

Midlothian Park Cottage Housing Support Service

Park Cottage
48 Main Street
Newtongrange
Dalkeith
EH22 4LS

Telephone: 01316 542 688

Type of inspection:
Unannounced

Completed on:
30 June 2025

Service provided by:
Penumbra

Service provider number:
SP2003002595

Service no:
CS2020380437

About the service

Midlothian Park Cottage, along with a service Elder Street 'The Creamery' located in East Lothian under the same registration is registered to provide both housing support and care at home. These services are delivered by the provider, Penumbra, and are based in Newtongrange, Midlothian and Tranent, East Lothian.

The service offers a community-based mental health rehabilitation programme designed to support up to eight individuals with complex mental health needs. It provides 24-hour, person-centred, tailored support, including supported living arrangements and community rehabilitation.

Support is both practical and emotional, with the aim of helping individuals lead fulfilling, independent lives within their communities. The nature, duration, and focus of support are personalised for each person. Structured support typically includes assistance with budgeting, daily living skills, confidence building, and promoting social inclusion. This is generally delivered over an approximate 12-month period.

At the time of inspection, the service was supporting ten individuals.

About the inspection

This unannounced inspection was conducted over two days, from 25 to 26 June 2025. On 25 June, we visited the registered service to speak directly with residents and staff, and to review available evidence on site. Evaluation of additional evidence continued remotely on 26 June. Final feedback was delivered to the service manager on 30 June 2025.

The inspection was carried out by a single inspector from the Care Inspectorate. In preparation, we reviewed a wide range of relevant information, including:

- Findings from previous inspections.
- Registration and compliance details.
- Submissions provided by the service.
- Intelligence gathered since the last inspection.

To support our evaluation, we:

- Spoke directly with seven individuals receiving support, and received an additional six responses via online questionnaires (some from individuals we had also spoken with).
- Held discussions with three support workers and members of the management team, and received further input from two staff via our staff survey.
- Collected feedback from four health professionals involved with the service.
- Observed staff practice and daily interactions within the service.
- Reviewed a broad range of relevant documentation.

Key messages

- Staff consistently demonstrated genuine warmth, empathy, and professionalism in their support for individuals. This compassionate approach was a cornerstone of care and made a meaningful difference in the lives of those receiving support.
- People receiving care expressed deep appreciation for the staff's expertise and commitment. There was a positive impact from staff collaboration with external agencies and health professionals. This strengthened pathways to improved mental health and supported individuals to sustain their tenancies effectively.
- Leadership was a particular strength. The manager demonstrated a clear and aspirational vision for the future, actively involving people with lived experience and external professionals in shaping the direction of the service. This inclusive and forward-thinking approach ensured that the service remained responsive and aligned with the evolving needs of the people it supports.
- As part of this inspection, we reviewed the service's self-evaluation processes. We found them to be robust, insightful, and accurately reflective of the high standards we observed, further reinforcing the service's commitment to excellence.

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?	6 - Excellent
How good is our staff team?	5 - Very Good
How well is our care and support planned?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We have evaluated this key question as excellent. The service demonstrated sector-leading practices that supported positive experiences and high-quality outcomes for individuals. There is a clear track record of innovative and effective approaches embedded within the service.

People experience compassionate care and support through warm, encouraging relationships with staff. These meaningful connections help individuals to achieve their personal outcomes and feel genuinely valued.

Staff demonstrated a comprehensive understanding of each person's needs, supported by detailed and up-to-date personal plans and guidance. These plans reflected individual health and wellbeing priorities. Regular team meetings allowed staff to explore new opportunities and engage effectively with partner agencies and health professionals? "Ensuring well-informed, consistent support that maximised outcomes for each individual.

There was a strong commitment to fostering independent living skills. People were provided with varied opportunities? "Individually or in groups? "To engage in daily living tasks such as; cooking, housework, healthy eating, community activities, and developing key tenancy skills. This approach ensured that support was personalised and empowering.

Additionally, the manager effectively deployed the team's skills to optimise outcomes for individuals. The service in Midlothian and East Lothian collaborative work alongside an NHS occupational therapist, which streamlined the process by reducing the need for external referrals and minimising delays in delivering timely support and interventions. Furthermore, individuals had access to independent advocacy services, providing them with the necessary information to make informed decisions about matters important to them.

