

# Chaplet Avenue Children's Unit Care Home Service

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
1 May 2026

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2009194973

## About the service

Chaplet Avenue Children's Unit is registered as a Care Home for Children and Young People.

The service is owned and managed by Glasgow City Council and it provides care and accommodation for children and young people who are Looked After and Accommodated by the local authority.

The service is registered to accommodate up to eight young people and at the time of the inspection, eight young people were living in the house.

The property offers a high standard of accommodation. Comprising two lounges, a large dining/kitchen, individual ensuite bedrooms, laundry room and office space. There is an enclosed rear garden, with a patio area.

The provider of this service is a corporate parent, with statutory responsibilities to look after and accommodate children. This may mean that the duty to care for children and young people on an emergency basis, or with highly complex needs, is their highest safeguarding priority.

In these circumstances our expectations, focus on outcomes and evaluations remain identical to those of all other providers. We may, however, provide some additional narrative in the body of the report to reflect the impact of these duties, should it be relevant to this particular service.

## About the inspection

This was a full inspection which took place on 23 April and 30 April 2026. 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 three people using the service and one of their family
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

**Key messages**

Young people felt safe, valued and cared for through strong, trusting relationships with staff.

Trauma informed, rights based practice was consistent, with the young people's views shaping daily care.

Continuity of relationships was a clear strength, fostering belonging and lasting connections.

Leadership and staff culture were positive and child-focused, supporting strong outcomes.

Young people were fully involved in goal setting and planning their support.

**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?	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

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

Children and young people at Chaplet Avenue experienced a very high standard of care and support that strongly promoted their wellbeing. Corporate parenting responsibilities were well understood across the service and young people reported feeling safe, cared for and emotionally supported by staff they trusted and could approach when worried or distressed. One young person described the house as feeling, "like home" highlighting the strong sense of safety, belonging and emotional security created within the setting.

Staff demonstrated a highly relational, trauma informed approach, prioritising emotional understanding, reassurance and repair over rigid rules or consequences. Practice was flexible and responsive, with carers focusing on meaningful one-to-one, "together time" and having conversations that explored barriers, feelings and solutions in partnership with the young people. Staff showed strong emotional attunement and a deep understanding of each young person's history, needs and triggers, enabling sensitive responses during times of distress.

Young people's rights and voices were embedded in everyday practice. Staff used creative and adaptable approaches to support children to express their views, including informal conversations, shared activities and visual supports. The wishes of the young people meaningfully influenced daily routines, care planning and decision-making. Goals were kept realistic, achievable and focused on individual progress, supporting children's confidence and sense of achievement.

The physical environment further supported wellbeing. The home was welcoming, homely and well maintained, with personalised bedrooms and communal spaces that reflected everyday family living. This helped young people feel settled and secure, particularly those with complex care experiences. Young people were supported to develop interests and hobbies, which enhanced their self esteem and emotional wellbeing.

Continuity of relationships was a notable strength. Staff demonstrated commitment to maintaining meaningful connections, including appropriate ongoing contact after young people had moved on. The number of young people who returned to visit the home reflected the depth of trust and attachment formed. Young people were also supported to maintain friendships, family relationships and positive community links through an enabling and respectful approach that balanced safety with emotional need.

Leadership within the service strongly supported children's wellbeing. Staff described management as visible, supportive and child focused. There was a positive staff culture where individuals felt valued and supported, which contributed to consistency of care and emotional availability for children. External professionals consistently praised the staff team's advocacy, partnership working and knowledge of the young people.

While the quality of care experienced by children was very strong, some governance and oversight arrangements required improvement, particularly in relation to medication management, incident notification and the consistency of formal supervision. These issues had the potential to impact wellbeing; however, the service acted swiftly to address identified concerns during the inspection, demonstrating strong capacity for improvement.

Overall, Chaplet Avenue was effective in promoting children's wellbeing. Practice was underpinned by strong, trusting relationships, trauma-informed care and a clear commitment to children's rights. Despite some areas requiring strengthening at a governance level, children experienced very good outcomes.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

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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