

Broomfield Crescent Residential Children's Unit Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
13 April 2026

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003001070

About the service

Bromfield Crescent is a care home service for children and young people. The service is provided and managed by Glasgow City Council.

The service is based in a purpose-built house located in the Barmulloch area of Glasgow. The house provides spacious and modern accommodation with each young person having their own bedroom with en-suite facilities. The house has two communal lounges and a large open-plan kitchen/dining room. Outside space offers opportunities for play and relaxation.

The service is registered to care for up to eight children and young people. At the time of the inspection there were eight young people living in the service.

The provider of this service is a corporate parent, with statutory responsibilities to look after and accommodate children. This may mean that the duty to care for children and young people on an emergency basis, or with highly complex needs, is their highest safeguarding priority.

In these circumstances our expectations, focus on outcomes and evaluations remain identical to those of all other providers. We may, however, provide some additional narrative in the body of the report to reflect the impact of these duties, should it be relevant to this particular service.

About the inspection

This was an unannounced inspection which took place on 13 April 2026 between 10:15 and 18:00.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to strive to meet the promise. No new evaluations (grades) have been awarded.

This inspection is called a promise assurance inspection. It focusses on the key areas that are essential to upholding children and young people's right to be safe and be at the centre of their care. We report on them under the promise foundation headings of; 'Voice', 'Care', and 'People'.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

We confirmed that the service continued to have the rights and voices of children and young people at the heart of their care and support and continued to provide a very good level of care and support.

We know this because on this inspection we:

- Reviewed survey responses from young people, staff and external professionals.
- Spoke with and observed young people using the service.
- Spoke with five staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

Voice

Young people's voices were at the heart of the care they received. This resulted in positive outcomes and a reduction of risk. Staff were strong advocates for young people and independent advocacy was available as another means to ensure their views were of the utmost importance.

One staff member told us 'The team are committed to supporting the children and young people who they have in their care to have their needs met. They are child focused and passionate to ensure children's views are met and heard'.

Care

The care young people received was very person-centred and relationship based care was a key strength. This supported young people to be kept safe from harm.

One young person told us 'I've been here for years and am not going anywhere fast'.

Very good support for young people was based on a trauma informed understanding and recognising individual needs. Young people enjoyed having fun with staff and strong, trusting relationships were evident. Highly individualised personal plans helped young people understand the steps to achieving their goals.

Staff worked effectively with external professionals which contributed to young people being provided with a high standard of care.

People

Staff were supported by consistent leadership within the service. Management was highly reflective and responsive to the expressed views of children and young people in relation to their care and support.

Young people were supported by a compassionate and committed staff team. Staff recognised the importance of developing relationships with those important to young people in order to effectively support these relationships continuing.

There was effective managerial oversight of the service and staff team to ensure there was a good balance of knowledgeable staff to meet the needs of the young people. This contributed to young people experiencing a high standard of care. Staff felt well supported and young people knew who they could go to if they wanted to complain.

One external professional told us 'I have found the management team to be very strong in their values, and this filters down to the rest of the staff who also exhibit the same caring compassionate values. There is a clear compassionate culture within the house'.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

To find out more

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