

The Redwoods Caring Foundation - Housing Support Service Housing Support Service

The Redwoods Caring Foundation
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Type of inspection:
Announced (short notice)

Completed on:
1 June 2026

Service provided by:
The Redwoods Caring Foundation

Service provider number:
SP2003002648

Service no:
CS2004078284

About the service

The Redwoods Caring Foundation is registered to provide a service to people with learning disabilities living in their own homes and in shared supported living accommodation. The support is provided by five teams of staff in Edinburgh, East Lothian and Midlothian.

The service operates from an office base in Edinburgh. At the time of inspection, there were 20 people being supported in shared accommodation.

About the inspection

This was a short announced inspection which took place on 26 May 2026 to 28 May 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 and spent time with five people using the service and spoke with three of their family/representatives
- Received feedback from two people using the service via our questionnaires
- Spoke with nine staff and management
- Spoke with one visiting professional
- Observed practice and daily life
- Reviewed documents

Key messages

- People were supported by a consistent staff team and had developed meaningful relationships
- Health and wellbeing was supported through appropriate referrals to other professionals
- Staff supported people to participate in activities regularly which kept them active, promoted wellbeing and encouraged involvement in the wider community
- There was a positive learning culture within the organisation which allowed staff to develop
- People were encouraged to make their own choices and live their lives as they so wished
- Support plans and risk assessments were detailed and allowed staff to deliver care and support effectively
- Quality assurance was taking place, improvements were needed to ensure this was evidenced with a clear service improvement plan to drive improvement within 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 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.

We observed kind, caring and supportive interactions with staff and the people they supported. There was a real family feel within the service and staff and people were comfortable with each other and had formed trusting relationships. The service understood their role in supporting people's physical, psychological and emotional wellbeing. This had positive outcomes for people and benefitted their health and wellbeing.

Staff knew people well so they could identify any changing health needs quickly and make appropriate referrals to relevant health professionals for assessment and support. Some people had been supported for many years within the service and their needs had changed over time. Referrals had been proactively made to relevant health professionals to maintain people's quality of life and get the support they required. One healthcare professional told us staff were very responsive to changing needs and were good at making appropriate referrals and had appropriate documentation in place.

People and their legal guardians/families, where appropriate were fully involved in making decisions around their care and support. Staff fully encouraged people to make their own choices and live their lives as they so wished. There was an awareness in the service that positive risk taking was important for people to get the most out of life. Staff were knowledgeable about the vulnerability of the people they supported and fully understood their role in preventing various types of harm or potential harm.

Medication was well managed and people were encouraged to be independent with this as far possible. There were clear policies in place to help manage medication and appropriate risk assessments and protocols. The service was undertaking checks of medication. Improvement could take place to formalise the medication audit process to ensure consistency across the service.

Food and drink was an important part of each day. People were supported to go shopping and were encouraged to make healthy choices. Health promotion around healthy eating formed part of the discussions at the 'Tiger Group' forum where people using the service discussed the Nutrition Policy and developed an easy read Food and Nutrition Policy. This demonstrated a commitment to support people to eat well to promote their overall health and wellbeing.

People were supported to go on holidays of their own choosing taking their friends and family if they so wished. Each person was encouraged to focus on their own talents and aspirations and enjoyed a wide range of activities. There were good links with the community and physical activity was promoted with walking, swimming and gym memberships. Enhancing mobility was a focus for people and there were clear examples of how this had impacted significantly on people's quality of life. This meant that people chose how to spend their time doing what matters to them whilst developing their skills and interests and keeping healthy.

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.

Feedback we received from relatives/guardians and professional was very positive in relation to the staff team. Staff and management were described as doing a 'fantastic job'. One staff member when asked what was the best part of the job said 'the best part is being able to support people to achieve their full potential'.

Staff consistency was a key strength of the service and this was commented on favourably by all the people we spoke with. The management team were open to meeting with people, their families/guardians to address any issues and listen to their views. Staff were very open to attending further specialist training to ensure support was person centred and focussed on people's needs, outcomes and wishes.

Team meetings were being held regularly and provided staff with the opportunity to raise any issues and ensure open communication within the teams. Time was allocated to training during this time and staff received positive feedback from the managers.

There was a positive learning culture within the organisation. Managers had oversight of staff training and staff were given allocated time to complete training at work. Staff were trained via an online platform and through face to face training provided internally or by external organisations. The service had a full programme of induction and orientation for new staff with regular review and discussions on learning needs. Staff told us that the training, shadowing and induction prepared them well for their role and they felt supported by the team leaders. This meant people benefitted from staff who were well trained.

Regular supervisions supported staff development. Staff received constructive feedback and were able to reflect on their practice during meetings with their managers. One family member commented on how staff had grown in confidence with supporting their loved one and this had a positive impact on them both. Team leaders and senior support workers observed practise on a daily basis through being present in the service. This allowed any concerns to be identified and actioned quickly. We spoke with the management team about improving the record keeping of these observations and any actions agreed. We were assured they had taken on board our suggestions.

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.

The service had been focussing on introducing a new electronic system for support plans, risk assessments and daily notes. This had been developed specifically for the service and was tailored to their needs with a focus on being person-centred. At the time of inspection, the system was still being embedded and information was contained electronically and also on paper records.

Support plans were respectfully written and contained important information on people such as their likes and dislikes, their interests and what/who was important to them. Plans were very detailed and clearly written so staff could deliver care and support effectively which met people's individual needs. Various risk assessments were in place focussing on medication, socialising, road awareness, online safety and specific health needs. Risk assessments were used to enable people rather than restrict people's actions or activities. This meant that people were encouraged and helped to achieve their full potential, making informed choices about personal risk.

There was documentation of support being outcome focussed with evidence of how goals and outcomes were being achieved. This included physical, social, intellectual, creative, emotional and spiritual aspects. Daily notes were being completed regularly with good detail on the care and support provided. We discussed anticipatory care plans and were assured by the management team that these were in place but were still to be moved on to the electronic system that we viewed during inspection. Regular reviews were taking place yearly and further reviews held when needs changed and on a rolling basis. We spoke with the management team about improving their record keeping in relation to reviews to ensure this is aligned with legislative requirements.

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
3.2 Staff have the right knowledge, competence and development to care for and support people	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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