

# Weavers Burn Housing Support Service

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Telephone: 01382 436 720

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
5 March 2026

**Service provided by:**  
Dundee City Council

**Service provider number:**  
SP2003004034

**Service no:**  
CS2014324110

## About the service

The service provides support for adults with a learning disability (who may also be on the autistic spectrum and have a physical disability) living in their own homes and in the community.

The service had previously been a registered care home, but had redesigned the service to provide purpose-built flats with access to communal areas and garden spaces.

## About the inspection

This was a short notice inspection which took place on 3 and 4 March 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 two people using the service and received feedback from four of their family members
- spoke with six staff and management
- unobtrusively observed practice and daily life
- reviewed documents
- reviewed questionnaires completed by people using the service, staff and visiting professionals.

## Key messages

- People were supported with dignity, respect, kindness and compassion.
- Quality assurance and improvement was led well. This improved people's outcomes.
- Staff had access to a wide range of learning resources which ensured people's changing needs were met.
- People were being supported to take positive risks.

## 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 leadership?                | 5 - Very Good |
| How good is our staff team?                | 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.

In order to evaluate whether people's health and wellbeing benefitted from their care and support, we took people's physical, emotional and psychological health into account.

We spent time with people using the service during the inspection. People were supported by staff during our visits. This provided opportunities to observe the interactions between people and the staff supporting them. This included frontline support staff and members of the leadership team. We observed staff supporting people with kindness and compassion. It was apparent that warm and trusting relationships had been formed. We noted the enabling and empowering language and approaches used by staff who ensured people spoke for themselves whilst advocating for people as necessary.

People told us they were treated with dignity and respect. Staff asked permission to open cupboards and doors and supported people to make as many choices and decisions as they could. People told us they felt "in charge" in their own homes during support.

People told us they were supported to keep in touch with important relatives and friends in ways that they preferred. People's representatives told us they were kept up to date with plans, changes or concerns. They said staff were approachable and supportive. This provided them with peace of mind.

People had access to all relevant health and social work professionals. Staff knew people well. This meant staff picked up changes or concerns quickly. As a result, referrals to professionals were both proactive and reactive as appropriate. Professionals were very positive about the service people received. They told us staff were knowledgeable and implemented their advice and guidance whilst being confident to provide feedback and make suggestions.

People were supported to maintain existing skills and develop new skills and strategies. Step by step approaches were used to ensure support was consistent and person-centred. People met with staff to discuss and plan outcomes they wanted to achieve. This had a positive impact on people's social, emotional and physical health.

People received safe support with medication. Policies and procedures were in place to guide staff's practice. Staff carried out checks and audits to ensure people received their medication as prescribed.

People supported to spend their time in ways that were meaningful and purposeful for them. Support was both person-centred and person-led. This meant people could enjoy social and leisure activities in their homes or in their communities. People were happy to live their lives at their own pace.

**How good is our leadership?****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.

It is important that care services have effective quality assurance systems and processes in place to audit and evaluate the quality of care and support being provided. This helps to ensure that there is a continuous focus on service development that improves outcomes for people using the service.

There were robust quality assurance processes in place that covered all aspects of the service and supported effective oversight. Quality checks were carried out routinely to ensure that all systems and processes supported the smooth running of the service and people's wellbeing. People's support plans were reviewed and updated as required, this meant that people received consistent, person-centred care and support.

The service benefitted from an effective, responsive manager. We heard very good feedback about the manager. Comments included: "I can go to the manager with anything, and it gets sorted". Staff told us they felt able to raise any concerns, and that any problems would be dealt with quickly and fairly.

People using the service benefitted from a happy, well organised staff group. People told us they were supported and encouraged to give their views and raise any concerns. These were welcomed and responded to positively. This showed the service valued people's comments and suggestions.

The manager demonstrated a clear understanding about what was working well and what improvements were needed, to ensure that the needs, outcomes and wishes of people using the service were the main drivers for change.

Safe systems were in place to safeguard people's finances.

**How good is our staff team?****5 - Very Good**

We evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

Pre-employment and, where relevant, Home Office checks were being completed and all staff who required registration with the Scottish Social Services Council (SSSC) and Protecting Vulnerable Groups (PVG) scheme, were registered. People could be confident that the service was following safe recruitment practices which protected their safety and welfare.

People experiencing care, and their family members, spoke very positively about the staff providing their support. People being care supported told us, "my carers are great".

We observed caring, compassionate, and respectful interactions between staff and the people they supported. The service endeavoured to provide consistent staff for people, which meant individuals were usually supported by staff that knew them and who were familiar with their care needs. Because staff had a good understanding of individuals' needs and preferences, this familiarity contributed to care being delivered in line with people's wishes. Meaningful conversations were evident throughout our observations, and staff consistently promoted and encouraged people's independence and valued their strengths.

Wherever possible, the service matched people's individual needs and preferences with the skills and experience of staff. Staff told us they understood their roles well and demonstrated confidence in carrying out their responsibilities. Training was tailored and adapted to reflect the needs of the people being supported, helping to ensure a confident and competent workforce and this meant people could be assured that the staff caring for them were appropriately skilled. Staff who were not directly involved in delivering care also had a clear understanding of how their roles contributed to the overall quality of the service and to improving outcomes for people.

Care was delivered in accordance with scheduled arrangements. Staff told us they had sufficient time to complete their work. People told us, and we observed, that the care they received was not rushed, and they appreciated staff supporting them with additional tasks that made a positive difference to their day.

There were regular team meetings, providing staff with opportunities to reflect on their practice and consider how best to improve outcomes for the people they supported. Staff received regular supervision and reported feeling well supported by their manager. One member of staff told us, "management are very understanding and always try to help if there is a problem." This contributed to a positive staff culture where staff felt valued and able to seek guidance when needed.

## 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 leadership?  | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well                      | 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 |

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