had access to numerous resources that were tailored to their interests and promoted new skills, such as caring for free range chickens, gardening, and fishing.

Young people were supported to be engaged in their care and support through conversations and informal conversations with staff. There was however no evidence of how young people were supported to engage with their care plans or be involved in prioritising goals. A young person's plan notes that he may need support with communication and understanding, we saw no evidence of how this was being addressed. (See Area for Improvement 1)

Meeting the physical and mental health needs of the young was prioritised, promoting their wellbeing.

Young people had regular time with family members and people that were important to them the provision of 'the lodge' next to the house allowed families to visit and spend time together with support on hand for adults and young people if required. The team were exploring ways to support young people to engage meaningfully in the community around them by sourcing clubs and activities that might be of interest. This promoted a sense of identity and belonging.

The team work hard to support young people to realise their individual ambitions and interests and promoted new experiences that will build young people's confidence and sense of worth. Young people's educational needs were met, and they were supported to engage meaningfully in their education. There was a commitment to young people remaining in the service into adulthood.

Care plans and Risk Assessments were inconsistent and lacked relevant information, they were not SMART or in a format that would be meaningful to young people. Which had the potential to impact upon positive outcomes. The organisation recognised this and were taking steps to address it. (See Area for Improvement 1)

## **7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights.**

We evaluated this key question as good where several strengths impacted positively on outcomes for children and young people and clearly outweighed areas for improvement.

Management were supportive of the team and had regular presence in the house. We were told the manager recognised strengths and encouraged development and creative practice. Promoting positive outcomes for young people was the primary focus of the team.

There was effective monitoring of young people's outcomes, safeguarding and the quality of their experiences. This was achieved through regular team meetings and a proactive multi agency approach to planning.

The process of transitions was an area where improvements were required. We saw positive processes in place where multi disciplinary meetings had taken place to discuss potential moves, and that young people and their families had the opportunity to visit the house and meet staff prior to moving.

However, we heard of young people where their needs had not been appropriately matched to the service, and this had impacted significantly on young people and staff creating substantial risk situations. We saw that for young person recently admitted to the house there had been no impact assessment completed which should consider the potential risks and benefits for all young people involved, both those referred to the service and those currently living there. There must also be a clear assessment of how the skills and experience of the staff will meet the needs of any young person coming into the service.

This is to ensure that the needs and rights of all young people are protected and to minimise uncertainty and disruption. (See Area for Improvement 2)

The staff team was now stable after several changes being made which had required a period of adjustment. The team were highly motivated and fully committed to the young people they cared for.

Staff felt that their training and learning needs were met and were confident that they were equipped to meet the needs of the young people.

A family member told us, 'Staff are skilled at adapting learning and experiences to best support our child emotionally and physically.'

Staff received regular supervision and spoke very highly of how supportive the manager was. All felt confident to raise any issues and were supported in their development.

Staff were safely recruited with a focus on values. Young people were actively involved in the process which was best practice.

We saw that there was continuous evaluation of outcomes and experiences of the young people reflective of person centred learning culture in the organisation.

Leadership activities seek to drive forward how the service will meet the principles of the promise.

## Areas for improvement

1. The service should ensure that care plans and risk assessments are accurate, analytical, and SMART and are responsive to changes in young people's circumstances providing clear strategies to address these.

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

'My personal plan (sometimes referred to as a 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)

2. The service provider should ensure that the matching process outlines clearly the basis for decisions being made. There should be a detailed impact assessment for each young person affected by the transition highlighting the positive aspects of any change and any potential risks that might undermine emotional wellbeing or physical safety. There should also be robust matching of how staff skills and experience will be suited to meet the needs of the young people.

As highlighted in: Matching Looked After Children and Young People: Admissions Guidance for Residential Services; January 2024.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19).

## 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?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	4 - Good

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