Ferndale
Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
30 October 2026

Service provided by:
East Dunbartonshire Council

Service provider number:
SP2003003380

Service no:
CS2006124929

About the service

Ferndale is a registered care home service provided by East Dunbartonshire Council. The service operates from a purpose-built house in Kirkintilloch. It is located close to all local amenities with access to public transport links.

The service provides care to a maximum of 10 young people. The house has its own parking spaces to the side and a garden to the rear of the property. It has nine single bedrooms with en suite facilities and one bedroom with kitchen facilities to promote independent living skills. There are two lounges, a dining area, two kitchens, a bathroom and a snug. The living areas are furnished and decorated to a good standard.

About the inspection

This was an unannounced inspection which took place on 27 October between 11:15 and 19:00.

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 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, family, professionals and staff
- spoke with one young person using the service
- spoke with four 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. Rights-based approaches were central to all decision-making which informed service improvement, delivery and young people's care. This supported young people to share their views, inform care planning and pursue individualised goals.

A family member told us: "I am very happy about the overall care [my child] receives at Ferndale. The staff are very approachable, caring and supportive to [my child] at all times."

The service supported young people to have access to adults outwith the service, including advocacy. This resulted in positive outcomes where staff advocated and pro-actively supported young people's relationships with people important to them.

A visiting professional told us: "Ferndale is an excellent service, embodying care, compassion, nurture and love. Young people are, and feel, valued and respected."

Care

Ferndale emphasised the importance of trauma-skilled, relational care, based on an understanding of young people's individual needs. Young people's care was child-centred and underpinned by meaningful, trusting and enduring relationships which supported young people to be kept safe.

A young person told us: "I feel safe and happy. Chilled and listened to. I feel encouraged to participate in activities ..."

All young people had highly individualised care planning documents, informed by staff skill, specialist training and up-to-date research. This supported young people to achieve positive outcomes.

A staff member told us: "There is a strong and supportive staff culture that is dedicated to its staff and young people."

People

The values within the service focused on a culture of openness, reflection, learning and development. This was well-supported by the managers and leadership team.

Important links with partner agencies were well-developed to ensure information sharing to safeguard young people.

There was continuous evaluation of all aspects of service delivery. This included a promise specific service development plan, with an ambitious focus on driving quality improvement. Quality assurance processes which covered all aspects of service delivery were in place. These were effective and well embedded which ensured ongoing appraisal of young people's outcomes and experiences.

A staff member told us: "We have a strong management team who are very approachable and offer an open door approach. You are treated with respect and listened to. They also offer great advice and are there for you ..."

Complaints

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

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