

# Drummond House Care Home Service

Dundee

**Type of inspection:**  
Unannounced

**Completed on:**  
11 December 2025

**Service provided by:**  
Dundee City Council

**Service provider number:**  
SP2003004034

**Service no:**  
CS2003034640

## About the service

Drummond House is a residential care home provided by Dundee City Council and is registered to care for up to 7 children and young people. The single storey premises is located in a quiet residential area of Dundee, close to travel links, local shops and amenities. All children and young people living in Drummond House have their own, spacious en-suite bedroom, large living dining room, a hobby room and people living there have their own private garden space equipped with a trampoline and outdoor seating.

## About the inspection

This was an unannounced inspection which took place on 10 December and 11 December 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 people using the service;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting professionals.

## Key messages

Young people were safer as a result of their care in Drummond House.

Young people experienced compassionate, nurturing and trauma informed care.

Young people were skilfully supported to meaningfully maintain relationships with those important to them.

Young people were at the heart of their care, their voices were encouraged and their rights were respected.

## 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 found significant strengths in the care provided, and how these supported positive outcomes for young people, therefore, we evaluated this key question as very good.

Young people were safer as a result of living in Drummond House. The confident staff team, led by skilled leaders who assertively and authoritatively addressed risks, effectively contributed to a multi-agency approach to minimise and prevent harm to people. The team knew young people well and the trusting, non-judgmental relationships they developed allowed young people a safe space to explore their needs and choices.

People living in the service all had access to external professionals and the strong collaborative approach to young people's care, where communication was a strength, led to the effective and timely implementation of national protection guidance.

Young people experienced stable and therapeutic care because relationships were prioritised and based on a good understanding of trauma. Use of restraint was extremely rare as the team at Drummond House skilfully and effectively used their compassionate and connected relationships with young people to support them during difficult times. Use of wider restrictive practice was carefully considered and proportionately applied to protect young people and this was effectively balanced with upholding young people's rights

Young people's needs were well understood, and the skilful use of reflective practice, professional psychological consultation and a flexible and responsive approach by staff, supported young people to navigate the risks they faced and build their resilience.

Young people had fun and the respectful care they experienced was reflected in the warm and well equipped environment they lived in. They were involved in all decisions about house life and were supported to engage in their care, and the decisions affecting them. One young person told us, 'I'm involved in decisions the way any young person should be'.

Young people had access to health provision that was reflective of their individual circumstances and the team understood young people's health needs well. Shared opportunities to eat together and be active together, promoted good physical and mental health and staff assertively addressed barriers to young people's well-being.

Family and friends, where possible, were welcomed into the house and time together was skilfully supported in a variety of settings. The attuned relationships young people developed with sensitive and experienced staff, allowed young people to be meaningfully and safely develop or maintain relationships with those who were most important to them.

Young people's hopes and aspirations were embraced and supported. When young people were unsure about their future plans, the team offered a range of experiences to help them make informed choices. When young people faced barriers to fulfilling their potential, the team passionately advocated on their behalf. A strong message of hope and value was embedded in the culture of the service, this helped young people to believe in a positive future.

The service was highly committed to young people staying for as long as they need and want to and they supported enduring relationships. Leaders were confident in understanding young people's right to continuing care and were passionate in ensuring these rights were upheld.

High quality personal plans reflected the individual needs, wishes and voices of young people, and they underpinned the outcome focused, trauma informed and compassionate care that young people experienced.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To protect young people and uphold their rights, the service should ensure that practice, policy and procedures are underpinned by current legislation and best practice.

This should include, but is not limited to review of current procedure of room checks, and monitoring of staff practice in this area.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My human rights are protected and promoted and I experience no discrimination'. (HSCS 1.2);  
'I am supported to understand and uphold my rights'. (HSCS 2.3).

**This area for improvement was made on 17 April 2023.**

#### Action taken since then

The service have revised and updated both their policy and practice in relation to room checks involving young people and advocacy services. Staff confidently apply a rights based approach to this whilst upholding their health and safety responsibility to ensure the environment is safe.

#### Previous area for improvement 2

To protect young people's wellbeing, the provider should ensure that leaders are supported and confident to manage all relevant aspects of the service. This should include but is not exclusive to providing leaders with the necessary support and training to effectively address practice or performance issues, to review the current role of the registered manager within the service, to ensure leaders are clear in their responsibility to follow Care Inspectorate guidance.

This is to ensure that care and support is consistent with the Health and Social care Standards (HSCS) which state that :

'I use a service and organisation that are well led and managed'. (HSCS 4.23).

**This area for improvement was made on 17 April 2023.**

#### Action taken since then

Managerial lines of accountability now well established. Leaders have embedded a clear and consistent supervision structure.

### Previous area for improvement 3

To support young people's wellbeing, learning and development, the provider should ensure all staff have access to relevant training and effective supervision. This should include but is not limited to, implementing a consistent model of supervision for all staff and develop oversight of staff learning and development needs and training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes'.  
(HSCS 3.14).

**This area for improvement was made on 17 April 2023.**

### Action taken since then

The provider has developed a new system for the recording, auditing and evaluation of staff training. Staff training is now an integral part of the service's development plans and a consistent model of supervision has been embedded.

### 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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