

# Nether Johnstone House Care Home Service

Johnstone

**Type of inspection:**  
Unannounced

**Completed on:**  
27 August 2025

**Service provided by:**  
Julia Stewart Limited

**Service provider number:**  
SP2010977037

**Service no:**  
CS2010237321

## About the service

Nether Johnstone House is a care home service for children and young people. The service is provided by Julia Stewart Ltd. Nether Johnstone House is registered to provide care and accommodation for up to seven children and young people, aged between eight and 20 years.

The house sits in private grounds, set within a semi-rural location. A double story property provided spacious and comfortable accommodation for children and young people. There is a large lounge, with a smaller adjoining lounge where young people can relax away from the group. A dining/kitchen is also located on the ground floor. On the upper floor each young person has their own bedroom with en-suite facilities. There is also a self-contained 'flat' should this be required. Outside space offers a large garden, with separate meeting space within a converted outhouse.

At the time of this inspection, there were four young people living at the service.

## About the inspection

This was an unannounced inspection which took place on 25th August 2025 between 12.15 and 17.30 and 26th August 2025 between 09.15 and 17.45. 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
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents.

We also received MS survey responses from two young people, 11 staff and five external professionals.

**Key messages**

Young people benefitted from very stable, consistent and nurturing therapeutic care.

Relationships between staff and young people were key to keeping young people safe.

Staff supported young people to have active and fulfilling lives.

Staff supported young people to safely have time with family or loved ones.

There was a strong commitment to continuing care in the service with an expectation that young people will remain in the service until they are ready to leave.

Leaders were committed to continually improving practice and strengthen outcomes for young people through multi-agency, research based, child centred practice.

Young people were actively involved in their care and support. The service were innovative and proactive in ensuring young people shaped the care they received.

**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?	6 - Excellent
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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?

6 - Excellent

The overall evaluation of this key question is excellent, meaning that the service is sector leading and supports experiences and outcomes for people which are of an outstandingly high quality.

Young people in Nether Johnstone House have been kept safe. Relationships built between staff and young people have been instrumental in the progress the young people had made.

Staff and social workers all confirmed that they have seen significant changes in the young people's risks since living in the house. One social worker commented 'Staff have developed a really good understanding of the triggers to episodes and how to de-escalate them. They are good at moving on after a difficult incident'.

Young people benefitted from a stable and consistent staff team who were very knowledgeable in Nurture Principles and Trauma Informed Practice. This meant that young people were able to invest in safe and trusting relationships and experienced a reduction in risk taking behaviours. Staff had a high awareness of children and young people's needs, and physical restraint was only used when other forms of de-escalation had been robustly tried.

The manager led with compassion and huge amounts of attention to detail. Leaders created a culture that was supportive and empowering. They modelled high standards of practice and the vision for the service was clear. The children and young people experienced therapeutic care. This meant that we saw significant progress and positive outcomes for the young people, with life chances greatly improved having lived in the house.

Young people told us they felt listened to, and their views acted upon where possible. They were supported by a staff team who championed the young people and provided care that was underpinned by child-centred and rights-based practice. Young people were supported to access advocacy, attend meetings, share their views, and their wishes were reflected throughout all key documents.

There was a strong ethos of research based, child centred and strengths-based practice. Staff were highly committed and prioritised building meaningful, respectful and trusting relationships with young people. Relationships were informed by staff's knowledge of child development, attachment and trauma. Leaders, management and staff were all committed to learning and improving practice and had shared their high-quality practice with other multi-agency partners and services.

There were good examples of attainment in Nether Johnstone House. Young people had been supported to attend or apply to school, college and/or employment. They all had realistic, and ambitious plans for ongoing education.

Young people's physical and mental health was given high priority. Young people all had access to the appropriate health professionals, and the service was pro-active in encouraging a healthy lifestyle that clearly had a benefit on the young people's mental and physical wellbeing.

Young people's relationships with loved ones and people that were important to them were actively supported and promoted. Staff sought out creative ways for them to stay in touch with loved ones which had a very positive impact on their emotional wellbeing.

Young people's interests were nurtured, and we heard about having opportunities for holidays and a variety of fun activities that promote bonding between the young people and the staff and promoted self-esteem.

There is a demonstrable and enduring commitment to young people staying in the service, as they become an adult. Young people were able to make plans with the security of knowing that they could stay in Nether Johnstone House well into adulthood.

Support young people received was multi agency, co-ordinated and reflected in all key documents. Key documents were SMART (specific, measurable, achievable, relevant and timebound) and based on SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators from Getting it Right for Every Child (GIRFEC).

Young people were actively engaged in their care and support. They could meaningfully take part in decisions affecting them with key staff regularly supporting them. Their views were sought and included within the care plans which were personally tailored.

There was continuous evaluation of children and young people's outcomes, experiences, and their setting. All of this was underpinned through the implementation of high-quality care planning and risk assessment strategies.

## 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

The service should develop a Continuing Care policy to set out its responsibilities to provide continuing care to young people and how it will ensure that young people are aware of their right to continuing care up to the age of 21. In order to promote the safety of children and young people, the service should also ensure that all staff receive training in Adult Protection.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "As a child or young person I feel valued, loved and secure" (HSCS 3.5) and, 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities (HSCS 3.20).

**This area for improvement was made on 15 May 2024.**

#### Action taken since then

The service have developed and implemented a Continuing Care policy. All staff are trained in Adult Protection. This area for improvement has been met.

#### Previous area for improvement 2

To ensure that children and young people's health, welfare and safety are met, the service should ensure that personal plans have goals which are SMART (specific, measurable, achievable, realistic and time-bound) and that goals identified within wider care plans are reflected in personal plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15)

**This area for improvement was made on 15 May 2024.**

#### Action taken since then

The service have reviewed personal plans and have implemented new paperwork. Goals are now SMART (specific, measurable, achievable, realistic and time-bound) and the views and needs of young people are reflected.

## 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?	6 - Excellent
7.1 Children and young people are safe, feel loved and get the most out of life	6 - Excellent

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