

Norse Road Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
17 June 2025

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2003001064

About the service

Norse Road is a purpose-built care home for children and young people operated by Glasgow City Council. The service is registered to provide care and support to eight children and young people. All young people have their own bedrooms with ensuite shower rooms. There are two communal living areas and a kitchen with a dining area. There is a large, enclosed garden.

About the inspection

This was an unannounced inspection which took place on 10 June 2025 between 10am and 8pm, and 11 June 2025 between 10am and 3pm. 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 six young people using the service
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

Key messages

- Young people experienced nurturing care from a staff team who focused on relational based practice.
- Care was individualised and well planned, which was supported by SMART care plans.
- Staff were well supported, which resulted in high morale across the staff team.
- Young people were supported with their academic or employment opportunities.
- Mental and physical health was prioritised in the service.
- Managerial oversight had significantly improved since the last inspection. This resulted in a collaborative approach to 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

How well do we support children and young people's rights and wellbeing?	4 - 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?

4 - Good

A grade of good has been awarded to this key question. There were a number of key strengths identified which supported positive outcomes for children and young people. The service had been on a significant journey in the past year and there had been a number of key changes implemented which were in the process of being embedded.

Young people were kept safe in the house. Previous concerns regarding the peer dynamic had been resolved due to the staff focus on relational based practice and nurture. Young people were listened to and valued by staff which resulted in respectful relationships. Restrictive practice was not being used in the service. Staff used their relationship and trauma informed responses to support the young people when they were feeling distressed.

There was a good implementation of The Promise in the service.

There had been some staff changes since the last inspection including changes at senior and management level. These had been positive appointments and although had caused some uncertainty for young people at the time, the relationships developing in the house were positive. Young people were experiencing the benefits of having staff who were committed to their care.

Mental and physical health was prioritised in the house. Care and support was individually tailored to each young person, which included SMART planning (specific, measurable, achievable, relevant and time bound). The service was piloting new risk assessment documentation which allowed assessments to be more child friendly and holistic.

There previously had been gaps in managerial oversight and intervention in the service. This had resulted in challenges within the relationships in the house. However, at the time of inspection, quality assurance processes were found to be robust and efficient to support cultural change. The staff have been supported by the current managerial team with regards to assessment and management of risk which was positively support relationships.

Matching assessments were well completed for new people joining to the house. There was thoughtful consideration of the dynamics and good exploration of risk prior to any move. Future transitions for young people were being mindfully considered and early conversations included supporting ongoing connections.

There was an appropriate number of staff in the service which was supported by a good staffing assessment.

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

How well do we support children and young people's rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	4 - Good

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