

Treddinoch Care Home Service

33 Slamannan Road
Falkirk
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Telephone: 01324 638068

Type of inspection:
Unannounced

Completed on:
30 January 2026

Service provided by:
Voyage 1 Limited

Service provider number:
SP2004005660

Service no:
CS2003011572

About the service

Treddinoch is a care home service for adults with learning disabilities, located in a residential area of Falkirk. The service is registered to provide care and support for up to eight adults. At the time of this inspection, eight people were living in the home.

The property is set over two floors, with bedrooms located on both levels. Communal toilet and bathing facilities are available on each floor. There is no lift access to the first floor. The home is well maintained and benefits from a modern dining kitchen, a separate lounge, and a designated dining area/social space. The surrounding garden grounds are spacious, well kept, and used for purposeful activities. The location provides good access to public transport, community facilities, and nearby parkland.

The service is managed by a full-time registered manager who is based within the home. The management structure also includes a deputy manager, senior support workers, and support workers who provide day to day care and support. The provider is Voyage 1 Ltd, part of the Voyage Care Group.

About the inspection

This was an unannounced inspection which took place between 26 to 28 January 2026. The inspection was carried out by an inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included registration information, previous inspection findings, and information submitted to us by the service. In making our evaluations of the service we:

- met informally with eight people living in the home to gain an understanding of their daily experiences
- spoke with the registered manager, deputy manager, senior support workers, and support workers
- observed staff practice and daily routines within the home
- gathered feedback from family members and professionals involved in peoples care and support
- sampled a range of health and medication related documentation
- reviewed a selection of personal plans and associated records
- examined staffing levels, staff deployment, and training records
- reviewed the service's quality assurance systems and monitoring processes.

Key messages

- Leaders and staff demonstrated very good values that promoted dignity, respect, and positive experiences for people.
- People experienced very good health outcomes, supported by effective monitoring and responsive care.
- Care was provided in a way which supports people to meet their aspirations and goals.
- Staffing levels were generally very good, and staff worked collaboratively to provide consistent and person-centred support.
- The service was motivated to address areas for improvement in the physical environment.

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?	4 - 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 made an overall evaluation of very good for this key question as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

The service demonstrated a strong commitment to promoting positive outcomes for people's health and wellbeing. Alongside this, there was a clear focus on enabling joyful, meaningful, and fulfilling experiences. This contributed to an uplifting and positive atmosphere for people who lived in the home.

Interactions between staff and people were consistently warm and respectful. Staff demonstrated a strong understanding of individuals' needs, communication strategies, and personal preferences. The stability of the staff team enhanced people's emotional wellbeing, as individuals were supported by people they knew well. People appeared content within their home and expressed satisfaction with the support they received. Comments they shared included:

"This is my home, I am happy".

"I enjoy all my activities, [staff] make me happy".

"I appreciate staff listening to what I am interested in doing and helping me to get out and try new things".

Family members also shared positive feedback, including:

"I think the home should be honoured for the unique compassionate tailor-made care provided by manager and staff".

"Treddinloch has a warm homely feel as soon as you enter the front door. I know my [family member] feels very much at home here".

Staff demonstrated clear knowledge of people's current health needs, and this was reflected in care plans. Effective working relationships with health services has resulted in creative approaches being developed to help people receive the right healthcare. The service also evidenced compassionate and person-centred palliative care practice, ensuring dignity and individualised support for people at the end of their life.

Leaders and staff recognised the importance of increasing people's understanding of health screening and routine checks. Use of communication aids and detailed planning helped people feel prepared to access health care services and reduce feelings of anxiety. Health services were also welcomed into the home to provide screening services in a setting where people feel safe. This has improved engagement and made health screening more accessible for people.

Medication administration followed best practice guidance. Audit processes provided leaders with clear oversight, and where errors occurred, appropriate action was taken to address issues and support learning. Health related documentation was thorough and demonstrated effective communication with professionals and families. This ensures care is coordinated well, and people and their families can participate and make informed decisions.

People were supported to select food they enjoyed, participate in shopping and learn about healthy food and drink choices. We observed people getting involved in cooking and socialising during mealtimes. This approach promoted a sense of inclusion and increased confidence.

Care planning was detailed, person-centred, and reviewed regularly to ensure it remained relevant and effective. Health needs were well recorded, with guidance on how best to support people. This ensured strategies for additional support needs were clear. Staff supported people to pursue personal goals, including holidays, celebrating special occasions, and engaging in adventurous activities. This enhanced focus on wellbeing improved outcomes for people, who expressed how important these experiences were for their quality of life.

At the time of this inspection, work was ongoing to further develop electronic personal plans. Managers are also refining risk assessments and strengthening the recording of people's goals and aspirations. Progress in these areas will be reviewed at the next inspection.

How good is our setting?

4 - Good

We evaluated this key question as good as several strengths impacted positively on outcomes for people. However, some improvement was identified to ensure people continue to receive care in a positive environment.

People appeared relaxed and at ease within the environment, and it was evident that they felt at home. The facilities generally met people's needs well. People had meaningful choice about where they spent their time and which activities they wished to engage in. Each person had a personalised bedroom, with thoughtful attention to detail that supported them to express their individuality and preferences.

The home was clean and well maintained on a day to day basis. Health and safety documentation and maintenance records were up to date and appropriately managed. Managers demonstrated good awareness of areas requiring refurbishment, and there was clear evidence of planned improvements to enhance the environment.

Communication supports were used effectively throughout the home. Signage was clear and accessible, and adapted communication aids were available for people who benefited from them.

Shared spaces were inviting and promoted social interaction. The kitchen was particularly well used and contributed to a homely atmosphere during mealtimes and food preparation. People were observed enjoying relaxed conversations with staff, socialising and building skills together. Staff had worked hard to create an environment where people felt safe, comfortable, and able to be themselves.

Outdoor space was used creatively and purposefully. Recent projects included the development of a vegetable garden and the construction of a "campervan" from recycled materials, which demonstrated a commitment to meaningful engagement and innovation.

While the environment was warm and welcoming, several areas, both internally and externally needed maintenance. Managers outlined ongoing work to improve these areas. The service had an environmental plan, but several areas had not been completed within a reasonable timescale. Therefore, we have made an area for improvement due to the potential for these issues to impact on outcomes for people (see area for improvement 1).

Areas for improvement

1. To ensure people benefit from a safe, well maintained, and homely environment, the provider should ensure there are clear planned arrangements for regular monitoring, maintenance, and refurbishment of the premises, both internally and externally, with any identified improvements seen through to completion within agreed timeframes.

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

'The premises have been adapted, equipped and furnished to meet my needs and wishes' (HSCS 5.18) and 'My environment is secure and safe' (HSCS 5.19).

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 setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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