

Closeburn Centre Care Home Service

Thornhill

Type of inspection:
Unannounced

Completed on:
21 November 2025

Service provided by:
High Trees Ltd

Service provider number:
SP2003002567

Service no:
CS2003010884

About the service

Closeburn is registered as a care home service for children and young people. It is situated on the outskirts of Dumfries and is located within a large older styled building with modern extensions and set in extensive grounds.

The service has been registered since 2002. It is an independent resource that provides care to a maximum of 11 young people who require, for a variety of reasons, to be looked after and accommodated away from home. Referrals are made from local authorities throughout the UK.

Within the building the provider also operate a small school offering education for day pupils and for the young people who live at Closeburn Centre. The attached school is regulated by Education Scotland.

At the time of inspection there were five young people living in the service, some of whom had been placed from Local Authorities from outwith Scotland.

About the inspection

This was an unannounced inspection which took place on 18 and 19 November between 10:30 and 18:30 on the 18 and 10:30 and 16:30 on the 19 November. The inspection was carried out by two inspectors 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 young people using the service and three of their representatives including one children's advocate
- Spoke with ten staff and three management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- Young people reported feeling safe and having staff members they could trust.
- Young people were doing very well in education.
- Young people were engaging with the local community and participating in local events raising significant amount of funds for local charities.
- The service was reconfiguring some rooms to make the service more homely and comfortable for young people.
- The service clinical team offered very good assessments to support staff, in addition to the consultations and advice given.
- The service provider had a very robust detailed and effective quality assurance system in operation.
- The service supported transitions for young people well and the manager had plans to develop this further.

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 evaluated this key question as very good. This was because we found major strengths in supporting positive outcomes for people. There were very few areas for improvement. Those that did exist we considered would have minimal adverse impact on people's experiences and outcomes.

Staff had developed very positive relationships with the young people. All young people indicated or stated they felt safe in the service knowing they could trust the staff team. Some young people had experienced that group living involved occasional challenges in respect of relationships with peers, however staff intervened to support young people and aimed to restore positive relationships. Any incidents that were reported within the service, such as child protection allegations, were dealt with appropriately through adherence to the service policies and national guidance.

Confident interactions were observed between young people and staff, who they were clearly comfortable with. We were pleased to note staff ensured young people were their priority throughout the inspection and that they were respectful of the young people's rights to privacy and independence. From discussions with the staff it was clear that they knew the young people well and had a good knowledge of their needs, preferences and vulnerabilities.

Young people were being encouraged to engage in their care plan and to voice their opinions. In addition to having access to external advocacy services young people also met with responsible adults outwith the service, such as social workers, health professionals and their family members. This assured young people that their views would always be represented.

Staff were very clear that restrictive practices were used only as a last resort; and only then to ensure everyone's safety. Those that had been involved in restrictive practices were very clear about the reasons why these had occurred and expressed empathy for the young people. All staff spoke of the aim to reduce restrictive practices as much as possible but were also alert to being aware these may be necessary, depending on presenting levels of risk. We found the staff group engaged in very good reflective discussions around any incidents that occurred and took time to ensure they gathered the young people's views. Young people confirmed that any restrictive practices were employed for the right reasons and staff would discuss these incidents with them.

The staff group had completed trauma informed practice training and exhibited a very good understanding of the impact of trauma on development. We were pleased to note that keywork sessions with staff demonstrated clear understanding of the impact of trauma and how this influences young people's behaviour. Young people were benefiting from clear support from staff to help manage and understand difficult emotions, validating their experiences and supporting them to move through challenging situations.

The young people and staff group also benefitted from the service clinical team offering consultation, assessment and advice. This team involved an educational psychologist and occupational therapist, with plans to add a speech and language therapist on site. We look forward to learning of the benefits of expanding the team at the next inspection.

Connections between young people and family and those important to them were being maintained. The young people were supported by staff to meet with family both in the home and in the community, where this was assessed as safe and appropriate.

This support was very important in reassuring young people that these relationships would be protected and also reassuring to the parents that their children were thriving and being cared for.

Children and young people's aspirations, interests and skills were consistently supported and developed. Activities they had prior interests in, such as playing musical instruments and caring for animals, were encouraged, and community resources sought for activities such as keep fit and martial arts. The young people were also provided new and exciting experiences, which broadened their horizons. Young people were successfully engaging with the local community and participating in local events such as music festivals and gala days. On one such occasion, the young people and staff raised a significant amount of funds for a local charity through participating on an assault course.

Staff emphasised the importance of education to young people who were achieving well in school. Young people were proud to discuss how well they were doing in their education, particularly as, for some, this was greater than expectations prior to arriving at the service. Those young people who had completed school were applying for college or seeking employment locally.

The manager was looking to develop the service's response to continuing care. This is to be commended. In support of this, the service provider should review their current continuing care policy and guidance to make more explicit who is eligible and under what circumstances. It would be beneficial for the service provider to make explicit in the policy and guidance the fact that it is social work department's statutory responsibility to complete pathway plans and wellbeing assessments. This emphasises the young people's rights. Given the frequency of outwith Scotland placements, it would also be beneficial to young people for the service provider to include the rights of those from outwith Scotland.

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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