

Mother and Child Recovery House - Tayside Care Home Service

Hillcrest Housing
5 Cowan Place
Dundee
DD4 6QL

Telephone: 01786 450335

Type of inspection:
Unannounced

Completed on:
16 February 2026

Service provided by:
Aberlour Child Care Trust

Service provider number:
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Service no:
CS2022000363

About the service

Mother and Child Recovery House is a national service established in December 2022, designed to support women to recover from problematic drug and alcohol use. The service supports women to stay with their child while they recover.

The Recovery House is a 4-bed residential service, that provides a warm and welcoming environment. Each woman has their own bedroom with an en-suite bathroom. There is an accessible bedroom on the ground floor with a walk in shower room. The women and their children are encouraged to make use of shared communal areas including the lounge/dining room, kitchen, laundry room, a well equipped play room and a small gym. The recovery house also has a small enclosed garden.

The house is close to bus routes and a range of community resources including shops, a library and local parks.

The service provides a wide range of flexible therapeutic supports to meet the needs of the women and their child. The service states, 'We deliver our care in an environment that is welcoming, non-judgemental, supporting and physically and emotionally safe. The support is holistic and comprehensive, and we promote healthy connections between mums and their babies through our Parent's Under Pressure program'.

'We support women affected by problematic alcohol and drug use'.

We assist mothers to stabilise their drug and alcohol use, aim to prevent drug deaths of the women we help, avoid children being taken into care and keep families together.

'We encourage mothers to regain control of their lives and create the best possible future for themselves and their young children'.

The service is provided by Aberlour Childcare Trust.

About the inspection

This was an unannounced inspection which took place on 9, 10 and 11 February 2026 in the service and continued virtually on 12 February 2026. The inspection was carried out by one inspector from the Care Inspectorate.

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

In making our evaluations we:

- Spoke with 3 people using the service and seven of their families
- Spoke with 7 staff and management
- Spoke with 4 visiting professional
- Observed practice and daily life

- Reviewed documents

Key messages

- The service provided holistic, person centred support to support women's recovery.
- People received very good access to health professionals.
- There were good quality facilities to support people in their recovery journey.
- Staff were skilled, well trained and there were very good support systems in place to ensure staff could provide consistent care and support to people.

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
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.

People told us "I just wish I could stay here", "The house has given me a second chance, I can become that 100% mum, they are helping me be a happier healthier me" and "this has changed my life, I didn't think it was possible to be happy and cope with my wee ones needs".

People benefitted from holistic assessment, care, and support based on best practice guidance that was relevant to their recovery journey. Women were supported with drug treatment in line with MAT (Medication Assisted Treatment) standards in conjunction with relevant health professionals.

Choice was central to the assessment process with people being supported with reduction in substance use or detox plans dependant on their individual goals. People told us they felt listened to. People were treated as the experts of their own experiences which led to collaboration and better outcomes for the woman and their children.

Review of care happened on a fortnightly basis. The recovery journey was underpinned using outcome stars which allowed measurement of outcomes in a person centred, meaningful way and helped to inform the review process. The service provided Freedom Programme and SMART Recovery sessions to support recovery and to support people navigate their lives in their recovery. The sessions were offered in a group setting but also on an individual basis if required to meet peoples needs on any given day. People told us that "nothing is too much bother for staff" and "the support is taking my mind off the drugs".

The service also provided support to the women to work through parenting skill sessions using the Parenting Under Pressure (PUP) programme and support from family support work. For example, women learned basic skills such as learning to cook with a focus on weaning which supported their parenting and recovery journey. People told us 'staff have shown me I deserve to have my baby and no one can meet his needs like I can as his mum'. The focus on recovery and developing parenting skills allowed people to provide the care that was required to their children and met their needs on a daily basis in an environment that was safe for them.

Effective recording and management of medication was keeping people safe. Audit processes were also in place. During inspection there was an instance where medication practice fell outside the conditions of registration. However we were assured that people were safe and this practice was stopped immediately and policy was changed in response.

Staff worked with people using non judgemental and trauma informed practice. People told us that they felt comfortable, there was no judgement and they were treated like family. The manager had created networks with health professionals including students, to advocate for people in recovery. This helped to ensure people who use these services had better experiences free from judgment that they often experience due to their substance misuse.

House meetings took place regularly with the people living in the service. This allowed people the opportunity to provide feedback on the service and make suggestions that would make their experience living there better. The provider made changes to the service where possible based on the feedback received. This meant that people felt their opinions mattered and they were able to shape the service they received in a meaningful way that improved their outcomes.

