Redcroft Care Services
Care Home Service

267 Redford road
Edinburgh
EH13 9NQ

Telephone: 01315108 710

Type of inspection:
Unannounced

Completed on:
13 January 2026

Service provided by:
Rajen & Joanne Mawjee, (A Partnership)

Service provider number:
SP2008009890

Service no:
CS2008183684

About the service

Redcroft Care Services is located in the Colinton/Oxgangs area of Edinburgh and is registered to provide a care service to a maximum of six adults with learning disabilities. The provider is 'Rajen & Joanne Mawjee, (A Partnership)'.

The care home is located close to public transport services and local amenities. Each person living in Redcroft has their own bedroom, located on the ground or first floor. Three out of six bedrooms have en-suite shower and toilet facilities, one has access to a main bathroom and the other two bedrooms have access to a shared bathroom. There is shared use of the kitchen, utility room, lounge and dining room.

There are steps to the front alongside a ramped access. There are gardens to the front and back of the house . The back garden can be accessed by steep steps leading from the kitchen or from the front garden.

At the time of the inspection, six people were living in Redcroft Care Services.

About the inspection

This was an unannounced inspection which took place on 7 and 8 February 2026 from 09:30 to 16:30. The inspection was carried out by two inspectors 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 four people using the service and five of their relatives
- spoke with staff and management
- observed practice and daily life
- reviewed documentation.

Key messages

• People experienced positive engagement with staff, enjoying light-hearted banter and having fun together.
• People had the right support to maintain their physical and mental health and wellbeing.
• The provider demonstrated a very good commitment to driving change and promoting continual improvement.
• The manager had effective oversight of all aspects of the service, helping to ensure consistently high standards across the home.
• Staffing arrangements enabled more than basic care tasks, allowing staff to support people to get the most out of life.
• Regular supervision gave staff opportunities to reflect on their practice and focus on achieving positive outcomes for people using the service.
• The home was well maintained and warm, bright and welcoming enhancing people's comfort and wellbeing.
• Personal plans were individualised and contained a very good level of detail, giving staff clear guidance to deliver care and support safely and in line with each person's wishes.
• People were listened to and empowered to have meaningful input into reviewing their own care and support.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	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.

People were supported by a team of staff who knew them well and treated them with respect and compassion. Staff were observed interacting positively with people using the service, often sharing light-hearted banter and having fun together. This approach fostered a respectful and relaxed atmosphere at home.

People and their relatives told us they liked the staff, describing them as 'nice and pleasant'. 'They pay good attention to people'; 'Staff know them really well'; 'They support him with things that make him happy'. We were assured people could build trusting relationships with staff, which helped meet their wellbeing outcomes.

Managers and senior staff linked closely with external agencies, including specialist healthcare professionals, and endorsed a team approach to providing people's care and support. Staff were knowledgeable about people's health needs, providing individualised support based on up-to-date guidance and best practice. Where people experienced stress and distress, staff were well trained and had clear direction to help the individual de-escalate or cope with challenging situations. People's relatives told us they were kept informed of significant incidents or issues. People could be confident of having the right support to help maintain their physical and mental health and wellbeing.

People were supported to pursue their interests and enjoy a variety of activities both at home and in their local communities. Additionally, individuals were supported to keep in touch with their relatives and friends in a way which was meaningful to them. People maintained active lives which helped promote positive wellbeing.

Medication was managed very well, with a clear approach, supporting strong wellbeing outcomes for people. Staff maintained accurate records which reflected safe practice when administering medicines. Guidance on the use of topical creams was clear and thorough, helping staff understand the importance of supporting people to maintain good skin integrity. Clear protocols were also in place for 'as required' medication, and records showed that staff used it safely and appropriately. Overall, people could feel confident that medication practices within the home were safe and well managed.

People were actively involved in planning menus and preparing snacks and meals throughout the day. They took pride in their skills and enjoyed cooking for one another, then coming together to share meals in the dining room. This supported independence, strengthened life skills, and helped create a positive, inclusive culture where people could connect and feel good.

Fresh fruit and vegetables were always available, encouraging healthy eating habits. For individuals with complex eating or drinking needs, or specific dietary requirements, staff were well trained and followed clear strategies to ensure safety and promote positive health outcomes.

How good is our leadership? 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 provider used a variety of methods to gather feedback, which included many positive comments from people's relatives and visiting professionals. It was encouraging to see compliments about staff practice and performance, particularly in relation to supporting people on holiday. Feedback from a staff survey was collated, and action points were shared with the team as well as being incorporated into the service's improvement plan. This demonstrated the manager's responsiveness to feedback and commitment to using it to develop the service.

The manager and other senior staff had a high presence in the home and were familiar with people using the service and staff. People and their relatives felt supported by leaders who commented that the home was run for people's benefit and managers were 'well tuned into everything'. We were assured that people were involved in influencing decisions which impacted on their care and support.

The manager maintained a comprehensive programme of quality audits and checks covering all aspects of the service. These were carried out regularly by different team members, promoting accountability and ownership in maintaining quality. Clear systems were in place to review actions and ensure improvements were implemented promptly. These robust processes provided the manager with effective oversight of performance and helped sustain consistently high standards across the home.

