

The Hollies Care Home Service

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Colinton
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Type of inspection:
Unannounced

Completed on:
17 October 2025

Service provided by:
Tiphereth Limited

Service provider number:
SP2003002619

Service no:
CS2004073783

About the service

The Hollies is a care home for adults who have learning disabilities. It has been registered with the Care Inspectorate since 2005 and is managed by Tiphereth Ltd, as part of a range of care home and support services they provide in the local area. Tiphereth Ltd is a member of the Association of Camphill Communities, who have their cultural and spiritual roots in the works of Karl Koenig and Rudolph Steiner.

Four people were living at The Hollies at the time of the inspection and have done so for over 10 years. They live alongside a family supported by four foundation students / co-workers who live and work in the service.

The house is a spacious property over three floors in the Colinton area of Edinburgh. People experiencing care have spacious bedrooms and a wide range of communal areas available to them on the ground floor level. There are gardens surrounding the home which are terraced to the side and rear of the building and it is close to local amenities and public transport.

About the inspection

This was an unannounced inspection which took place on 10 and 14 October 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
 - intelligence gathered since the last inspection.
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- In making our evaluations of the service we:
 - Met with two people experiencing care
 - Spoke with three family members
 - Spoke with seven staff and management
 - Observed practice and daily life
 - reviewed documents
 - Looked at feedback from two involved professionals

Key messages

- People's health and wellbeing needs were being met as care was responsive when people's needs changed.
- People's wellbeing benefitted from being involved in a range of community activities.
- Staff were committed to helping people achieve their best possible outcomes.
- The homely environment supported people to thrive
- The provider had a positive attitude towards quality improvement.
- People experiencing care and their families contributed to the development of the service.
- Relatives we consulted were very happy with the quality of care.
- The care home had new daily leadership arrangements in place and they were committed to continuous quality improvement.

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?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	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?

5 - Very Good

We found significant strengths in the way people's health and wellbeing needs were being promoted. We evaluated this key question as very good.

Staff interactions with people experiencing care were dignified, supportive and respectful. Staff were well supported in learning about people's needs and preferences and individual personalities. There was detailed information in people's personal plans relating to their health and wellbeing needs. People were getting to know their new staff and building positive relationships with them.

The ethos of the service focussed on achieving the best outcomes for people, valuing their individuality and promoting skills and interests. There was detailed information about people's life histories and what was important to them. This supported incoming co-workers (live in volunteers) in getting to know people well and building positive relationships with them. Relatives appreciated the energy, enthusiasm and skills of the young live-in volunteers and said that the model of care promoted consistently positive outcomes for their loved ones.

They appreciated that it would take a bit of time for the new family to settle in and make their own mark on the service and had already formed positive relationships with them and told us communication had been very good. People benefited from having regular reviews of their support which gave them and their representatives regular opportunities to discuss their support and plan ahead for anything they would like to achieve.

Relative comments included:

'We keep pinching ourselves because The Hollies is just such a wonderful service. (Name of person experiencing care) is just so happy there and so well cared for. The transition to the new houseparents has gone so smoothly and they both show such love and care.'

'The Hollies are just brilliant. Can't praise staff highly enough. (Name of person experiencing care) is always out doing things in the community. They are on top of everything and always involve me where necessary.'

The new family were settling into their role following the departure of the previous family who had lived at The Hollies for a considerable time. They had already audited all of the documentation and had a list of anything outstanding that needed updated or reviewed. We advised the provider to record when review minutes had been shared with people and their representatives. This supports sharing what was discussed and having a record of actions agreed and planned. We also advised to check that the information in people's hospital support plans was current. The provider was receptive to all feedback and demonstrated commitment to continuously improving outcomes for people living at The Hollies.

People's medication was well managed and regularly audited with systems in place to quickly identify if there were any issues with people's medication. People were supported to be as independent as possible with their medication, meaning that people could be assured that there were processes in place to keep them safe and well. Additional training had been sought when a person's health needs had changed and an involved professional commented positively on management's proactive approach to ensuring all staff had the right training to support people well. Section 47 certificates were in place where people were deemed to

lack capacity to manage their own medication. The management team were proactive in following up on one that had expired with the local GP. People who experienced stress and distress had good detail in their plans as to how best to support them. Positive behaviour support was an area that the incoming leaders wanted to further develop. This meant that people could be assured that there were processes in place to keep them safe and well and their care provider regularly reviewed their health and wellbeing needs.

People were very much encouraged to be involved in the running of the home including individualised laundry systems and involvement in meal preparation. Special events were celebrated and photographs of people involved in a range of activities were shared with their loved ones. This supported a culture of inclusion and involvement of people's families and relatives.

How good is our staff team?

5 - Very Good

We found significant strengths in the way people's health and wellbeing needs were being promoted. We evaluated this key question as very good.

Staff had been recruited safely and had a thorough induction and plenty of shadowing opportunities with people experiencing care time to get to know them. Houseparents were registered with the Scottish Social Services Council and were being supported to achieve qualifications in line with their roles in the organisation. There was a robust training programme in place for co-workers to learn the necessary skills to support people well and regular oversight of the support they provided to people. This meant that people could be assured that there was effective support for people caring for them to learn and develop.

Co-workers lived alongside people experiencing care and the service ethos worked on a co-production model where everyone was valued and included. People's wellbeing benefitted from regular interaction with staff who knew them well. This happened because there were thorough induction processes in place. We spoke with co-workers who had previously lived at The Hollies and they demonstrated a very good knowledge of people experiencing care. They had travelled back to support the transition of new co-workers coming to live and support people at The Hollies. As well as supporting them to familiarise themselves with people's needs, preferences and activities they were supported with their health and wellbeing and had individual reflective supervision to support them in their new roles and settling into a different lifestyle away from home. We heard that people living at The Hollies really enjoyed meeting new people and were very familiar with the co-working model and changes to their staffing arrangements. For one person we heard that it was more difficult for them to adapt to changes but this was managed sensitively and at a pace suited to their needs.

As the houseparents lived at The Hollies there was regular overview of people's care and support and a very close knit community which promoted person centred values. This meant that people experiencing care could be confident that their staffing arrangements were carefully managed and right for them. There was a team meeting every Sunday to support effective communication between co-workers and sharing of practice. There was also an employee assistance programme which co-workers could access should they need any additional supports. This meant that people could be assured that those supporting them communicated well and shared relevant information to promote people's wellbeing.

How good is our setting?

5 - Very Good

We found significant strengths in the quality of the setting people lived in. We evaluated this key question as very good.

The Hollies is a large house with lots of comfortable space for people to relax and enjoy their living environment. The dining kitchen was very much the heart of the home with lots of involvement in meal preparation and other social activities. It has a very homely, family feel with everyone participating and contributing to the running of the house. People were very well supported in integrating with their local and wider community with regular trips to the local pub, local shops and cafes. People's individual living space was very individualised and gave a real sense of their interests and individual identities.

The premises were well maintained and safety checks were carried out on a regular basis and well documented. People benefitted from having access to the wider Tippereth Community and there were dedicated maintenance personnel who kept on top of any repairs needed. Safety checks for any personal equipment were carried out regularly and people were supported to participate in household chores and very much contributed to keeping their homes safe, clean and comfortable. This meant that people experienced a high quality of setting which promoted their wellbeing and safety.

The recently appointed houseparents had a clear vision for developing the outdoor space to maximise use and further involve people who enjoyed growing and planting fruit, vegetables and flowers and were looking at best solutions for people with mobility support needs to access the outdoor areas more easily. This meant that people could be assured their care provider was continually quality assuring the setting and looking at further ways to improve the environment.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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