

Westlands Housing Support Service

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Unannounced

Completed on:
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Service provided by:
Balfield Properties T/A Westlands

Service provider number:
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CS2008182915

About the service

Westlands is a small privately owned service which provides a combined Care at Home and Housing Support Service for up to 16 adults who require additional support because of a learning disability. They live in a supportive community environment in Broughty Ferry, Dundee. Both buildings are pleasantly decorated and well maintained with extensive gardens. People living in the service have access to good public transport links.

The service is provided by a private organisation, Balfield Properties trading as Westlands.

About the inspection

This was an unannounced inspection which took place on 2nd, 3rd and 4th February 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 10 people using the service
- spoke with 6 staff and management
- observed practice and daily life
- reviewed documents and survey responses
- spoke with visiting professionals.

Key messages

- People living in Westlands were happy, relaxed and comfortable and told us they felt well supported by the staff.
- People were encouraged and supported to be as independent as possible and to have opportunities to do the things that mattered to them.
- The staff and leadership team were knowledgeable, enthusiastic and caring and created a nurturing environment for people to thrive.

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 well is our care and support planned?	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.

The overall atmosphere within Westlands is warm, relaxed, and welcoming. People living in the service appear happy, settled, and comfortable in their home environment. Throughout the visit, strong, positive, and respectful relationships between staff and tenants were consistently observed. The culture within the service is nurturing and focused on enabling individuals to live well, maintain independence, and pursue meaningful lives.

People are supported to plan their weekly routines in ways that reflect their interests, wishes, and personal goals. A wide variety of meaningful opportunities are available, including voluntary work, interest-based groups, house events, and individual activities. Individuals lead full and valued lives within the wider community, and personal milestones such as birthdays, holidays, and day trips are planned sensitively to reflect each person's preferences.

The service places a strong emphasis on promoting independence and informed choice. Staff offer sensitive guidance while ensuring that people remain at the centre of decisions about their own lives. Day-to-day experiences are used as opportunities for learning and skill development. Life skills days help individuals build confidence and contribute meaningfully to the running of the home. One person described their progress by saying, "I have lived here for a lot of years. I'm working towards getting my own place. I do life skills- hoovering, dusting, cleaning and cooking. I need some help with that."

People also received support to develop and maintain positive friendships and relationships. Family involvement is encouraged through events such as family meetings, the annual Christmas party, and the summer picnic, all of which help build wider support networks and create shared positive experiences.

Individuals are well supported with their overall wellbeing, health and safety. Staff assist people in managing finances and navigating changes to welfare benefits, with access to welfare rights specialists where needed.

Medication is managed safely, and the service is currently updating its policy to ensure it fully reflects current practice. Staff maintain strong links with health professionals and advocate effectively on behalf of individuals to access services. Mealtimes are relaxed and sociable, and staff promote healthier eating, physical activity, and weight management approaches, recognising the ongoing challenges people may face in these areas.

The environment contributes significantly to the homely and welcoming feeling within Westlands. The house dog, plays an important role in creating a warm and comforting atmosphere, and is a valued presence for the people who live there. The overall culture of the service is one of care, respect, encouragement, and genuine commitment to improving people's quality of life.

Feedback from individuals, families, and professionals was overwhelmingly positive. People spoke warmly about the service, including comments such as, "I love it here, Westlands is my home," and, "I enjoy being out and about." These views reflect the strong sense of belonging, security, and satisfaction experienced by those living in the service.

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

We found significant strengths in the staffing arrangements that supported positive outcomes for people, therefore we evaluated this key question as very good.

Staffing within the service is closely aligned to the needs of the people living at Westlands. Staff have sufficient time to provide compassionate, person-centred support and to engage in unhurried, meaningful interactions with tenants.

The key worker approach is well established and highly valued by the people living in the service. Individuals are thoughtfully matched with staff members whose interests and approach complement their own, helping to build strong and consistent relationships. Newer staff have already formed positive connections, including with male tenants who expressed clear preferences about the type of support they feel most comfortable with. People are supported to express who they would like to accompany them on holidays and key activities, ensuring important choices about personal relationships are respected. Strong staff values are evident throughout the service, with one staff member sharing that "they will never understand how much they have taught me."

Staff morale is high. All staff reported being very happy working at Westlands and consistently described feeling valued, nurtured, and supported. Comments included, "I feel valued and nurtured," and, "I come out of supervision with a spring in my step." The positive team culture was also evident in remarks about the strength of relationships, including one staff member saying, "I don't need to check the rota to see who I am on with - everyone works well."

Support and development opportunities for staff are strong. Staff described team meetings and supervision sessions as positive, constructive, and focused on professional growth and continuous improvement. Training is varied, meaningful, and supported through a range of sources.

A trial rota change was undertaken to better meet the needs of people living at Westlands, while also improving staff work-life balance. This demonstrated thoughtful consideration for both service delivery and staff wellbeing.

Leadership within the service is highly effective. The leadership team places considerable emphasis on ensuring staff feel valued, supported, and encouraged in their roles. This is reflected in the clear enthusiasm, pride, and passion that staff demonstrate for working at Westlands. Delegation of responsibilities in the team was developing well, enabling staff to build ownership, accountability and new skills.

Leaders set a positive and aspirational tone, modelling the values and expectations that underpin high quality, person-centred care. It is evident that the leadership team is deeply committed to ensuring that people living at Westlands receive care and support that enables people to live their lives to the full.

How well is our care and support planned?**5 - Very Good**

We found significant strengths in assessment and personal planning that supported positive outcomes for people, therefore we evaluated this key question as very good.

Personal plans within the service are person-centred, accessible, and written in the first person, which supported people to feel ownership of their own plans. The use of images helped make the information more meaningful and accessible.

The service had developed personal planning around five core themes which are thoughtful, holistic, and reflective of person-centred practice: "Get to know me", "It's not just what you do... it's how you make me feel", "Know what I can do and support me to do it", "Help me feel comfortable, safe and secure in my surroundings", and "Remember little things add up". These headings demonstrated a strong commitment to recognising each person's identity, abilities, and emotional wellbeing.

The service takes a clearly outcome-focused approach to care planning. People are fully involved in shaping their own plans, and their voices, wishes, and preferences are evident throughout. Personal plans are comprehensive and accurately reflect the support individuals require while promoting their rights to lead full, meaningful, and self-directed lives. Daily log sheets provide clear information that supports effective continuity of care across the team.

People's physical and mental health needs are clearly recorded within their plans, and staff support people to access appropriate healthcare services and appointments. Legal documentation, such as capacity and consent information, is in place and understood by the team, ensuring people's rights are protected. Strong and positive relationships exist between the service and relevant health and social care professionals. Guidance from those professionals is clearly incorporated into personal plans to promote consistent and safe approaches to care.

The service has begun sensitive discussions around future planning, including anticipatory care and end of life wishes. Staff recognised that this is an ongoing and delicate area, but their approach has been respectful, and compassionate. Over time, these conversations should continue to further strengthen personal plans.

Care planning and review processes provide meaningful opportunities for individuals to set personal goals, reflect on progress, and celebrate achievements. Goals are reviewed regularly, and there was clear evidence that people had been supported to achieve outcomes that mattered to them. These achievements were spoken about with pride and enthusiasm, and they contributed positively to people's wellbeing and sense of accomplishment.

There is scope for further development in plans for individuals who experience stress and distress. These plans would benefit from more clearly defined strategies, ensuring staff have consistent, personalised guidance based on what is known to work best for each individual. Strengthening these areas would help ensure that support remains calm, confident, and tailored in times of heightened need.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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