To ease the transition for new individuals, especially those moving directly from hospital, the Midlothian service coproduced an introductory video. Developed by staff, a placement student, and supported individuals, the video offered a guided walkthrough of the accommodation and highlighted key information about the service. This initiative exemplified the service's person-centred, innovative approach.

Discussions with people and staff revealed that the support extended well beyond care at home or housing support? "It provided exceptional rehabilitation opportunities. Individuals developed the skills and confidence necessary for maintaining a tenancy and engaging meaningfully with their communities. One person shared:

"The staff here are all fantastic and have really helped me. They are easy to talk to and my confidence has really built to the point I reckon I might manage many things on my own now".

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Regular staff team meetings were convened and had a focus on reflective practice. These sessions provided valuable opportunities for staff to reflect, learn, and develop professionally.

Staff contributions during these meetings played a key role in enhancing the quality of service delivery.

Staff consistently reported that the management team was knowledgeable, approachable, and understanding of the challenges involved in support work. The leadership fostered a nurturing and collaborative environment, which contributed to high morale across the team. Staff members demonstrated commitment, flexibility, and dedication to delivering the best possible service to the individuals they support.

Supervision records were completed for all staff on a regular basis. We sampled records of supervision meetings and observations of staff practice and found evidence of discussions held, feedback on practice, reflection on any training undertaken and aspects of care they did well or found more challenging. This aided staff development allowing workers to reflect on their practice and follow their professional and organisational codes.

The service had implemented a comprehensive annual training calendar with a clear emphasis on continuous professional development. Carers were actively encouraged to participate in both core and refresher training sessions, ensuring their practice remained current and aligned with best-practice standards.

Alongside core learning, the service provided specialist training? "Such as administering Naloxone for opioid overdoses? "Highlighting the need to support individuals facing complex, overlapping challenges associated with substance dependency.

The manager completed a detailed self-assessment based on Scotland's Core Mental Health Standards, focusing on service users' perspectives. It addressed the likes of access, person-centred care, safety, quality, lived experience involvement, staff training, and early intervention.

Staff we spoke with reported confidence in their knowledge and skills, crediting the ongoing training opportunities as central to maintaining their competence, and enhancing the quality of care delivered.

How well is our care and support planned?

6 - Excellent

We have evaluated this key question as excellent. The service demonstrated sector-leading practices that supported positive experiences and high-quality outcomes for individuals. There is a clear track record of innovative and effective approaches embedded within the service.

A sample of eight personal plans revealed consistently high-quality, dynamic, and aspirational care planning that positively influenced all aspects of support delivered. Each plan was tailored to the individual, clearly articulating their personal goals and aspirations. Individuals and, where appropriate, their families or significant others were meaningfully involved in co-developing these plans, ensuring the support remained person-centred and outcomes-focused.

Where people required prescribed medication, robust and comprehensive support plans were in place. These plans reflected clinical guidance, detailed the appropriate level of support needed to ensure safe administration, and provided vital information ? "Including the purpose of the medication, potential side effects, and key considerations for staff. This meticulous approach promoted safety, empowerment, and informed decision-making.

Risk assessments, referred to as personal safety plans, demonstrated a progressive and empowering approach to risk enablement.

They focused not only on mitigating harm but also on supporting individuals to live full and independent lives.

Each individual underwent a baseline assessment, which was regularly reviewed using a recognised and impactful set of outcome measurement tools. This enabled people to track their progress towards agreed goals, fostering a strong sense of achievement and motivation to continue advancing their health and wellbeing.

The team should be commended for consistently producing care plans that are not only thorough and precise, but also deeply rooted in the values and choices of each individual.

Care plans reflect an exceptional commitment to person-centred practice, capturing the unique identity of each person and informing care that is respectful, dignified, and truly responsive.

Staff should be applauded for embedding personalisation into every care plan, setting a benchmark for best practice and fostering a culture of compassion and attentiveness.

This standard of documentation demonstrates effective leadership and a clear accountability framework, ensuring continuity, safety, and meaningful engagement across the service. The consistent quality of care planning speaks to a strong service culture where personhood, voice, and choice are central to every care interaction."

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
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?	6 - Excellent
5.1 Assessment and personal planning reflects people's outcomes and wishes	6 - Excellent

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 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.