

# Wee Country Respite Care LTD Support Service

Grange Community Education Centre  
Redding Road  
Brightons  
Falkirk  
FK2 0AA

Telephone: 07825911825

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

**Completed on:**  
25 February 2026

**Service provided by:**  
Wee Country Respite Care LTD

**Service provider number:**  
SP2023000709

**Service no:**  
CS2024000305

## About the service

Wee Country Respite Ltd is based in Falkirk. At the time of inspection, the service was provided to 11 people. The service was registered with the Care Inspectorate in 2024.

The service consists of one staff team overseen by the manager of the service. The service state their "aim is to provide person centred care to each service user, we aim to deliver a high standard of care and incorporate the health and social care standards throughout our day-to-day support. We are passionate about choice, rights, dignity and respect."

## About the inspection

This was an announced (short notice) inspection which took place on 23, 24 and 25 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 registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with five people using the service
- spoke with five staff and management
- observed practice
- reviewed documents.

We also received feedback through questionnaires from people using the service, relatives and external professionals.

## Key messages

- People had great relationships with staff supporting them and staff had got to know them very well
- People were very appreciative of the service offered and the positive impact on people's quality of life
- People enjoyed maintaining and forming new friendships
- Staff worked with people in an enabling way building their confidence to try new things.

## 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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	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?

4 - Good

In this part of the inspection report we considered one quality indicator:

### 1.3. People's health and wellbeing benefits from their care and support

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

People using the service experienced a good quality service which paid good attention to their health and wellbeing. Very good relationships with staff were seen with a focus on being active and having fun. People were asked what activities they enjoyed and would like to take part in and this was built into their weekly planner. People were supported to maintain established friendships and to take part in group activities with their friends. This meant people could participate fully in their local community in the way that they wanted. Risk assessments could be improved by personalising them further according to the activity the person would be taking part in. If people require to take medication whilst receiving support the service should devise a protocol to ensure they have it. (See Area for Improvement 1).

People were empowered to make choices and build their confidence. They were very appreciative of the positive impact the service had on their lives. One person told us "The service Wee Country Respite offers is absolutely vital for the service user and their families, and vastly improves their quality of life. We feel we can trust them completely to care for our loved ones. We wouldn't feel comfortable sending them off on trips and outings if we didn't. All the staff are committed and caring, and strive to give our young people the best life possible. We would be absolutely lost without them." In terms of decision making, where legal measures were in place, the service should ensure that they are aware of this and have a copy. (See Area for Improvement 2).

There was good signposting regarding health and wellbeing initiatives that could positively impact people using the service, including healthy eating. The service planned to grow their own vegetables in spring for people to cook with while at the centre. This meant people were supported to make informed lifestyle choices affecting their health and wellbeing.

Staff had received training in issues related to the care of people they supported and had begun to establish relationships with members of the multi disciplinary team and knew when to contact them. External professionals told us "Overall an excellent group. They support their young people and adults with ASN with tremendous care and offer chances for the young people to integrate into the centre and gain social skills by communicating and socialising with the arts and crafts elderly group that run concurrently on a Wednesday" and "The staff at Wee Respite are an excellent team and are very supportive with their clients. They offer support to not only their service users but other community members who attend different groups at Westfield. This group welcomed her in with open arms and made her feel like part off the family. She gets to socialise with friends and meet new people."

### Areas for improvement

1. The provider should ensure that people are confident that their personal plan and risk assessment (including contingency planning) is right for them and sets out how all their care needs will be met. Particular focus should be on, but not limited to, ensuring:

- a) there is enough information for staff to keep people safe
- b) risk assessments cover all areas of risk for the person and inform staff of how to manage and minimise risk.

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

1.15 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.'

1.24 'Any treatment or intervention that I experience is safe and effective.'

2. In order to support people to understand and uphold their rights the provider should ensure that where people's independence, choice and control are restricted and legal arrangements are in place the service hold a copy of these.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively.' (HSCS 1.3) and 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions' (HSCS 2.11).

