

Dougall Court Care Home Service

12 - 14 Dougall Court
Mayfield
Dalkeith
EH22 5PU

Telephone: 01316 604 557

Type of inspection:
Announced (short notice)

Completed on:
1 September 2025

Service provided by:
Thera (Scotland)

Service provider number:
SP2007008824

Service no:
CS2017362434

About the service

Dougall Court is a small care home for adults with a learning disability, located in a quiet residential area of Mayfield in Midlothian. The accommodation is leased from Link Living and the care and support is provided by Thera (Scotland).

Each supported person has their own bedroom decorated to reflect their personal tastes and a large garden is to the rear. People are supported on a 24hr basis including one to one allocated hours and engage in a variety of community based activities and groups.

The service is registered to support five people. The aims and objectives of the service are: "Thera Scotland aims to support people with a learning disability have a good life that makes sense to each person, including developing personal and informal relationships, financial security, enabling people to use their gifts and abilities."

Two people were using the service at the time of our inspection.

About the inspection

This was a short notice announced inspection which took place on 29 August 2024. We spent time with the manager, support staff and met with one resident. This inspection was undertaken 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 of the service we:

- Met with one person who receives support.
- Spoke with two staff and management.
- Spoke with two relatives.
- Spoke with two care professionals.
- Reviewed documents.

Key messages

- Staff demonstrated a strong commitment to providing compassionate and responsive care.
- Consistency among staff members fostered the development of meaningful and trusting relationships.
- Care plans were well-crafted and tailored to meet each individual's unique needs, reflecting a person-centred approach.
- Relatives expressed concern over the lack of clarity regarding the home's future, whether through refurbishment, purchase from the landlord, or relocation, all of which have the potential to enhance outcomes for residents.

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 setting?	3 - Adequate

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

We evaluated this key question as good. While strengths had a significant positive impact, improvements are needed to ensure that people consistently have experiences and outcomes which are as positive as possible.

People received compassionate care and support, fostered by warm, encouraging, and positive relationships between staff and those they cared for. These connections helped individuals work towards and achieve their personal goals.

Meaningful use of time was clearly valued. Individuals enjoyed attending local day centres, participating in community activities, and were supported to maintain relationships with friends and family.

People were actively encouraged to move regularly and stay as physically active as possible, including making use of outdoor spaces when available. They benefited from routine health assessments, access to community healthcare services, and treatment from health practitioners, ensuring early intervention and preventative care were in place.

Staff showed a strong understanding of each person's needs, giving individuals confidence that their support was both informed and consistent. There was a clear emphasis on helping people retain their independent living skills wherever possible.

Personal plans provided staff with clear guidance on how to deliver tailored care and support. The sample documentation reviewed offered a rich picture of each person's life history, values, choices, and preferences, ensuring that the care provided was truly person-centred and meaningful.

It was noted that staff should take proactive steps to ensure individuals receive the full benefit of good oral health, in line with guidance provided by dental professionals. Management should oversee this process to ensure that documentation is accurately completed and care standards are consistently upheld.

How good is our setting?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

Over the past six years, various options have been explored regarding the future of the property at Dougall Court, including its potential purchase by Thera (Scotland), a full refurbishment, or possible relocation. While some upgrades have already taken place, such as newly decorated bedrooms and fresh carpeting, other areas, including the conservatory and lounge walls, remain in need of some attention. Any further improvements would clearly benefit the individuals using the service.

However, the absence of a definitive decision about the building's future has left planned improvements in a state of uncertainty. This has led to growing frustration among residents, their relatives or guardians, and staff. Although regular management meetings have taken place, including consultations with residents and their families /guardians, there has been little meaningful progress, and agreed timelines have not been established.

This issue has been raised during previous inspections, yet no significant developments have been observed. Management should ensure that residents and their relatives or guardians remain actively involved in ongoing consultations, with realistic timescales clearly outlined and reflected in relevant action plans. Please see area for improvement one.

Areas for improvement

1. The manager should prioritise advancing plans to explore refurbishment of the home, or alternative options as previously outlined, and ensure that individuals using the service, along with their relatives or guardians, are actively and meaningfully involved in shaping decisions about the future of the environment. Clear and realistic timeframes should be established for the completion of all proposed actions.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment." 5.22

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate

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