

# Elm Cottage Care Ltd Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
22 January 2026

**Service provided by:**  
Elm Cottage Care Ltd

**Service provider number:**  
SP2018013189

**Service no:**  
CS2018369825

## About the service

Elm Cottage provides a care home service for eight people. The service is provided by Elm Cottage Care Ltd. The property is a detached two storey house in a quiet residential area. Each person has their own bedroom with en suite shower and there is a bathroom on the ground floor. The house has two lounges, a dining area, kitchen, utility room and a staff office. The rear garden is landscaped and enclosed.

At the time of inspection there were eight people living in Elm Cottage.

## About the inspection

This was an unannounced inspection which took place on 21 and 22 January 2026. 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 four people using the service and spent time with others
- Spoke with seven staff and management and received a survey responses from four others
- Observed practice and daily life
- Reviewed documents
- Received feedback from three professionals involved with people being supported by the service.

**Key messages**

- People were supported with respect and dignity and experienced warm, kind and trusting relationships with staff.
- People were proactively supported to maintain and enhance their health and wellbeing.
- The environment was clean and bedrooms were in the process of being refurbished.

**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 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 aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

There were warm and encouraging, positive relationships between staff and people living in Elm Cottage. People were respected and listened to, using the communication method which was right for them, to help them achieve their individual outcomes.

Care and support was personalised, and people's wishes and preferences were used to shape how they were supported. Support provided promoted people's independence, dignity, privacy and choice.

People were supported to stay connected with family, and enabled to maintain and develop relationships within and outside the care home.

Staff demonstrate the principles of the health and social care standards in their day-to-day practice. People's rights were respected and they were treated fairly, with any restrictions kept to a minimum and carried out sensitively.

The impact of people's health conditions or diagnosis was taken into account when supporting them and people were enabled to get the most out of life with opportunities to maintain, develop and explore their interests and skills, both within the service and externally. There were a range of opportunities to connect with and engage in the local community, including visiting local shops and cafe's, or attending a day centre, and people were supported to participate in ways which suited them best. This meant that people experienced a range of opportunities to promote their health and wellbeing; regularly getting out and about in the fresh air and being supported with new experiences.

People benefitted from a comprehensive holistic health assessment, and care and support, based on good practice and evidence-based guidance. There was a robust medication management system in place which adhered to good practice guidance.

People benefitted from regular healthcare assessments and access to community healthcare and treatment from competent trained practitioners, including prevention and early detection interventions. This meant that people received care and support which was right for them, based on their needs, wishes and choices. Professionals who were involved with people living in Elm Cottage told us "The service supports people's well-being very well. Staff are caring, attentive, and consistently focused on promoting each resident's comfort, independence, and happiness" and "From my working relationship, I believe it is a well run service which is focused on supporting service users to live well and engage in the local community".

**How good is our setting?****5 - Very Good**

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.

People benefitted from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space to meet their needs and wishes. The environment was very relaxed, clean, tidy and well looked-after, with no evidence of intrusive noise or smells. There were clear planned arrangements for regular monitoring and maintenance of the premises and equipment to ensure people were safe.

Improvements had been made to enhance the living environment for everyone, and a programme of refurbishment was well underway, with people being involved in choosing new bedroom furnishings and décor. This meant people felt respected and listened to because their wishes were used to inform changes and improvements.

People could choose to use private and communal areas and their right to privacy when they wished was respected.

Elm Cottage and the enclosed garden area were laid out to promote independence. This meant People benefitted from a setting which was designed or adapted to promote independent access to all parts of the premises where possible, including outdoor space when appropriate.

Professionals involved with people who used the service told us "Elm Cottage feels welcoming and well-maintained. It offers a comfortable environment that supports the residents' needs" and "On the occasions I have been in the property, it has been well maintained and clean".

**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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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