People told us that staff did little things for them that meant a lot and this was not just a job for the staff. We observed kind, caring and nurturing interactions by staff with the woman and their children. The environment was safe and encouraging which helped support people's mental health and resulted in better outcomes for people both in their recovery and caring for their child.

When things were not working out for people, the approach used by the service was measured and person centred. We observed a two-step approach depending on the level of risk and concern which put the women at the heart of the concern. Where support was not successful and people left the service, ongoing outreach support continued for the women and learning from the situation was embedded in the ethos of the service. Overall, the service helped support very good outcomes for people.

How good is our staff team?**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.

Staff placed people who lived in the service at the heart of what they did. Staff told us that the support they provided was to walk alongside mums rather than in front or behind them. Partnership was key for staff supporting women to gain positive outcomes. Every staff member spoken to without fail highlighted the most important aspect of their jobs was to ensure they were non judgemental to the women they supported and empowered them to be independent. The culture, attitudes and values of the staff team supported the best outcomes for the people they supported.

Staffing arrangements were informed by the holistic assessment of people's support needs. People told us there was always staff to talk to. Staffing was observed to be consistent each week. This supported positive relationships.

The service followed safer recruitment guidance. This helped keep people safe. We observed that ongoing checks were being made of the Scottish Social Services Council (SSSC) register to ensure worker registration.

Management had good oversight of training, and compliance was at an acceptable level. Staff told us they had the right training to give them the skills for their role. Staff who were keen to develop their skills further were given opportunities to learn and develop in their roles and there was opportunity for career progression. People could be assured that they were being cared for by staff with the necessary skills and competence.

Staff were supported with regular supervision both from the management team and an external consultant. People told us they could speak to their managers at anytime, they did not have to wait for supervision and they benefitted from the external clinical supervision. Induction procedures were in place to support new staff ensuring they have the knowledge and skills required for their role. People told us they enjoyed their induction and felt the pace was at a good level to allow them the time required for completion. We encouraged the service to look at developing a recording system for completion of induction workbooks.

People being supported spoke very highly of the staff who were supporting them. Staff had clearly built positive relationships with people and were confident in their roles. Staff told us they were happy in their jobs. We observed caring and compassionate interactions from staff to the people they were supporting, from care staff to ancillary staff. Every moment and interaction with the women and their children was made to count by every staff member which demonstrated the caring culture and ethos of the whole team supporting the care of the woman.

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.

The home was warm, welcoming and homely. There were areas where people could sit together but there was also recognition that people may want some time on their own and a snug had been introduced for relaxation. People were involved in giving their views about the setting. People told us they felt their views were listened to about the house and "this is my first ever home".

Peoples bedrooms were personalised and kept tidy and safe. People were able to choose which parts of the building they used. People had access to a safe outside space however due to the time of year this was not utilised as much as it may be in better weather.

Infection prevention and control was being well-managed. Housekeeping staff performed at a high standard, keeping all areas of the home fresh and clean, and quality assurance processes monitored performance of staff to ensure compliance. As a result, the risk of infection and cross-infection was reduced.

Accident and incident records, safety checks and equipment checks were completed. We saw evidence of repairs being reported and fixed timeously. Maintenance records were clear and there was a comprehensive list of people or organisations who should be contacted, depending on the repair required. People could be assured that their living environment was safe and secure.

How well is our care and support planned?**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.

Care and support planning began at the pre-admission stage. We observed comprehensive pre-admission planning that considered all aspects of people's lives. The pre-admission holistically considered any impact of the new admission on people in the service. This process allowed women to fully understand the service they were signing up for, make an informed decision and ensure the greatest chance of success of placements.

Ongoing care planning was directed by the use of recovery outcome star tool. This was a recognised planning tool that enabled manageable actions to be identified and taken in order to achieve people's goals. This was supplemented by a range of comprehensive risk assessments that helped identify the priority areas to be addressed. People told us the recovery work, especially focussing on triggers and how they can respond to these without using has been most helpful.

Reviews happened regularly on a fortnightly basis. The reviews had been changed to include only the women and a member of the leadership team to make these less formal and more effective in terms of support. We observed the reviews allowed the opportunity to reflect on what had gone well, what has been a struggle and small goals and actions were created to support the women. This helped the women progress through their recovery in a meaningful way and promoted better outcomes for them and their children.

There was regular case notes, detailing ongoing support and interventions with the women and their children. Overall we found assessments, support plans and reviews to be person centred, up to date and sufficiently detailed.

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 good is our setting?	5 - Very Good
4.1 People experience high quality facilities	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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