

Station Road Care Home Service

Carluke

Type of inspection:
Unannounced

Completed on:
24 April 2026

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Service no:
CS2003051301

About the service

Station Road provides care and accommodation for care experienced young people in South Lanarkshire Council.

The house has two levels and there is a large living room and conservatory. There is a large kitchen dining room that is the hub of the home. There is also a small quiet room that the young people can use to watch movies or play games and an arts and crafts room on the first floor. There was a well-maintained large garden at the back of the house. The young people also have access to private spaces including their own bedrooms and bathrooms.

About the inspection

This was an unannounced inspection which took place on 16 April 2026 between 11:00 and 20:45 and 17 April 2026 between 10:30 and 17:30. 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 five people using the service and two completed our questionnaire
- spoke with nine staff and management and four completed our questionnaire
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

Key messages

- Children and young people were thriving and were safer because of the care and support they received.
- Young people enjoyed warm and trusting relationships with the staff.
- Young people benefited from tailored support to education and were supported to be ambitious.
- The provider and service showed an enduring commitment to continuing care.

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

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| 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

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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Children and young people were thriving and were safer because of the care and support they received from the trauma informed team at Station Road. The team were knowledgeable, attuned and responsive to changes in young people's wellbeing and they worked confidently with external professionals to ensure that risks were thoroughly assessed, managed and reduced. All of the young people told us that they felt safe and one young person said "I don't know where I would be without them... the staff are inspirational" .

Children and young people experienced therapeutic and stable care from a settled staff team that had a good mix of skills and experience. The team were trauma informed and used their relationships to help young people regulate and recover from crisis. When restraint or restrictive practice was needed, it always followed best practice and plans for restrictive interventions were regularly and thoroughly reviewed, and adapted, to ensure young people's rights were always promoted.

Young people enjoyed warm and trusting relationships with the staff. The team were highly nurturing in their approach. We observed this in practice and all of the young people told us that they felt loved. The team were skilled at engaging with the young people and all interactions were based on compassion and a true desire to support the young people to get the most out of life. One young person said the staff were "wonderful". The provider had made a commitment to increasing staffing levels during specific times which would allow more opportunities for spontaneity and fun. We look forward to seeing the impact of this on outcomes at the next inspection.

Children and young people got the most out of life because their mental and physical health needs were promptly met. The team were pro-active in ensuring referral were pursued and supported and encouraged young people to attend appointments.

Young people enjoyed meaningful connections to family, friends and the community. The team ensured young people had time with loved ones and the people that were important to them.

Young people benefited from tailored support to attend education, employment, make achievements and gain qualifications. Young people made significant progress in education and they all had firm plans for the year ahead. Young people were encouraged to be ambitious and they were supported to pursue their interests and dreams.

The service was committed to continuing care and children and young people expected to be able to live at Station Road well in to adulthood. This meant they were able to fully focus on their wellbeing, achieving and planning for their future life and career goals.

Young people's support benefitted from high quality risk assessments that were person centred and provided clear instruction and guidance. The service were in the process of developing the young people's plans to be more specific and goal focussed. We looked forward to seeing the impact of these changes at the next inspection.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure young people's voices are truly heard and that their safety, rights and wellbeing are fully promoted, the service should embed a SMART approach to planning and recording that fully incorporates young people's views.

This area for improvement was made on 22 September 2023.

Action taken since then

The service had taken a number of steps to ensure young people's voices were heard. Young people confirmed they felt their voices were heard and their individual plans reflected their needs and ambitions.

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

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|---|---------------|
| 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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