

Ferndale Outreach Service Support Service

Ferndale Children's Services
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Type of inspection:
Unannounced

Completed on:
10 September 2026

Service provided by:
East Dunbartonshire Council

Service provider number:
SP2003003380

Service no:
CS2014327157

About the service

Ferndale Outreach Service is a registered support service. The provider is East Dunbartonshire Council. The service operates from the premises of Ferndale Care Home, and these services share a management structure, staffing, policies, systems and procedures. Ferndale Outreach Service was supporting six young people at the time of inspection.

The aim of the service is to offer flexible and bespoke care and support to young people living in the local community, on an outreach basis. This includes supporting young people to remain living at home, transitioning from Ferndale Care Home or to live in their own tenancy. Ferndale Outreach Service works in partnership with other agencies including social services, health, education, police, housing and other specialist agencies.

About the inspection

This was an unannounced inspection which took place on 3 September 2026 between 11:30 and 18:30. Feedback was provided on 10 September 2026. This inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings and registration information. We also reviewed information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with young people
- spoke with family members
- spoke with six members of staff and management
- spoke with representatives from social services
- reviewed survey responses received from young people and family
- reviewed key documents.

Key messages

- Staff emphasised the importance of highly individualised, person-centred, rights-based relationships with young people, driven by The Promise.
- Young people and families felt well-supported, respected and listened to by staff.
- Staff had an excellent focus on supporting young people's identity and wellbeing, including facilitating individualised support, with a clear therapeutic focus.
- Staff were incredibly skilled, and knowledge of child development and attachment was clearly embedded in practice, which supported trauma-responsive care.
- Leaders prioritised development opportunities and a learning culture within the team, with a shared focus on supporting exceptional outcomes for young people.

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 people's 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 people's wellbeing?

6 - Excellent

We evaluated this key question as excellent, where performance was innovative, sector leading and sustainable.

Within Ferndale Outreach Service, there was an emphasis on highly individualised, person-centred, rights-based relational approaches, drive by The Promise. This meant young people and their families were widely recognised as experts on their own experiences, needs and wishes.

Young people and their families were fully involved in decisions about their care and support. This included all elements of care planning and service improvement plans, as well as being included in multi-agency forums, to ensure young people were fully involved in decision-making.

There was a strong emphasis on supporting confidence, identity and wellbeing. We heard that individual support was facilitated, with a key therapeutic focus, including parenting support, accessing education, navigating bereavement and life story work.

Staff had an exceptional level of understanding of young people's health and wellbeing needs. Staff were highly skilled, and their knowledge of child development and attachment was clearly well-embedded in practice, which supported trauma-responsive care.

Clear service agreements were in place, and these were detailed in care planning documents and journals created for all young people. These were child-centred and ensured young people's needs and experiences were well captured, understood and responded to.

Young people were well-supported to maintain and develop their skills, interests and strengths. This included day trips to Aqua Park, pantomime, local parks, climbing, walking or eating out. The service was also developing how to consider 'the power of activities' supported positive outcomes for young people, including relationships, life choices, experiences and 'memory keeping'.

There was an incredible passion to ensure young people accessed the best experiences and those moments were captured. There was close consideration around developing recording strategies and proactively seeking up-to-date resources and best practice, from a broad range of sources.

Support was well co-ordinated and prioritised young people to remain safely within their home, wherever possible. This included urgent crisis driven support, short or longer term work. The service was flexible and extremely individualised, which also facilitated meaningful, trusting and enduring relationships between staff, young people and their families.

There was a strong emphasis on fun, social bonds and building relationships. Young people were well-matched with staff to support meaningful and enduring relationships, through genuine connection, mutual interest and developing trust and emotional safety.

Stakeholders, families and young people commented that young people's achievements were well-recognised by staff, and this positively impacted young people's confidence. One young person told us that they felt staff supported and found what mattered to them. Another young person commented on the significant impact the support had made on their life, skills and self-confidence.

The staff team were incredibly knowledgeable and skilled, which was well-supported by the leadership team. This ensured staff's ongoing access to comprehensive training, ongoing development opportunities, strong communication within the team and access to reflective spaces. This meant that knowledge of safety, risk and safeguarding was well-embedded in practice and that staff were confident in identifying and responding appropriately to all indicators of concern.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.2 People get the most out of life	6 - Excellent

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