

Oakwood Care Home Service

Dingwall

Type of inspection:
Unannounced

Completed on:
25 September 2026

Service provided by:
Highland Council

Service provider number:
SP2003001693

Service no:
CS2003008453

About the service

Oakwood is a residential care home for children and young people run by The Highland Council. The service is registered to provide a care service to a maximum of five young people.

The house is a large bungalow on the outskirts of Dingwall. The property comprises of spacious communal areas alongside five ensuite bedrooms for young people. There is separate office space and sleepover rooms for staff. Young people also have access to a large secure garden.

At the time of the inspection there were four young people using the service.

About the inspection

This was an unannounced inspection which took place on 21 and 22 September 2026 between 12:15 and 19:20, and 09:45 and 16:20 respectively. This 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 and complaints information, information submitted by the service and intelligence gathered since the last inspection. To inform our evaluation we:

- Spoke and spent time with three young people using the service, and one of their family members
- Received five completed questionnaires
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with one visiting professional

Key messages

- Young people were cared for and kept safe by a caring and committed staff team.
- Staff adapted their communication styles to ensure young people had opportunities to engage in planning their care.
- Effective collaboration with other agencies and professionals helped staff provide a high standard of individualised care to young people.
- Meaningful connections with those important to young people were promoted and encouraged by the service.

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?	5 - Very 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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Young people were kept safe by a caring and committed staff team. Staff knew young people well which led to a proactive and attuned approach to meeting young people's needs. Effective collaborative working with external professionals helped ensure staff had the right information, knowledge and skills to offer young people a high standard of individualised care.

Young people had access to external advocacy support, should they wish which helped ensure they were able to contribute to decision making and planning around their care. Staff adapted their communication style which supported effective engagement with all young people depending on their needs.

During times of crisis and when concerns arose, young people experienced prompt and supportive responses from staff. Staff sought advice and guidance from other professionals appropriately which contributed to the overall safety and wellbeing of young people.

Young people benefitted from a nurturing and responsive care team. An external professional described staff as *'very welcoming and friendly, and appearing to genuinely care for the children in the home.'* The commitment from staff was evident in that they have embraced new challenges which has resulted in positive outcomes for young people in relation to their experiences and development. An external professional noted that the young people they support *'have come on leaps and bounds'* since living at Oakwood.

There were opportunities for young people to engage in new and fun experiences that were of interest to them which gave them the chance to build memories and learn new skills. Throughout inspection we heard from staff, young people and family members about the challenge of ensuring availability of staff for all young people. We encouraged the service to continue exploring steps to mitigate against this to help maintain the high quality of care young people receive.

The health and wellbeing needs of young people were prioritised by the service. Developing links with wider professional teams, alongside access to training and learning opportunities led to an improved confidence from staff in effectively and safely caring for all young people.

Meaningful connections to family and friends were encouraged and supported by the team. A family member described being reassured by the team, and confident in their ability to care for young people. Staff offered practical support as well as advice and guidance to young people which supported them in maintaining relationships with those important to them.

Young people all had individualised care plans and risk assessments which were reflective of their needs, agreed support strategies and any concerns. This helped to ensure young people experienced consistent care and support.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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