

Murraythwaite Care Home Service

Lockerbie

Type of inspection:
Unannounced

Completed on:
10 April 2026

Service provided by:
Radical Services Ltd

Service provider number:
SP2003002568

Service no:
CS2009231465

About the service

Murraythwaite is a care home service for children and young people. The premises consists of a two-storey farmhouse which has two bedrooms with ensuite toilets and basins. Young people share a shower room and bathroom, living room, dining room and kitchen. They also have access to outdoor space.

The service is registered to provide care to a maximum of two children and young people at any one time.

The house is situated in a rural area of Dumfries and Galloway about five miles from Annan and nine miles from the larger town of Lockerbie, both of which have a range of services, amenities and public transport links.

About the inspection

This was an unannounced inspection which took place on 08 April 2026 between 09:30 and 10:45 and 09 April 2026 between 09:15 and 17:45. The inspection was carried out by one inspector from the Care Inspectorate.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a promise assurance inspection. It focuses 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 information, information submitted by the service and intelligence gathered since the last inspection.

We found that the service continued to have the rights and voices of the young people in their care at the heart of their care and support. We know this because on this inspection we:

- spoke with young people using the service
- spoke with three staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

Voice

Young people were supported to speak openly about what mattered to them and influence decisions affecting their lives. Through strong, trusting relationships, staff created space for young people to share difficult experiences and feel confident their views would be acted upon. Advocacy was available and used effectively, helping young people learn that adults around them listen and respond when things are not working for them.

Young people told us that, "I spoke with staff, we all spoke with my social worker, and things changed. I feel like the staff listen to me and what I want".

Care

Staff provided consistent, nurturing care grounded in respect and a clear understanding of each young person's needs and experiences. The dynamics of sustaining meaningful relationships were recognised and supported through fluid and responsive plans and risk assessments, helping young people to feel safe and have a sense of emotional security and belonging. Young people told us that, "I feel safe, staff know what they are doing. When I'm out staff keep in touch, so I get my time with friends and staff are there if I need them".

People

Staff demonstrated a compassionate, trauma-informed approach and collaborated with external professionals to support young people in all aspects of their lives. Strong leadership supported staff in their roles and contributed to a safe and respectful environment which placed young people at the heart.

An external professional told us that, "Communication has been huge; we are updated at every step of the way by the staff; they attend strategy meetings and have supported a really positive change in outcomes for our young person".

Young people told us they trusted the staff, knew how to complain if they were unhappy about something and that they knew the adults around them would act.

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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