

Beechwood House Care Home Service

69/71 Old Perth Rd
Inverness
IV2 3JH

Telephone: 01463 711 335

Type of inspection:
Unannounced

Completed on:
22 January 2026

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2003008466

About the service

Beechwood House is a recovery service providing residential rehabilitation, community outreach, support and social care, to people with alcohol and drug issues.

It is a purpose-built facility in Inverness and registered to provide a care service to a maximum of 15 people who are in recovery. The service is provided by the Church of Scotland trading as Crossreach.

Accommodation consists of single en-suite rooms spread over two floors which benefits from a bright, attractive dining room as well as lounges and meeting rooms.

About the inspection

This was an unannounced follow up inspection which took place between 21 and 22 January 2026. Two inspectors from the Care Inspectorate carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service, and customer and provider records.

In making our evaluations of the service we:

- spoke formally with people using the service;
- spoke with staff and management; and
- reviewed documents.

Key messages

The provider had made steady improvements since the last inspection.

Groups had been reviewed and were going to be more relevant to the stage of a person's recovery.

People found staff supportive and helpful.

Risk assessments needed to be more robust.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 29 December 2025 to ensure a safe and value based service is provided, the provider must:

- a) fully document and report to relevant external professionals all accidents, incidents and complaints. This should include informing the Care Inspectorate of any notifiable events as detailed in 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'; and
- b) evidence that lessons learned from adverse events are driving service improvements forward.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention.' (HSCS 3.1).

This requirement is extended to 6 April 2026.

This requirement was made on 10 October 2025.

Action taken on previous requirement

There had been some progress made in relation to this requirement but some areas still required further work and consolidation. The requirement will be extended to 6 April 2026.

There had been discussions with staff in relation to reporting accidents and incidents to relevant persons. We were not confident that staff fully understood when they should be doing this. There was insufficient oversight to ensure this was happening.

Not met

Requirement 2

By 29 December 2025 in order to ensure people's physical, emotional, social and psychological needs are being met, the provider must ensure:

- a) each person has a written plan which sets out how their holistic needs should be met;

- b) relevant staff must be familiar with the content of the plan and have the necessary knowledge, skills and confidence to provide the support the person needs; and
- c) there must be effective arrangements in place to ensure the plan is regularly reviewed, updated and staff are responsive to the person's changing or unmet needs.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS1.15); and
 'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17).

This requirement is extended to 6 April 2026.

This requirement was made on 10 October 2024.

Action taken on previous requirement

There had been some progress made in relation to this requirement but some areas still required further attention. The requirement will extended to 6 April 2026.

Some areas of the care plans had been updated and these had been reviewed. We remained concerned that risk assessments lacked detail on how staff should support people when they were in crises. This should be the focus moving forward.

Not met

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

The provider should continue with their review of the effectiveness and relevance of in-house groups. People attending the service should be central to this.

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

'My care and support meets my needs and is right for me.' (HSCS 1.19); and
 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

This area for improvement was made on 10 October 2024.

Inspection report

Action taken since then

The area for improvement has been met. Groups had been reviewed and were going to be better linked to stages of recovery.

Previous area for improvement 2

So as people feel safe, secure and confident and are clear as to what is expected from them during their recovery, they should receive information that they understand in a format that is right for them. There should be regular discussions about this when required.

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

'I am supported to communicate in a way that is right for me, at my own pace, by people who are sensitive to me and my needs.' (HSCS 2.8); and

'I have agreed clear expectations with people about how we behave towards each other, and these are respected.' (HSCS 3.3).

This area for improvement was made on 10 October 2024.

Action taken since then

The area for improvement has not been met. People using the service had put forward some really good ideas on how the information could be easier to understand. The provider was committed to actioning these ideas and we will consider this further at the next inspection.

Previous area for improvement 3

The provider should formally review the manager's current responsibilities, and evidence the manager has the right support and time to drive service improvements forward.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This area for improvement was made on 10 October 2024.

Action taken since then

The area for improvement has been met. The manager had set times for supporting other services and was delegating tasks to senior staff. This allowed for better oversight of services.

Previous area for improvement 4

Staff should be supported to understand their roles and responsibilities as a registered worker. There should be sufficient oversight to ensure staff are working in a value based and person centred manner at all times.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11); and

'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention.' (HSCS 3.1).

This area for improvement was made on 10 October 2024.

Action taken since then

The area for improvement has not been met. There had been a number of new staff and there had not been sufficient time for the provider to evidence they had met the area for improvement. People we spoke with confirmed staff were kind, caring and respectful.

Complaints

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

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Care Inspectorate
Compass House
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