

Hillhouse Care Home Service

Hamilton

Type of inspection:
Unannounced

Completed on:
28 August 2026

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Service no:
CS2006134922

About the service

Hillhouse is owned and operated by South Lanarkshire Council and forms part of the council's provision of residential care for looked after children and young people. The service is located in purpose built premises in Hamilton.

The service's conditions of registration are to provide a care service to a maximum of seven children and young people aged 8 - 20 years. When two siblings choose to share the largest bedroom, the maximum number can be eight. At the time of the Inspection, there were seven young people staying within the house and a further two young people who previously lived in the house being supported on an outreach basis, but living in the local community.

The mission of the service was developed and formed by the young people who reside at Hillhouse: 'Where adults and young people work together in a safe, healthy and nurturing environment to support young people to achieve their best potential'.

About the inspection

This was an unannounced inspection which took place on the 27 August 2026. The inspection was carried out by one 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 information, information submitted by the service and intelligence gathered since the last inspection.

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:

- Met with four young people using the service
- Spoke with staff and management
- Reviewed survey responses from young people, staff, and family members
- Observed practice, the environment and daily life
- Reviewed documents.

Key messages

Voice

Young people told us that they felt listened to and respected. They were confident that they could speak to staff about anything that was happening in their lives and that this would be responded to. This focus on young people's voices built trust, with staff advocating for them and supporting them to achieve their goals. Young people all also had regular access to trusted adults outside of the house including advocacy workers.

Care

Young people benefitted from highly individualised care plans and risk assessments. These were updated regularly and supported staff to provide consistent, responsive and effective care. Young people contributed to the development of their plans.

Nurturing, relationship based care was central to every aspect of the service. Young people's emotional and physical health needs were met to a high standard, and the service worked closely with specialist partner agencies to promote high quality care that met individual needs. Young people were encouraged and supported to achieve success in education and to develop their skills and interests. The service demonstrated dedication and creativity in supporting young people's relationships with family and friends, which had a significant positive impact on young people and their families.

People

Young people were supported by a highly compassionate, stable and committed staff team. One young person told us: 'I know they care about me because of how they talk to me'. Staff knew young people well and worked effectively together to promote their best interests.

The staff team benefitted from high quality training, alongside regular and purposeful team meetings which provided opportunity for reflection. This embedded a strong trauma informed approach to caring for young people. There was effective managerial oversight, and staff reported that they were well supported in their roles. We recommended that service management improve the

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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