

# Oakwood Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
4 April 2024

**Service provided by:**  
Highland Council

**Service provider number:**  
SP2003001693

**Service no:**  
CS2003008453

## About the service

Oakwood is a children's house owned and run by Highland Council. The house is a large building on the outskirts of Dingwall and consists of large communal areas and five bedrooms. The house is homely and has a nurturing quality which has been developed by the staff and young people. The house is situated in a large garden.

At the time of the inspection the service was providing care to four young people.

## About the inspection

This was an unannounced inspection which took place on 27 March 2024. 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 and two of their family;
- spoke with four staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with professionals who visit the service.

## Key messages

- Young people at Oakwood felt safe and staff were confident in their safeguarding role.
- Staffing levels met young people's needs and a consistent staff team supported the development of stable relationships.
- Young people had positive relationships with staff, whom they liked and and felt cared about them. Staff were responsive to young people and persevered in building trust.
- Staff felt valued and well-supported by their team and by management.
- Young people benefited from good working relationships between staff and local authorities.

## 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. We found significant strengths in all aspects of the care provided and these strengths had a significant positive impact on outcomes for children and young people.

Young people told us they felt safe and were respected and listened to by a consistent staff team. Support was provided by a staff group who knew young people well and had a very good understanding of their support needs. Support was nurturing a warm and caring ethos. Young people told us about their good relationships with staff and they would be happy to approach any member of staff if they had a problem or something they wished to discuss. They told us staff always had time for them and listened to them. We observed this during the inspection with staff and young people interacting in a caring and supportive way.

Staff supported young people to take risks and develop confidence. There were examples of young people being supported in the community and at home and some examples of very good outcomes for young people.

Staff could identify and support trauma. This was an ongoing learning process and staff were encouraged to develop their knowledge and understanding of trauma. We saw this in records and in the way they provided care, ensuring a stable and therapeutic environment for young people.

Young people were fully involved in their care planning. This ethos supported young people to be empowered and encouraged them to be engaged in conversations and decisions about their future. Staff were well informed of young people's physical and mental health needs and young people told us they were supported well by staff and through established links with other organisations.

Young people had a say in what went on the menu each day and we saw first-hand how the kitchen was the hub of the home where young people were encouraged to learn and develop their skills.

Young people's tailored support needs included contact with family and friends. We saw first hand how young people were encouraged to maintain contact with family and others who are important to them.

We spoke to parents and social workers who were very enthusiastic about the care provided at Oakwood. Communication with staff and the manager were good and the team worked hard to help young people settle in. Social workers told us young people were doing very well in their placement and commented positively about the positive impact of their support on young people.

## 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?	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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