

# Weavers Burn Housing Support Service

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Dundee  
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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
13 February 2025

**Service provided by:**  
Dundee City Council

**Service provider number:**  
SP2003004034

**Service no:**  
CS2014324110

## About the service

The service provides support for adults with a learning disability (who may also be on the autistic spectrum and have a physical disability) living in their own homes and in the community.

The service had previously been a registered care home, but had redesigned the service to provide purpose-built flats with access to communal areas and garden spaces.

## About the inspection

This was a short notice inspection which took place on 11 and 12 February 2025. 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 one of their family members
- spoke with six staff and management
- sat in on a staff meeting and also, unobtrusively, observed practice and daily life
- reviewed documents
- reviewed questionnaires completed by people using the service, staff and visiting professionals.

## Key messages

- People were happy with the care they received.
- People's skills and abilities were valued, and their independence was promoted.
- There were warm and caring interactions between staff members and people being supported.
- Reviews were not always carried out consistently.
- Staff focussed on supporting people to have happy and fulfilled lives.
- Detailed recruitment checks were undertaken to ensure staff were recruited safely and continued to remain suitable for working with people.
- Staff felt well supported, confident and competent in their roles.

## 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? | 4 - Good      |
| How good is our staff team?                | 5 - Very Good |

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People should expect that their health and wellbeing benefits from their care and support. People were involved, as far as possible, in making decisions about their physical and emotional wellbeing through their personal plans. The service was flexible and adaptable to meet people's needs. This promoted independence and helped people to maintain their skills and abilities.

Staff understood their role in supporting people's health and wellbeing. Health referrals were being made appropriately and people had access to a range of healthcare services and assessments. Staff were familiar with the people they supported, which meant they recognised when there were changes in their health and presentation and this ensured people got the medical support they needed quickly. Changes to people's health and wellbeing were communicated effectively within the service, which ensured all relevant staff received updates timeously.

Care plans and risk assessments were person-centred and contained detailed information relating to people's health and support requirements. However, routine reviews were not always taking place for everyone using the service. We discussed this with the management team who agreed to address. People had hospital passports which ensured essential information about their health and care needs could be conveyed easily to medical staff in a hospital admission. People's individual communication needs were well considered, and staff supported them to communicate in a way that was right for them. This ensured that people were always involved in making decisions about their lives.

People were supported to make choices and staff respected people's expressed needs and wishes. This meant people felt listened to and ensured that the support they experienced was driven by individual preferences.

People and their families or representatives were involved in decisions about their care, and they told us that they felt listened to when changes were necessary in the level of care they required. One person said, "if I have any issues, I just speak with the staff and it gets sorted".

## How good is our staff team?

5 - Very Good

People should expect that the skill mix, numbers and deployment of staff meets the needs of people. We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We sampled staff recruitment files and found that relevant safety checks were being completed. Protection of Vulnerable Groups (PVG) checks were completed and two references, including one from their most recent employer, were sought before staff commenced employment. Detailed policies and processes were in place to ensure that they fully monitor and comply with any restrictions placed on staff as part of their right to work in the UK. This meant that risks to people were minimised.

The staff team were highly valued by people experiencing care. This was reflected in the feedback from people receiving care and their relatives. We observed kind and caring interactions between staff and people, and saw encouragement and inclusion being supported. Some comments we received included: "I really like the staff; they are kind" and "the staff are great". This assured us that the staff team were caring and compassionate in their daily practice.

There were effective systems in place to plan and manage the service, which meant there was good communication and a high level of continuity within staff teams. People described the benefits of having regular staff. The management team understood their role and contribution to the overall quality of the service and how they play an important part in building the staff team.

The management team regularly monitored the staffing arrangements required to safely meet people's needs. These were regularly reviewed and updated to ensure that there were sufficient staff working within the service. People told us they knew which staff would be looking after them. This ensured people were supported by staff they knew well and provided continuity of care.

Morale across the service was high, all the staff we spoke to said they were very happy at their work. They told us that they felt well supported in their role and had good access to training opportunities. This supported people to have a positive experience of their care as the staff team were enthusiastic and satisfied at work.

## 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 people's wellbeing?                             | 4 - Good |
| 1.3 People's health and wellbeing benefits from their care and support | 4 - Good |

  

|  |               |
|--|---------------|
| How good is our staff team?                                      | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together | 5 - Very Good |

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