

Allandale House Care Home Service

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Peterhead
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Telephone: 01779 473 153

Type of inspection:
Unannounced

Completed on:
26 September 2025

Service provided by:
Carers Ltd

Service provider number:
SP2003000030

Service no:
CS2003000312

About the service

Allandale House is a care home registered to provide a care service to a maximum of 32 people living with mental health issues.

The service is located in a residential area near the centre of Peterhead, close to local shops, transport links and community centres. Accommodation is provided in single rooms over two floors with an additional wing added to the original building. Most rooms have en-suite facilities. There is a large communal dining and living area, and a garden which residents can enjoy.

There were 32 people living in the service at the time of the inspection.

About the inspection

This was an unannounced which took place on 24 September 2025. 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 18 people using the service
- spoke with 10 staff and management
- had contact with 11 people using the service through the Care Inspectorate survey
- had contact with 11 family and friends through the Care Inspectorate survey
- had contact with 12 staff members through the Care Inspectorate survey
- had contact with 11 external professionals through the Care Inspectorate survey
- observed practice and daily life
- reviewed documents.

Key messages

Allandale delivered sector-leading care, with highly individualised support and outstanding outcomes for people. This reflected excellence in leadership, culture and practice.

People experienced consistently warm, respectful and person-centred care that enhanced their physical and emotional wellbeing.

People spent their days doing things that mattered to them, which enriched their lives and strengthened their sense of connection.

Mealtimes were calm and exceptionally well-managed, promoting nutrition, wellbeing and a strong sense of community.

Medication was managed safely and sensitively, supporting people's health, independence and emotional wellbeing.

People experiencing stress or distress were supported with trauma-informed approaches that reduced anxiety and upheld emotional safety.

Staff were highly skilled and compassionate, creating a calm, inclusive atmosphere where people felt safe and valued.

Leadership was visible and highly regarded, creating a culture of reliability and continuous improvement that benefitted people.

The environment was clean, homely and enabling, supporting people's safety and sense of belonging through thoughtful design and upkeep.

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 setting?	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?

6 - Excellent

We evaluated this key question as excellent, where performance was sector-leading with outstandingly high outcomes for people. The quality of care was not only high but sustainable, with strong leadership, robust systems and a culture of continuous improvement underpinning practice.

People consistently experienced warm, respectful and person-centred care that supported both their physical and emotional wellbeing. Staff used gentle touch, familiar language and calm reassurance to connect with people. Interactions were thoughtful and responsive, and staff adapted their approach to suit each person's needs. One person using the service told us, "They treat me like a person, not just someone they look after" while a relative said, "The staff are always kind and respectful. I feel reassured knowing my mum is here." These everyday moments created a homely and inclusive atmosphere where people felt safe, valued and cared for.

People with complex needs received highly individualised and specialist care. One person, who had experienced significant challenges with alcohol and housing, described the service as lifesaving. Another person, who had previously struggled to settle in other settings, was walking calmly and confidently around the home, clearly familiar with staff and their surroundings. Staff responded naturally and respectfully, creating a sense of safety and comfort. These examples reflected a culture of specialist care that was trauma-informed, responsive and deeply person-centred. Every person living in the home was supported in a way that reflected their unique needs, preferences and life experiences. Staff had taken the time to know each person individually and to ensure their care was tailored exactly for them. This helped people feel secure, understood and empowered in their daily lives.

People spent their days doing things that mattered to them. Activities reflected people's interests and routines and were part of everyday life. People went for walks, played music, chatted with staff or enjoyed quiet time in their rooms. One person shared a song they had composed and spoke about gaining confidence to pursue their interests. Staff praised and encouraged everyone, and it was clear this meant a great deal to people. All staff, regardless of role, had formed positive relationships with people and contributed to their wellbeing. This whole-team approach created a supportive and inclusive environment, helping people feel connected, enriched and fulfilled in their daily lives.

People were actively involved in how the service runs. Most people attended regular meetings and had input into decisions about activities, routines and how the home operates. Staff listened and responded to people's views, which strengthened personalised support and helped people feel included. People described the service as their own and took pride in it. This inclusive approach enhanced emotional wellbeing and deepened people's sense of connection and belonging.

Mealtimes were calm, dignified and well managed. People were offered choices and supported in ways that were respectful. One person said, "The food is lovely, and I never feel rushed" while another commented, "I feel relaxed being able to eat my lunch wearing my slippers like I did at home." People who preferred to eat in their rooms were supported to do so, with staff offering help as needed. Nutrition audits and feedback confirmed high standards, and people consistently described mealtimes as enjoyable and sociable. These thoughtful approaches helped replicate the comfort of home for some, and for others, created a new sense of ease and emotional security.

