

# Wardside House Care Home Service

Wardside  
Muthill  
Crieff  
PH5 2AS

Telephone: 01764 681 275

**Type of inspection:**  
Unannounced

**Completed on:**  
28 March 2025

**Service provided by:**  
Wardside House

**Service provider number:**  
SP2003002130

**Service no:**  
CS2003009779

## About the service

Wardside House is a purpose built care home situated in the village of Muthill, just south of Crieff in Perth and Kinross. It sits in six acres of well maintained grounds and is registered to provide accommodation for up to 32 older people.

There are 28 single rooms and four suites which are appropriate for couples. Rooms are traditional in décor, with a range of ensuite facilities. The majority have a toilet and hand basin, some have bathing facilities and there are also communal bathrooms and shower rooms. Room sizes vary, with some having doors that lead out to the gardens. There are several lounge areas and all of the bedrooms, communal lounges, dining room and kitchen are on one level.

Wardside House's stated objectives are to:

"provide accommodation for older people who are in need of care and protection, to give a standard of care equivalent or better to that which might be given by competent and caring relatives, and to respond to emotional as well as physical needs".

Many of the staff team are local to the area and this is valued by people living at Wardside House.

## About the inspection

This was an unannounced inspection which took place on 21, 24 and 28 March 2025. 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 five people using the service and six of their family representatives. We also spoke with five members of staff and management, observed practice and daily life and reviewed documents.

## Key messages

- Staff worked as a team and were committed to ensuring people received high quality care and support that met their individual needs.
- People living at Wardside House and their representatives spoke very highly of the level of care provided.
- There was a range of checks and audits that contributed to the overall development and improvement of the service.
- The home had a lovely welcoming atmosphere and people were able to move freely around the care home and the gardens.
- People told us that the staff were excellent and that they were treated with compassion, dignity and respect.
- People told us there was a very good range of activities and entertainment that had a positive impact on their wellbeing.

## 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 leadership?	6 - Excellent
How good is our staff team?	6 - Excellent
How good is our setting?	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 evaluated this key question as excellent. An evaluation of excellent describes performance which is sector leading and supports consistently positive experiences and outcomes for people.

People experienced warmth, kindness and compassion in how they were supported and cared for. This helped build strong and trusting relationships between staff and people living at Wardside House. Comments from people we spoke with included "the staff are great and so kind and patient", "there is such a calm, homely and friendly atmosphere" and "we really couldn't ask for more". It was evident that people's lives were significantly enhanced as a result of the care they received. Staff told us that they had sufficient time to support people according to their needs, they took time to get to know people and we witnessed positive relationships, humour, fun and friendly interactions. People were confident that staff had the necessary training, skills and competence to provide a high standard of care.

Personal plans, sometimes called support plans, should reflect people's rights, choices and wishes. People benefited from a service that was person centred and based on their needs and wishes. Comprehensive assessments were undertaken to establish people's life history, their physical, social and emotional needs, what was important to them and their likes and dislikes. Residents and their loved ones were fully involved in developing their personal plan and the documentation we reviewed reflected the detail needed by staff to deliver support in the way people wanted. As peoples needs changed, their support plans were reviewed and updated in line with their wishes. This meant that people were listened to and that their views and those of their loved ones helped inform and plan their care.

Care reviews were up to date. This ensured people benefited from their planned care interventions and could be confident that their planned care was right for them. People were encouraged to stay as active as they could be and were supported to maintain and increase their mobility. They could move freely within the home and were able to enjoy the garden areas around Wardside House. Those who were less independent were supported to access the outdoors as well as a wide range of indoor social and recreational activities. People were supported to maintain contact with family and friends, visitors were made to feel welcome and were invited to join in with birthdays and special events. This had a very positive impact on people's physical and mental wellbeing.

We saw that people had access to fresh fluids and snacks throughout the day and the service had recognised screening tools to identify people who were at risk of losing weight or of not drinking enough and needed additional support. People benefitted from robust medication management. There were clear protocols for 'as required' medication and the processes in place adhered to best practice. This helped ensure that people were supported to take the right medication at the right time and promoted their health and wellbeing.

Staff were responsive to changes in people's needs and worked in partnership with others for the benefit of people living at Wardside House. The service had built excellent working relationships with health professionals, and people's health benefited as a result. The service responded promptly at times of crisis, both in terms of the support provided and in ensuring the relevant people were informed. This helped keep people safe and physically and mentally well. Positive and effective working relationships with other agencies and health professionals helps ensure coordinated and joined up care. There was evidence of excellent and proactive partnership and a responsive and holistic approach to people's circumstances and support.

**How good is our leadership?****6 - Excellent**

We were impressed with the quality of management and leadership and their commitment to ensuring people achieved the best possible outcomes. There was a strong focus on continuous improvement and this was visible at all levels and inspired staff to provide a quality service. We evaluated this key question as excellent.

People should benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. We looked at policies, procedures and records relating to the management of Wardside House. There was a range of tools and processes in place to effectively monitor and evaluate the quality of the service and how well it supported people's outcomes. These were used effectively to identify any actions required and make any changes that were needed. This ensured that any shortfalls identified were acted on and used as an opportunity for learning and improvement.

The management team encouraged a culture of trust, respect and ownership. This was reiterated when speaking to staff and it was clear that there was a shared commitment to improvement and delivering high quality support. There was an open and transparent forum for learning and any issues raised were addressed. The service recognised the importance of listening to people and this ensured that people's views were used to influence and improve the service and the care people received. The management team were visible and actively involved in the day to day running of the services and this served as a positive role model for the rest of the staff team. Staff spoke very highly of the manager, telling us they were accessible, supportive and responsive. Staff had opportunities to express their views and share ideas through regular team meetings and supervision. Comments from staff, people living at Wardside House and their relatives were overwhelmingly positive and we saw evidence of how their feedback helped inform and develop service provision.