## How good is our leadership?

**4 - Good**

In this part of the inspection report we considered one quality indicator:

### 2.2. Quality assurance and improvement is led well

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

The service sought the views of people using the service in various ways.

The service carried out spot checks on staff which focused on the experience of people using the service with staff receiving constructive feedback.

Service user questionnaires asked people their opinion regarding the quality of their care. People were asked if they were treated with dignity and respect and if their needs were being met by the service. People found the service to be dependable and reliable. One person told us "The manager and her staff do a sterling job in supporting the young people. They take great pride in supporting the people who they support in a dignified manner but also in allowing the young people to have fun."

Feedback was sought after each short break which evaluated with the person the quality of the experience and helped identify if things could be improved.

During inspection we noticed incidents which had been appropriately actioned by the service but which had not been reported to ourselves as they should have been and referred the service to the appropriate guidance. (See Area for Improvement 1).

The service analysed feedback from these and used them to inform their ongoing development and improvement plan. This meant that people were actively encouraged to be involved in improving the service they used, in a spirit of genuine partnership.

## Areas for improvement

1. To ensure the service remains responsive to accidents and incidents within the service which may result in significant deterioration in people's health and wellbeing they should review and enact the current guidance regarding statutory notifications to the Care Inspectorate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 3.21 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.'

## How good is our staff team?

4 - Good

In this part of the inspection report we considered one quality indicator:

### 3.3. Staffing arrangements are right and staff work well together?

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

The service was small with an accordingly small staff team which meant people experienced good consistency and continuity of care from staff who had got to know them well. Staff had established good working relationships with people using the service and their loved ones. Staff were registered with the appropriate regulatory body. They were recruited in line with safer recruitment guidelines and inducted into the service in a planned way. They had access to a good range of training related to the needs of people using the service which gave them confidence in undertaking their role. The manager had good oversight of training within the whole service.

Staff meetings were held monthly. The manager also chaired a small group supervision meeting every two months where staff discussed a chosen topic relating to the service. Staff regularly worked alongside each other and could informally discuss any issues arising. The manager intended to reintroduce individual supervision sessions with staff.

Staff felt supported at work and found communication with the manager and amongst the team to be good. People told us "I feel supported in my role, I feel that the clients wellbeing and safety is always the priority" and "Every single person we support is treated with dignity and respect. They all know that they are safe and cared for. They or their caregivers can come to staff with any problems or queries and we work together to make sure they are getting the most out of their support."

**How well is our care and support planned?****4 - Good**

In this part of the inspection report we considered one quality indicator:

**5.1. Assessment and personal planning reflects people's outcomes and wishes**

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

Care planning was of a good standard. The service understood the importance of taking time to understand and know people, their previous life and achievements, relationships and activities which were important to them. Care plans were reviewed and updated. Whilst we saw that staff knew people and understood their needs well this was not fully reflected in their care planning documentation and we were reassured that the service were addressing this by the planned introduction of a more holistic care planning document. We will look at this again at the next inspection.

Care planning was focused on outcomes. Outcomes included people being involved in menu planning and trip planning amongst other things. Communication aids/pictures/makaton were used to aid communication if this was needed. People were encouraged to be as independent as possible because staff knew this promoted people's dignity, control, self esteem and enjoyment of life. People were encouraged to have an active life and to participate in a range of recreational, social, creative, physical and learning activities, both indoors and outdoors.

Care recording was person centred and demonstrated people using the service were encouraged to make choices regarding their support. People told us "My daughter loves her time with Wee Country. The manager is fabulous at knowing what will entertain her and meeting her needs. The carers she has employed are also great at working with people with complex needs and building great relationships. This is a very special service because respite feels very much like going to see family and being supported by family which is more than we could have even imagined a service could offer" and "they have supported me in establishing good friendships with my peers and building my confidence in trying new things. Happy with the service." This meant that people were supported and cared for sensitively by people who anticipated issues and were aware of and planned for any known vulnerability and frailty.

**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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.