Medication support was safe, responsive and specific to each person. Staff demonstrated strong knowledge and used thoughtful approaches to support people's wellbeing. When people needed medication prescribed for occasional use, such as for pain or anxiety, staff often explored alternative ways to help. This included reassurance, quiet space or distraction techniques, which often helped people feel calm without needing medication. Some people had some control over their own medication, including insulin, and administered it themselves. Staff stored medication securely and provided practical support and encouragement when needed, promoting independence and dignity. Audits showed strong compliance, and staff had completed training, and competency checks to ensure safe and consistent practice. As a result, people's health and wellbeing were enhanced through effective and person-centred medication support.

People experiencing stress or distress were supported in ways that reduced anxiety and upheld emotional safety. Staff recognised individual triggers and used trauma-informed strategies such as, offering quiet space, using familiar music and gently redirecting people with calm conversation. Staff responded to agitation with eye contact, gentle humour and calm engagement. One person told us, "They help me calm down when I feel anxious. They understand me." Others described similar experiences, saying staff, "just know what to do" and that "it's always peaceful living here." Staff had developed deep knowledge of each person's needs and shared this with newer colleagues, helping to build a consistent and skilled team. This collaborative approach meant people felt emotionally safe, understood and supported, even during moments of stress.

People's personal plans were responsive and meaningful. Plans reflected people's preferences, health needs and emotional wellbeing. Staff were given paid time to read care plans, which helped them develop strong knowledge of each person's support needs. One staff member told us, "We take time to read and update plans so they're right for each person." The system supported escalation and continuity, with alerts for missed actions and regular reviews. People told us their plans reflected what mattered to them, with one person saying, "They know what I like and it's in my plan and they help me do it." This effective planning ensured people received consistent, safe and personalised care that supported their wellbeing and promoted confidence in the support they received.

Staffing arrangements were highly responsive and consistent, enabling people to feel safe and supported. Familiar staff were present even during absences, maintaining trusting relationships and continuity of care. Leadership was visible and deeply respected, creating a culture of emotional safety and reliability. This contributed to sector-leading care that was compassionate, person-centred and consistently aligned with each person's unique needs and preferences. Due to this, people experienced a deep sense of security and confidence in the care they received.

External professionals consistently described the service as sector-leading and exemplary. Feedback was received from a wide range of professionals, including doctors, nurses and social workers, who praised the service's proactive health management, person-centred care, skilled staff and outstanding leadership. One professional described the service as, "outstanding" while another said, "Leadership here is an example of what good care home leaders should be." Professionals highlighted the ease of collaboration with the team, which ensured timely support and enhanced outcomes for people. One professional told us, "There is a real sense of investment in individuals and wellbeing." Overall, this reflected the ethos that underpinned the service's excellence and sector-leading reputation.

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 environment at Allandale was clean, homely and responsive to people's needs. Bedrooms were personalised and respected, with people describing their rooms as, "quiet and peaceful" and "just how I want it." Rooms were arranged with personal items, photos and furniture that reflected people's preferences and routines. Staff asked permission before entering, and people confirmed they felt safe and comfortable in their personal spaces. Some people appreciated having keys to lock their doors, which helped them feel secure. These approaches promoted people's dignity and autonomy.

Communal areas were warm and welcoming. Lounge spaces offered choice and comfort, with one area suited to social engagement and another quieter for those who preferred calm. People were observed chatting, laughing and engaging with staff throughout the day, while others sat quietly watching the world go by. The kitchen area was open and inclusive, with some people making their own tea and toast while chatting with kitchen staff. People were seen talking through the kitchen hatch throughout the day, sharing stories and enjoying spontaneous moments of connection. These everyday interactions helped create a relaxed, sociable atmosphere that felt familiar and homely.

Outdoor areas were accessible and well-used. The garden was tidy, safe and inviting, with seating areas and planters. People described it as a, "safe space" and spoke about enjoying time outside, whether for a cup of tea, reading the paper or helping with gardening tasks. People had taken part in painting outdoor areas, watering plants and supporting upkeep of the garden. Those who could not go out independently were supported to enjoy fresh air in ways that suited them. These opportunities helped people enjoy nature, feel connected to the outdoors and experience a sense of ownership and pride in their surroundings.

Cleanliness and infection prevention and control were strong throughout the home. People and families consistently described the home as, "always very clean." Domestic staff demonstrated confident knowledge of procedures and adapted their approach to respect people's preferences. For example, staff cleaned rooms at times that suited people and would return later if someone preferred not to have their room cleaned at that moment. Some people also helped with cleaning their rooms, which promoted independence and pride in their surroundings. The laundry was very well managed and domestic staff were clearly valued members of the team who knew people well. These high standards of cleanliness helped people feel comfortable and confident in their environment.

Safety and maintenance were very well-managed. Fire safety actions and drills had been completed, and staff demonstrated good awareness of procedures. Maintenance records were up to date, and health and safety checks were carried out regularly. For example, a loose door handle was reported and fixed during the inspection, showing prompt action and responsiveness. These systems helped ensure the environment remained safe, well-maintained and free from hazards. This contributed to people feeling secure, protected and confident in their surroundings.

Overall, the facilities at Allandale supported people to live in a safe, comfortable and enabling environment. The setting promoted independence, dignity and choice, helping people feel settled and at home.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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