There were robust recruitment procedures in place. We saw that when new staff were recruited, the relevant checks were made to ascertain their qualifications, experience and background. There were appropriate arrangements in place to ensure that staff were registered with the Scottish Social Services Council (SSSC) who regulate the social care workforce. This is important for ensuring people who use the service are adequately protected.

**How good is our staff team?****6 - Excellent**

We evaluated this key question as excellent, we found major strengths that had a significant and positive impact on people's experiences and personal outcomes.

It is important that people experiencing care are supported by competent, skilled and trained staff. Staff worked well together and their skill, knowledge and confident approach was an asset to the service. People living at Wardside House were protected by robust recruitment practices. Staff underwent thorough checks regarding their suitability for the role and there was a strong emphasis on value based recruitment. The service set high standards for staff competence and new staff went through a comprehensive induction process to equip them with the skills necessary for their role. This helped promote consistent practice across the service.

Staff had access to a wide range of training opportunities, the majority of which was carried out in person and supported them to increase their knowledge and further their professional development. The programme of training available had a positive impact on day-to-day practice and ensured people received evidence based care from staff that had the skills and competency to provide effective and high quality support. This supported a wide range of positive outcomes for people living at Wardside and helped keep people well to get the most out of their day to day lives.

Staffing arrangements should be right and staff work well together. The staff team at Wardside were motivated and committed to excellent standards of care. Staff described a supportive environment in which they could develop their practice. The whole team worked together, including management, care, domestic, wellbeing and maintenance staff, staffing levels were consistent and provided a high level of stability for people experiencing care. We saw that standards were maintained across day and night shifts and throughout the whole week. This meant that people living in the home received a seamless service.

Staff knew those they supported well and this helped build trusting and empowering relationships. Staff were supported to develop through ongoing training, staff meetings and regular supervision. Those we spoke with were caring and professional and demonstrated a high level of commitment. They were encouraged to learn and they were clear about what was expected of them. This helped contribute to a high level of job satisfaction.

Staff told us that they felt valued by the management team and management acknowledged the strong link between a skilled and supported staff team and positive outcomes for people living at Wardside House. There was a clear vision of the aims of the service and the principles of choice, dignity and respect were embedded in practice.

## How good is our setting?

## 5 - Very Good

Wardside House is a purpose-built care home with bedrooms, communal lounges, the dining room and kitchen all on the one level. This helped facilitate easy access from one area of the home to another. The corridors were wide, which enabled people to mobilise safely and communal rooms were bright and welcoming. The home is maintained to a high standard and undergoes regular redecoration. We saw that people's bedrooms were personalised according to their taste and preferences. The garden grounds were accessible and provided an outdoor area in which people could sit and/or mobilise safely.

People spoke positively about the homely and welcoming atmosphere at Wardside House and we found the service to be clean, tidy and well maintained. Daily cleaning tasks were being completed as well as regular deep cleans of people's bedrooms. There were regular checks of equipment to ensure they were in working order and assistance equipment, such as mobility aids, were clean and in a good state of repair. This was supported by quality assurance audits.

There were clear and effective processes for requesting and monitoring day to day small-scale repairs or replacements. Repairs were carried out promptly and the owners responded quickly to any maintenance issues, equipment or furniture that needed replaced. We noted that some residents would benefit from longer beds due to their height and we discussed this with the manager. We were assured that the owners are committed to maintaining a safe and comfortable environment that continues to support the health and wellbeing of people living at Wardside House.

## How well is our care and support planned?

## 6 - Excellent

Assessment and support planning should reflect and respect people's wishes and outcomes. We found significant strengths in the support provided and the outcomes people achieved as a result. We graded this key question as excellent.

Each person had their own care and support plan that identified their needs, interests and preferences and what was needed to help them achieve these. Information was readily accessible, recording was person centred and information was updated as people's needs changed. The depth of information support plans contained ensured people's experiences and goals were taken into account and that the support they received was individual to them.

People's input in to planning their support was evident. There was a strong commitment to ensuring people were meaningfully involved and support plans reflected a genuine collaboration with the supported person. Support plans covered people's physical, emotional and social support needs and prioritised what was important to the individual, whilst recognising that people's needs and outcomes may change. Plans were updated as changes happened; this meant that support plans remained person centred, dynamic and outcome focused. People should have regular formal reviews of their care and support at least every six months. Minutes of care reviews confirmed that people's views were taken on board when making changes to people's planned care. Relatives told us that communication was excellent, they were kept updated and they felt involved in their relative's care.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 30 May 2024, the provider must ensure when people are supported with medication this is done in ways that keeps them safe and well. To do this the provider must:

- a) review current policies, procedures and guidance to staff as a matter of priority
- b) ensure that when required medication is administered, it is recorded on the back of the MAR Sheet. This should include the reason for the medication being given and the outcome.
- c) ensure that the level of support people require with their medication is clearly documented in their support plan and is reviewed on a regular basis so that the information recorded remains relevant.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. 4-(1) A provider must- (a) make proper provision for the health, welfare and safety of service users.

This requirement was made on 12 August 2024.

#### Action taken on previous requirement

The service had reviewed all policies and guidance related to the ordering, storage and administration of prescribed and 'as required' medication. Where people had 'as required' (PRN) medication, there was clear guidance, procedures and supporting documentation in place. All staff had undergone refresher training and were clear on what was expected from them in terms of supporting people with their medication needs, recording and documentation. There were daily medication counts and audits and the support people required with their medication was clearly recorded in their support plan.

#### Met - within timescales

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
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?	6 - Excellent
5.1 Assessment and personal planning reflects people's outcomes and wishes	6 - Excellent

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