

Strathmore Centre Care Home Service

Forfar

Type of inspection:
Unannounced

Completed on:
20 March 2026

Service provided by:
Angus Council

Service provider number:
SP2003000043

Service no:
CS2003000360

About the service

Strathmore Centre provides residential short breaks for up to four children and young people with disabilities at any one time. The service currently supports 12 young people and is located in Forfar, close to shops and local amenities.

About the inspection

This was an unannounced inspection which took place on Monday, 16 and Tuesday, 17 March 2026 between the hours of 11:00 and 18:00, and 09:00 and 15:00 respectively. 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 and one of their family
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- The service understood and responded well to young people's emotional and physical needs.
- Staff provided calm, attuned support that helped young people feel safe and regulated.
- Strong safeguarding practice ensured staff recognised and responded to non-verbal cues.
- Care was planned effectively, with young people's views included through adapted communication.
- Staff were trauma informed and emotionally attuned to young people's needs.
- Young people enjoyed a wide range of meaningful, personalised activities.
- Families described the service as welcoming, inclusive, and supportive.
- The service worked well with other professionals to support health needs and transitions.

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 identified significant strengths in the care provided and how this contributed to positive outcomes for young people. As a result, we evaluated this key question as very good.

Young people were kept safe emotionally and physically by a team who had a strong understanding of their needs. Staff responded sensitively and consistently, offering calm, attuned interactions. We observed young people naturally seeking support and appearing relaxed and comfortable, resulting in them feeling safe, secure, and emotionally supported.

Young people were encouraged to access advocacy, with evidence of this in care plans and daily recordings. Staff used visuals, child-friendly review documents, and adapted communication methods to support young people to express their views. This resulted in young people feeling heard, represented, and actively involved in decisions about their care.

Staff understood how each young person communicated, including non-verbal signs, and responded promptly. Risk assessments were detailed and regularly updated, supporting a shared understanding of needs across the staff team. This consistent safeguarding practice helped young people feel protected and supported by trusted adults.

Trauma-informed practice was embedded throughout the service. While recording could better reflect trauma-informed language, staff consistently demonstrated emotional sensitivity, attunement, and effective support to help young people stay calm and settled. Young people showed trust by seeking closeness and engaging confidently in shared activities. Parents described staff as, "Kind, caring and always delighted to see my child." These warm, stable relationships strengthened young people's emotional safety.

The service offered a wide range of meaningful and enjoyable activities tailored to young people's interests, including games, sensory play, and outdoor experiences. One parent shared, "There are so many activities that are based on what he enjoys." Events such as family summer sessions, Christmas celebrations, and graduation ceremonies reflected a strong culture of fun and connection. Families told us these events were "special", "emotional", and highly valued. These opportunities built confidence, strengthened relationships, and created positive memories.

Young people were actively involved in their care planning. Staff used varied and creative communication approaches to ensure their voices were central, including visual map reviews that captured the young person's perspective, alongside family and professional input. One parent shared, "He is always included in everything." This helped young people feel respected, included, and develop a strong sense of belonging.

Physical and emotional health needs were identified early, supported through strong partnership working with relevant professionals. This responsive approach ensured young people felt understood, supported, and more at ease when managing their health needs.

Staff placed high value on relationships and worked closely with families. Parents described the service as welcoming and inclusive and told us that staff "always make time for us". We were told that staff regularly created time for families, allowing for meaningful conversations and the sharing of any updates. This supported families to have confidence in the care that their children received.

The service demonstrated a commitment to supporting young people into adulthood. Transition planning was personalised, relationship based, and focused on stability. We saw how staff had supported a transition for a young person to be introduced to new carers. This helped provide stability for young people as they transitioned into adulthood.

We found that personal plans and risk assessments could be further developed. SMART goals, with clearer outcomes, more regular review, and stronger use of trauma-informed language would help give a wider overview of the care and support. While plans were generally individualised and reflected young people's needs and aspirations, these areas limited how well progress and change were evidenced. Despite this, day-to-day support remained strong, and young people continued to make positive progress in their independence, wellbeing, and relationships.

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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