

# Dalness Residential Children's Unit Care Home Service

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
22 April 2026

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
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## About the service

Dalness Residential Children's Unit is a purpose-built residential care home for children and young people who are looked after and accommodated by Glasgow City Council. The service is located in the Tollcross area of the city and has good transport links to the local and wider community. The service is registered to accommodate a maximum of eight children and young people. The house is spacious, with a range of communal and private space, which is bright and well furnished. At the time of our inspection, eight young people were living in Dalness.

## About the inspection

This was an unannounced inspection which took place on 22 April between 10:00 and 18:45.

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. No new evaluations (grades) have been awarded.

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. We know this because on this inspection we:

- Reviewed survey responses from young people, professionals, and staff
- Spoke with four young people using the service, and one of their friends and family members
- 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 significant positive outcomes. Staff were strong advocates for young people and independent advocacy was available as another means to ensure their views were of the utmost importance.

We saw very positive examples where staff advocated for young people to have increased family time. This was supporting young people to maintain meaningful connections with people important to them and to improve their sense of belonging and identity.

One young person told us 'carers listen to me and care for me well. I feel safe'.

Young people's voice was strengthened through high levels of positive multi-agency working.

### Care

The care young people received was very person-centred, which supported them to be kept safe from harm. One staff member told us 'we are passionate about providing the right individualised care each young person needs and deserves'. This was evidenced well during our inspection visit and the young people were experiencing improved outcomes in all aspects of their lives.

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 and strong relationships helped young people understand the steps to achieving their goals.

### People

Young people were supported by a compassionate and committed staff team. Staff took a trauma informed approach to caring for young people, which was evident in practice and written records. Staff recognised the importance of developing relationships with those important to young people in order to effectively support these relationships continuing.

One family member told us 'The appointed keyworker of my child is a credit to Dalness and has built a fantastic rapport and is supportive of helping my child'.

Management was highly reflective and responsive to the expressed views of children and young people in relation to their care and support.

There was good 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. Staff felt well supported and young people knew who they could go to if they wanted to complain.

## 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).

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