

## Woodlea Cottage Care Home Service

Woodlea Cottage  
Muirend Road  
Burghmuir  
Perth  
PH1 1JU

Telephone: 01738 474700

Type of inspection: Unannounced  
Inspection completed on: 28 September 2016

**Service provided by:**  
Perth & Kinross Council

**Service provider number:**  
SP2003003370

**Care service number:**  
CS2009236865

## About the service

Woodlea Cottage is a care home service providing respite and short breaks for up to five children aged from seven to 18 with severe, complex and enduring needs arising from learning and physical disabilities. Children using the service can do so for up to 28 consecutive days. The service is provided by Perth and Kinross Council. The service registered with the Care Inspectorate in April 2011.

The home was purpose-built in 2010 and is situated in a residential area in Perth, about a mile and a half west of the city centre. All areas accessed by children using the service are on the ground floor. They include an open-plan living and dining room, kitchen and seven bedrooms, each with an adjacent shower or bathroom. The 'annexe' has two of these bedrooms and its own living, dining and kitchen area. The premises also have a sensory room, staff offices, a laundry and medical room. At the rear of the building is a fenced garden leading directly from the living room. The premises can be accessed by wheelchair.

The service's aims and objectives include:

- enabling all children and young people to realise their potential and become as independent as possible. In developing skills for the service will enable them to be effective contributors, responsible citizens, confident individuals and successful learners
- working closely with parents/carers and children in respect of all planning and decision-making
- providing a warm, welcoming, stimulating environment
- ensuring children and young people are safe and protected.

## What people told us

During our visits we spent time chatting to some of the six or so children present, joined them at the tea table and observed staff working with them. One told us he enjoyed coming to Woodlea but could not say why. However he told us about some of the activities he took part in. He had earlier been relaxing in his room after the school day. All seemed to be enjoying their meals and were at ease with staff, with some smiling and laughing. They were looking forward to a walk later.

We did not have the opportunity to speak with any parents and carers of children using the service.

We also received comments on behalf of social workers. These indicated a high level of satisfaction with the care service. The quality of communication by staff was very high and staff interactions with children demonstrated a high level of competence. They had no doubt that children attending Woodlea were making progress.

## Self assessment

We received a fully completed, good quality self-assessment from the service. This identified the service's strengths, achievements and outcomes for young people as well as areas for further development.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

## What the service does well

Note: in the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to tackle Child Sexual Exploitation' and focuses on frameworks of CSE practice, staff understanding and care planning outcomes. In this service all aspects of child protection and CSE practice were sufficient to safeguard children from harm and abuse.

This service provided excellent care and support, demonstrating a highly impressive capacity for improvement and innovation. This allowed staff to support children to achieve very positive outcomes and have enjoyable experiences. There was a strong emphasis on the provision of child-centred care by a team of well-trained, skilful and motivated staff with a clear vision for maintaining Woodlea as a model of its type. The foundation for this was that 'all children can learn'.

Plans were strongly individualised and demonstrated the service's outcome-focused approach. Targets were small in number and proportionate for the type of service. They were also achievable, but crucially, stretched children's abilities and recognised their potential. Parents contributed to choosing goals that mattered to them and effective partnership with schools also meant greater continuity and consistency. Staff made very good use of different methods for obtaining children's views, including information and communication technology. All plans contained some goals for developing independence skills, an area in which many had made measurable progress.

A wide range of activities, fresh air and exercise provided appropriate stimulation alongside predictable, nurturing and beneficial routines. There were regular opportunities for children to exercise choice. Staff provided firm boundaries and supported children as far as possible to learn how to regulate their behaviour and show consideration for others. The service's risk management processes were largely very effective and keeping children safe had a high priority. The new catering arrangements had already begun to make a difference and ensured a more individual approach to meeting nutritional needs and preferences.

Staff developed warm relationships with children, knew them well and were therefore in a position to be highly effective. This was strengthened by a wide range of high quality, relevant training and development as well as a strong culture of learning and reflective practice. There were high expectations of staff conduct and performance and effective systems to monitor and address any shortfalls. Team relationships were positive and supportive. Staff played a meaningful role in self-evaluation and quality assurance and were valued for the contribution they made to the service. They had all taken on designated responsibilities, including contributing to training and mentoring others. Regular team meetings and supervision (the frequency of which had much improved) provided the necessary opportunities for team building, communication and support. Staff welfare initiatives included Healthy Working Lives, with the team now aiming to add a silver award to the bronze.

## What the service could do better

The areas for improvement we identified were mainly about building on existing strengths so there was no need for any significant adjustment. As usual managers were very open to taking suggestions on board.

We suggested that staff record a brief evaluation of the use of the sensory room as a means of making the most effective and targeted use of this valuable resource for individual children's development.

There was still some scope for developing the quality and overall consistency of periodic evaluation and review records, though these had already improved. We suggested how this could be done.

The medication audit form should include the name of the child for more effective tracking.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings	
12 Jan 2016	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
9 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
20 Sep 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Nov 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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