

## Stoneywood House & Villa Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
21 January 2026

**Service provided by:**  
Stoneywood Care Services Ltd

**Service provider number:**  
SP2008010065

**Service no:**  
CS2008185591

## About the service

Stoneywood House and Villa is a care home service that registered with the Care Inspectorate in April 2011. It provides support to a maximum of 13 adults who have a learning disability and/or autism. The provider is Stoneywood Care Services Ltd, an independent care and support provider. The service is operated from two buildings at the same location; the house, which can accommodate up to eight people, and the villa, which accommodates five people.

The home is situated in a central area in the small town of Denny, which is within the Falkirk Council area.

Both buildings have bedrooms on each floor. All bedrooms have their own ensuite toilet and bathing facilities. Each building has its own kitchen, lounge, and dining facilities. There are outdoor seating areas that are accessible to people with limited mobility.

The service states its aim is to provide outcome-based support with "a focus on personal development, emotional support and stability, daily living skills, and to identify meaningful and purposeful activity whether it be leisure, educational or employment."

## About the inspection

This was an unannounced inspection which took place on 19, 20 and 21 January 2026. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, previous inspection findings, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke informally with a number of people living in the service
- spoke with three relatives and friends of people who live in the service
- spoke with managers and staff from a variety of roles within the home
- observed practice and daily life
- checked infection prevention and control (IPC) procedures
- sampled care plans and a variety of other documents and recordings.

## Key messages

- People had formed very good relationships with the staff supporting them.
- People received responsive support from people who knew them well and what was important to them.
- Staff were very committed to the service
- The service was managed very well.

## 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

In this part of the report we considered the following quality indicator:

### 1.3. People's health and wellbeing benefits from their care and support

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.

Care plans were detailed and contained good information regarding the person. Information was gathered in a holistic way. People and their loved ones were involved in this process. This helped people to achieve very good outcomes because staff had the information they needed to support them well. The people supported faced barriers to inclusion and equality which staff were very aware of when supporting their health and wellbeing needs. This meant people got the most out of life because the people and organisation who support and care for them had an enabling attitude and believed in their potential.

Good emotional and relationship support was provided to people living in the service. They were very complimentary about the staff supporting them and the positive impact their care had upon their lives. People said "I love it here. I like the staff. I would like to stay here, I need the support they give me. Where I lived before was not good. Stoneywood is not like that." Another said "I think they're great, all of them." This meant people were supported to discuss significant changes in their lives, including death or dying, and this was handled sensitively.

Very good relationships were seen between staff and people living in the service. Staff were warm and very responsive to people. They knew people very well and what was important to them. This provided positive emotional support which in turn could alleviate or prevent stress/distressed behaviours. People had individual care plans and risk assessments relating to stress and distress with strategies being individual to the person as they should be. This meant people experienced warmth, kindness and compassion in how they were supported and cared for, including physical comfort when appropriate,

People's support was reviewed monthly with their keyworker. This gave people the chance to focus on any issues of importance to them so they could be supported. This also meant staff could work preventatively with people if possible. Reviews were being held in line with legislation. They were reflective of the Health and Social Care Standards. They were well completed and concentrated on people's wellbeing and their rights. This meant people were supported to give regular feedback on how they experienced their care and support and the organisation used learning from this to improve.

There was a clear focus on inclusion, on people being treated with dignity and respect, on making choices and having their preferences respected. Supported people were involved in their reviews. People were encouraged to be independent with support available where it was required and care plans made it clear what people did themselves. Staff paid very good attention to people and this helped ensure that support continued to meet people's needs, including as they changed.

Supported people had a weekly planner in place with a mix of practical tasks and activities/outings they enjoyed. People are encouraged to have fun and enjoy themselves, to be physically active and to make good choices regarding their physical health. Staff were proactive when they noticed a change in people's presentation and had established relationships with external professionals in the area.

People living in the service took part in national health screening programmes which supported good preventative healthcare. One person told us "My son is well cared for" and "The care and support provided for my relative is what is required for her needs."

## How good is our staff team?

**5 - Very Good**

In this part of the report we considered the following quality indicator:

### 3.3 Staffing arrangements are right and staff work well together

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children/people, therefore we evaluated this key question as very good.

Staff were very visible around the home and were very available to people living there. They were very approachable and responsive to people. Good communication was seen within the service between staff and good team working. Some staff thought that communication could improve and this was discussed with the manager at feedback. There was a very low turnover of staff within the service which meant people living there experienced good consistency and continuity of care. Staff cared for and about the people they were supporting, knew them well and understood their needs. They were very committed to the people they supported and the service. People told us "Staff are amazing doing a great job" and "Staff are always friendly and very welcoming."

The service were following safer recruitment guidance and people living in the service were involved in this in a meaningful way. New staff were onboarded in a measured way and supported well into their new role.

Very good training was available to staff designed to meet the needs of people using the service, with more intensive training or condition specific training available when required. Leaders were very reflective about the service that people received and constantly sought to improve people's experiences and enjoyment of life. One person told us "The leadership from the care provider is positive."

Staff adopted a positive approach to risk management. Support put in place to minimise risk was done in a person centred way with the goal being to support emotional and physical wellbeing without unnecessarily restricting people. This was revisited with people through keyworker conversations and reviews to determine if it continued to be necessary. Staff numbers could be increased to meet people's increased needs during periods when they required this.

There was a professional development system in place for staff, including team meetings and supervision. Staff believed the service supported them well at work. A record was kept of people's SSSC registration and people were supported to meet any conditions and to meet the training requirements.

## How good is our setting?

**5 - Very Good**

In this part of the report we considered the following quality indicator:

### 4.1 People benefit from high quality facilities

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.

The setting was organised so that people could experience comfortable small group living. It was secure and safe. People had access to a kitchen where they could prepare meals and snacks according to their preferences. The home was spacious, but had a comfortable and homely atmosphere.

People had a variety of places to spend their time depending on whether they wanted company or to have quiet in their own room. The living area had comfortable soft furnishings and people could relax and watch TV or listen to music together. There was a private garden space and summerhouse to use in the better weather if they wished.

There was enough space to use flexibly according to the needs of people living there.

People's rooms were decorated in the way that they liked with personal items that were important to them. They reflected their personalities. People deep cleaned their rooms each week, with a general tidy up daily. People's rooms seen were clean, fresh and nice to be in. One person told us "The setting is perfect for my relative."

People were supported to maintain relationships important to them and to access activities and events in their community which they enjoyed.

## 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?	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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