

# Tall Trees Care Home Service

Dunfermline

**Type of inspection:**  
Unannounced

**Completed on:**  
25 March 2026

**Service provided by:**  
Starley Hall School Ltd

**Service provider number:**  
SP2004006683

**Service no:**  
CS2007145372

## About the service

Tall Trees is a care home service for up to five young people. The service operates from a detached house in a residential area of Dunfermline and is close to public transport, shops and schools.

The home has five single bedrooms, two with en-suite facilities. There is an open plan lounge, dining room and two kitchens for use by the young people and staff. There is a small garden to the rear and parking spaces at the front.

At the time of the inspection two young people were resident in the service on a full time basis.

## About the inspection

This was an unannounced inspection which took place on 23 March between 10am and 5pm and 24 March between 1pm and 6.15pm. 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 one young person and had four responses from family to our pre inspection survey
- we spoke with four staff and two managers, and we had seven responses to our staff survey
- we observed practice and daily life.
- reviewed documents
- spoke with one external professional.

## Key messages

- Children and young people were kept safe and staff understood their safeguarding responsibilities.
- Children and young people experienced positive relationships with staff.
- Children and young people were engaged in their care planning and risk assessments were child friendly and easy to understand.
- Children and young people's health needs were promoted and they had opportunities to engage in a range of leisure activities.
- The setting provided a homely environment and further improvement to the outdoor areas was planned.

## 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 children and young people's rights and wellbeing?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How well do we support children and young people's rights and wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and young people and clearly outweighed areas for improvement.

Children and young people were kept safe and staff were responsive in addressing concerns. Potential risks to children and young people were clearly identified in assessments and the service was proactive in engaging with external agencies to manage these. Safety concerns were taken seriously and the service was responsive when children and young people raised issues which ensured that clear plans were in place to promote health and wellbeing.

Staff understood their responsibilities in relation to child protection and safeguarding concerns were managed appropriately. This ensured that children and young people were kept safe.

Children and young people generally experienced therapeutic and stable care that promoted their emotional wellbeing. The service trained staff in de-escalation strategies but staff were not trained in physical techniques which meant that restraint was not used within the service.

Care plans clearly outlined proactive support strategies to support children and young people and staff had received training in trauma informed practice alongside other specialist training provided by the Starley Hall therapeutic team.

To further embed a trauma informed approach, the service should review house rules and boundaries to ensure that therapeutic and stable care is consistent. Staff recording of incidents did not always fully reflect how a trauma informed approach was applied and the service should ensure staff are supported to follow a relationship based model of care (see area for improvement 1).

Children and young people had positive relationships with staff who understood their needs. These relationships enabled children and young people to experience spontaneity and fun and access to a range of new experiences in the community.

The setting had a homely feel and was well maintained. Children and young people were supported to personalise their bedrooms and improvements were planned to enhance the outside space including the provision of a greenhouse.

Children and young people were fully supported to engage in their care and support. They were included in their care planning and the language and format of these documents was very accessible.

Children and young people's health needs were well met, the service was proactive in responding to identified need. The service was responsive to feedback on the management of homely remedies within the service.

Children and young people's connections with important people were well supported by the service. Visits to family and friends were facilitated by the service when transport was needed which ensured that children and young people were able to maintain significant relationships.

Children and young people were supported to engage with educational provision within the service. When children and young people were not in full time education the service advocated on their behalf to ensure that educational needs were met.

The service had a clear Continuing Care Policy which outlined its commitment to young people remaining in the service in to adulthood. This ensured that young people's rights were upheld. High quality care planning was in place that identified clear goals which ensure that children and young people's needs and aspirations were maximised.

## Areas for improvement

1. To ensure that children and young people experience therapeutic and stable care that supports their emotional wellbeing, the provider should ensure that trauma informed practice is consistent within the service.

This should include but is not limited to, a review of house rules and boundaries and support for staff to understand and implement a consistent relationship based model of practice.

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

"I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

## 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 children and young people's rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good

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