

Campsie View Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
15 April 2026

Service provided by:
Inspire Scotland Limited

Service provider number:
SP2012011803

Service no:
CS2015343243

About the service

Campsie View house, part of Inspire Scotland, is a care home for children and young people in Kilsyth. The main house is in a quiet residential area, within walking distance to a range of shops and leisure facilities. The house spans two levels, with each young person having a private room and bathroom, alongside shared living and recreational spaces. The service has its own transport and good access to local train and bus links.

The service provides a safe and nurturing environment where young people feel valued, listened to and supported.

About the inspection

This was an unannounced inspection which took place on Wednesday 8 and Thursday 9 April 2026 between 09:30 and 18:30. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with or spent time with five people using the service
- spoke with seven staff and managers of the service
- observed practice and daily life
- reviewed documents.

Key messages

- Young people felt safe, valued and able to thrive.
- Young people built warm, trusting relationships with staff who knew them well.
- Young people's views, wishes, and feelings were central to their care.
- Young people made progression in education and meaningful activities.
- Young people benefited from trauma-informed care embedded in daily practice.

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 strong, consistent practice that helped young people feel safe, valued, and supported to thrive. As a result, we evaluated this key question as very good.

Young people reported feeling safe both physically and emotionally and identified staff they could approach at any time. This was supported by informed safeguarding practice, established routines, and personalised risk planning. Consistent care and trusting relationships contributed to a predictable environment in which young people developed greater confidence, independence, and secure relationships with trusted adults. One young person stated, "I feel safe; it feels good here".

Young people were safeguarded by staff who demonstrated a strong understanding of their responsibilities. Staff acted on concerns promptly, with accurate recording and effective information sharing processes. Staff responded to individual needs in a calm and consistent way, supporting young people to feel understood during periods of emotional distress. This contributed to a reduction in incidents, with restrictive practices used infrequently and only as a last resort.

Young people developed warm, trusting relationships with staff who knew them well. Staff understood each young person's histories, strengths, and triggers and used this knowledge to provide personalised care. Staff supported young people to maintain connections and meaningful contact with family and friends, strengthening their sense of stability and belonging. This helped young people feel valued and able to express their emotions. One young person shared, "If I feel upset, there is always someone to talk to".

Young people received trauma informed care embedded in daily practice. They expressed their needs through behaviour, which staff recognised as a form of communication and responded to with empathy and patience. These approaches helped young people feel calmer and more understood during periods of distress, creating a predictable environment that reduced anxiety and supported emotional regulation.

Young people placed their views, wishes, and feelings at the centre of their care. They shared their views through key work sessions, house meetings, and everyday interactions, and staff listened carefully and responded meaningfully. Young people accessed advocacy when needed, which helped them feel empowered to speak up and be heard. They took an active role in decisions about their own care and saw their views reflected in daily routines, activities, and care planning. One young person stated, "My rights are upheld; they listen and act on what I need".

Young people lived in a welcoming, and personalised home where they felt valued as individuals. They expressed their identity through personalised space and interests, including music, hobbies, and meaningful belongings. Staff respected young people's privacy and dignity and supported their individuality.

Young people made measurable progress in education, training, and daytime activities through flexible, individualised support. They overcame barriers because staff worked proactively with education providers, improving attendance and sustained engagement. One young person sustained their placement while awaiting a college place, while another prepared to begin a vocational trade course. Young people also developed practical life skills, successfully and confidently engaging in activities such as cooking and planning holiday.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To protect young people and uphold their rights the provider should ensure that all staff understand their responsibility to share young people's concerns. This should include, but is not limited to supporting staff development and practice in this area.

This is to ensure that care and support is consistent with the Health and Social care standards (HSCS) which state that: 'I know how, and can be helped, to make a complaint or raise a concerns about my care and support'. (HSCS 4.20).

This area for improvement was made on 9 April 2026.

Action taken since then

The previous area for improvement, which required staff to understand their responsibilities to share young people's concerns, had been appropriately addressed. We found that staff demonstrated improved awareness and confidence in recognising, recording and sharing concerns in line with guidance. This had been supported through training and ongoing development, strengthening consistency in practice.

Young people were supported to understand how to raise concerns or make a complaint and were confident they would be listened to and taken seriously. This was reflected in feedback such as, "My rights are upheld — they listen and act on what I need". As a result, young people knew how to raise concerns, felt supported to do so and trusted that appropriate action would be taken, in line with HSCS 4.20.

Previous area for improvement 2

To support young people's wellbeing, the provider should ensure young people's right to continuing care is championed. This should include but is not limited to, developing a continuing care policy that sets out its responsibilities to providing continuing care, outlines how young people will be supported to understand their rights, and review other relevant policies and processes to clearly state this commitment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My human rights are protected and promoted and I experience no discrimination'. (HSCS 1.2).

'As a child or young person I feel valued, loved and secure.' (HSCS 3.10).

This area for improvement was made on 9 April 2026.

Action taken since then

The previous area for improvement relating to championing young people's right to continuing care had been fully met.

We found that the service had developed clear policy and supporting processes outlining its responsibilities for continuing care. Documentation relating to transitions was well structured, with clear guidance on how young people would be supported, including practical, emotional and financial arrangements. This ensured a consistent and planned approach to continuing care. Staff demonstrated a good understanding of these processes and supported young people to understand their rights and options as they approached transitions.

As a result, young people experienced care that promoted stability, continuity and a strong sense of belonging. Practice reflected a commitment to upholding young people's rights and supporting them to feel valued, secure and cared for, in line with HSCS 1.2 and 3.10.

Previous area for improvement 3

To support positive outcomes for all children and young people, the provider should ensure people's experiences are evaluated. This should include but is not limited to ensuring the organisational quality assurance framework is fully implemented in Campsie View, in particular monitoring standards of documentation and auditing of medication procedures.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

This area for improvement was made on 9 April 2026.

Action taken since then

The previous area for improvement relating to the evaluation of young people's experiences and the implementation of quality assurance processes had been met.

We found that the service had strengthened its organisational quality assurance framework, with clearer systems in place to monitor practice, including regular auditing of documentation and medication procedures. These processes supported improved oversight and consistency, and were used to inform learning and drive improvements in care. Staff demonstrated increased awareness of the importance of accurate recording and safe medication practices, supported through training and ongoing monitoring. As a result, young people benefited from a service that was reflective and committed to continuous improvement, with systems in place to ensure their experiences were regularly reviewed and used to inform positive outcomes, in line with HSCS 4.19.

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?	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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