The service's improvement plan was well structured and closely monitored, reflecting a proactive approach to continuous development. The plan showed that the manager had a clear view of what was working well and where further action was required. It highlighted the manager's capacity to drive change and follow through with identified improvements.

The provider had plans in place for self-evaluation through an internal inspection process. The plans included mechanisms for gathering more detailed feedback from key stakeholders, helping to underpin person-centred practice and ensure developments reflected what matters most to people using the service.

Overall, people could be assured of the provider's commitment to ongoing development.

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.

Support hours were regularly reviewed by the manager and were based on individual need. Staffing arrangements allowed for more than basic care duties, meaning staff could assist people to get the most out of life.

Support was provided by a small team of staff with the relevant skills and training to meet each person's outcomes. The team was stable, which contributed to good continuity of care. People were familiar with their staff and they had confidence and trust in those supporting them. Several relatives we spoke with also wished to thank staff for their care and support.

Staff were very positive about the support they had to carry out their roles effectively. The manager and senior staff were readily available to offer valuable guidance and advice, including out of office hours. Regular one-to-one supervision and observations provided staff with opportunities to discuss and reflect on

their practice, with a particular focus on supporting positive outcomes for people using the service.

Team meetings were held regularly throughout the year with a good level of attendance from team members. Topics were wide ranging, giving staff an opportunity to discuss practice issues, matters of policy and individuals' specific support needs. Actions were documented at the end of each meeting. We suggested a further improvement could be to review the previous action plan at the start of each meeting and document the progress made. This would help confirm actions had been completed.

Recruitment processes were thorough and completed in line with current guidance. Prior to lone working all staff were required to carry out a thorough induction and shadowing with more experienced colleagues. All staff were provided with a variety of training opportunities, both face to face and via an online learning platform. Consequently, people could be confident their staff were recruited safely and they were well trained.

How good is our setting? 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 home provided a warm, bright and welcoming environment which was well-maintained and enhanced people's comfort and wellbeing. The layout enables people to enjoy a variety of shared space and we saw people taking pride in cooking and sharing time during meals. This promoted independence, social interaction and meaningful engagement.

The accommodation was very clean and in good order throughout. The team, including dedicated cleaning staff, worked together with people to maintain the home to a high standard. Consequently, people experienced clean, tidy, and well-maintained premises, furnishings and equipment.

We reviewed maintenance records and health and safety certificates, all of which were found to be in good order. This included evidence of regular checks of the full environment, including equipment and water quality. These demonstrated a strong commitment to compliance and risk management, supporting a safe and well-maintained setting for people living, working, and visiting the home.

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.

Each person had an individualised personal plan which gave staff the key information they needed to support people in achieving their desired outcomes. These plans included wide ranging details about each person, reflecting their unique needs and preferences. Plans remained up to date, which meant people could feel confident that staff had the guidance they needed to deliver care and support safely and in line with each person's wishes.

Guidance within the plans focused on promoting people's skills and strengths, particularly within the home, and reinforced an approach which supported independence rather than treating people as passive recipients of care.

Individuals' needs were regularly assessed and we saw good examples of people's involvement in regular

review meetings. Discussions were rich in detail about what was important to the person, how they experienced their care and evidence of achieving positive outcomes. The manager maintained a clear overview of care reviews and ensured they took place on time. We were confident people were listened to and they were empowered to have meaningful input into reviewing their own care and support.

Where people were not able to fully express their wishes and preferences, individuals with the legal authority were involved in helping shape and direct people's care and support. We were assured to see measures in place to maximise support to protect and uphold people's rights.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people have access to meals which meet their dietary needs and preferences at all times, the provider should monitor staff practice to confirm it aligns with health professionals' recommendations.

This is in order to comply with the Health and Social Care Standards which state:
"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

This area for improvement was made on 14 February 2025.

Action taken since then
Since the last inspection, the manager had linked with speech and language therapy services to reassess people's eating and drinking requirements, ensuring guidance remained accurate and up to date. Current guidance was documented in people's personal plans, and key information was also available in the kitchen so staff could quickly access people's needs and preferences around food and drink.

The manager carried out observations of practice, which helped identify further learning and development opportunities for staff. During the inspection, we observed staff following the speech and language therapy recommendations consistently and confidently.

This area for improvement is met.

Previous area for improvement 2

To ensure the health and safety of the home environment is effectively managed, the manager should implement processes for the continual review of audits and actions. This should include, but is not limited to the completion of risk assessments for the safe usage and storage of household products and chemicals.

This is in order to comply with the Health and Social Care Standards which state:
"My environment is secure and safe" (HSCS 5.19).

This area for improvement was made on 14 February 2025.

Action taken since then
The service had a clear audit schedule in place for the year, giving the manager a good visual overview of upcoming checks and priorities. Each audit included defined timescales, supporting staff to plan effectively and allowing the manager to track progress, ensuring they met agreed targets.

Additionally, the manager had risk assessments in place for the safe usage and storage of household products and chemicals.

Together, these measures demonstrated a proactive and structured approach to maintaining a safe, well managed environment.

This area for improvement is met.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	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

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 cànain eile ma nithear iarrtas.

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.