

Rowallan Care Home Service

Lanark

Type of inspection:
Unannounced

Completed on:
13 April 2026

Service provided by:
A Wilderness Way Limited

Service provider number:
SP2007009337

Service no:
CS2008169473

About the service

Rowallan is a single-storey bungalow located in rural Lanarkshire. The service is registered to provide care to up to four children and young people. The service is provided by A Wilderness Way Limited.

The accommodation includes a spacious main lounge, a smaller lounge currently used as a dedicated music room, a kitchen and dining area, individual bedrooms and bathroom facilities. The outdoor space includes two separate buildings: one provides a private room suitable for meetings, and the other is used for storage of outdoor activity equipment. A large garden and patio area offer opportunities for outdoor seating and leisure activities.

About the inspection

This was an unannounced inspection which took place on 13 April 2026 between 11.00 am and 17:30 hours. The inspection was carried out by an inspector from the Care Inspectorate.

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 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

Voice

Young people's voices were central to the care and support they received. Staff consistently used flexible and creative approaches to ensure views were recognised, respected and acted upon, even when engagement was more difficult. This included adapting communication methods, responding to written and non-verbal communication, and respecting individual preferences around routines, privacy and language. Where direct communication was limited, staff worked closely with parents to ensure young people's views continued to inform planning and day-to-day decision making, while maintaining appropriate safeguarding oversight. These approaches supported young people to feel listened to, valued and understood. A parent told us, "There isn't anything better they could do, they already do so much for us."

Care

The care young people received was nurturing, trauma informed and highly individualised, supporting them to feel safe and achieve positive outcomes. Staff demonstrated a strong understanding of behaviour as communication and adapted care sensitively in response to upset or frustration. Personal plans and daily routines were child centred and reflected young people's individual needs, interests and long-term goals. Risk management was proportionate and responsive, balancing safety with dignity and respect. This consistent, relationship-based approach had led to clear improvements in health, wellbeing, emotional regulation and engagement. One staff member reflected on the impact of this care, stating, "Since moving to Rowallan he has improved both mentally and physically."

People

The values within the service promoted strong relationships, reflection and shared responsibility for providing high-quality care. Staff consistently described feeling supported, valued and part of a cohesive and committed team. Visible and approachable leadership contributed to a positive and inclusive culture, where staff felt confident to raise concerns, reflect on practice and seek guidance when needed. Regular supervision, effective oversight and opportunities for learning and development supported staff to maintain safe and consistent practice. Strong partnership working with families further supported stability and positive outcomes for young people. One staff member described the team culture as, "Staff and management are great, warm and approachable, from day one I've felt very welcome here."

Complaints

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

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