

## Bennachie View Care Home Service

Bennachie View  
Balhalgardy Rise  
Inverurie  
AB51 5DF

Telephone: 01467 537 100

**Type of inspection:**  
Unannounced

**Completed on:**  
13 October 2025

**Service provided by:**  
Aberdeenshire Council

**Service provider number:**  
SP2003000029

**Service no:**  
CS2015334704

## About the service

Bennachie View is a purpose-built care home set in secure landscaped gardens, and is situated in a quiet residential area on the outskirts of Inverurie. The accommodation is over two storeys and split into four separate units which are referred to as households.

Shared lounges and dining areas in the home are decorated and furnished to a very good standard. Bennachie View provides a care service to a maximum of 48 older people, two places may be used for respite care and up to eight places may be used for adults who are not yet 65 years old. There were 43 people living in the service at the time of the inspection.

## About the inspection

This was an unannounced inspection which took place on 8 October 2025 between 09:15 and 10:30, with further visit on 13 October 2025 between 09:00 and 16:30. 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, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluations we:

- spoke with 10 people using the service
- spoke with 10 staff and management
- received 84 completed questionnaires from people using the service, staff, relatives and visiting professionals
- observed practice and daily life
- reviewed documents.

## Key messages

- Staff provided warm, respectful care and built strong relationships, even during staffing challenges.
- Meaningful activities were well-supported by the whole team, helping people feel involved and valued.
- Staff shared information effectively and responded quickly to changes in people's health and wellbeing.
- Legal documents were in place, but the lack of clear documentation risked the appropriate people not being fully involved in decisions.
- The home was clean, safe, and welcoming, with movement restrictions reviewed to respect people's rights.
- A respiratory outbreak was managed well, using strong infection control to reduce the spread.

## 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 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?

## 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.

We received very positive feedback about the service and carers. People and relatives told us "I always feel safe, as always there is a carer nearby" and "I am delighted that I can relax knowing my mum is in the best hands".

There were many kind, genuine interactions seen between staff and people. Staff took time to explain, support and reassure people. Staff were chatting while assisting people, making them feel valued and reassured. People felt that they were not rushed, staff were polite and that they were treated with dignity and respect.

There was a whole team approach to meaningful activities. A person said, "Staff are wonderful, the activities person has been off recently, and I've noticed a bit of a difference as there have been limited things to do." The staff were involving people in the life of the care home in ways which were meaningful to them. There were some planned events and activities that people could choose to participate in. Staff took care to ensure a person who needed a specialist diet, could take part in the recent 'ready, steady, bake' event. Staff were discussing the day's events with people in a very natural, informative way. This ensured that people felt included and their views were being valued. There was an emphasis on what mattered to people and helping them pass their time doing something they enjoyed.

There was a dedicated consistent team of senior staff. This resulted in staff knowing people's health, care and support needs. The senior team had built good working links with visiting professionals. Changes in people's health and wellbeing were identified promptly and addressed effectively. A visiting professional said "I have full confidence in the staff alerting me to any health concerns. The senior staff are excellent". There was good open communication with staff. Staff shared information and advice effectively and used it to improve people's care and support. As a consequence, people were consistently receiving the care and support that was right for them.

There had been several staff changes since the previous inspection, and the service had been reliant on agency staff. People had raised some concerns about the use of agency staff. Despite this, the core team consistently demonstrated warmth and professionalism, fostering trusting relationships with people. People preferred permanent staff and felt agency staff were less engaging, but they still felt well cared for. When staffing levels dropped due to unexpected events, senior management acted quickly with the team to maintain safe and consistent care. The service actively continued its recruitment and selection efforts to strengthen the permanent workforce.

People were in general very positive about the quality and choice of meals which were enjoyed in a pleasant, sociable environment. People were frequently given the opportunity to discuss their views on the meals, with suggestions fully considered, and changes implemented. Staff were knowledgeable about people's dietary needs and likes. Staff formally monitored and recorded people's fluid and dietary intake, where appropriate, reducing the risk of weight loss for people.

People were supported to maintain pride in their appearance and were well-presented. People were supported to bathe or shower on a frequent basis. Any concerns in relation to personal hygiene, nail care and appearance were quickly addressed by the senior team.

Staff had a good understanding of how to support people who may be stressed or distressed. The staff were working closely with external healthcare providers to ensure people were receiving the care and support that was right for them.

The staff had good knowledge and understanding of the medication system and people's needs. Concerns regarding how 'as required medication' (PRN), was recorded and evaluated was discussed with the senior staff. Overall, medication was well-managed, meaning people were receiving their medication as prescribed.

Care plans and risks assessments were detailed and in general reflective of the needs of people. The preferences and choices of people were used to inform care plans, and this meant they could be used to inform the person-centred care and support delivered. The service had the right legal documents for families with Power of Attorney or Guardianship. However, it was not clear regarding what powers these gave to staff or others. There was the risk that limited communication and understanding of roles meant the correct people might not have been fully involved in important decisions.

## 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 was very friendly and welcoming. It was very clean, tidy and clutter free. Staff took pride in the service and appreciated that it was people's home. The home was well-maintained and decorated to a very high standard. The management team was continually reviewing the environment. An improvement plan had been developed to ensure the home continued to enhance and promote a good quality of life for the people who live there.

There was good oversight by the maintenance team. Maintenance records were in good order, with a clear process for highlighting any required work. Leaders should ensure that all staff are familiar with this process, so that faulty equipment is raised promptly. This should result in prompt actions to resolve issues, consistently.

Staff and management responded well to a recent respiratory outbreak. Their infection prevention and control (IPC) practices effectively reduced the risk of the virus spreading further.

People were supported and encouraged to move freely around the home and grounds. There were several communal areas that people and their families could choose to spend time in. Furniture was positioned to encourage socialising and there were plenty of places for people to sit and rest. Staff reviewed movement restrictions like keypads and sensor mats to make sure they respected people's rights. Risk assessments were in place and updated regularly. People were encouraged, and supported, to bring in their own bits and pieces to have around them within their bedrooms. This created warmth and comfort, helping people feel relaxed due to the familiarity of their surroundings.

## 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

The service should ensure that people have regular opportunities to access and be engaged within their local community, according to their stated preferences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I can maintain and develop my interests, activities and what matters to me in the way that I like" (HSCS 2.22).

**This area for improvement was made on 10 September 2024.**

#### Action taken since then

**This area for improvement was met.** See How well do we support people's wellbeing? These practices should continue to be fully embedded into culture and practice to ensure that these improvements are developed and sustained.

#### Previous area for improvement 2

The service should ensure that where people require close monitoring of their food and fluid intake, that this monitoring accurately reflects individual target levels of fluids required in a 24-hour period, and portion sizes of meals consumed to ensure that this information is accurate and meaningful.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty" (HSCS 3.18).

**This area for improvement was made on 10 September 2024.**

#### Action taken since then

**This area for improvement was met.** See How well do we support people's wellbeing? These practices should continue to be fully embedded into culture and practice to ensure that these improvements are developed and sustained.

#### Previous area for improvement 3

In order to ensure that the internal and external environment, including equipment, is safe and in good working order, managers should ensure that essential and routine checks and testing are carried out in line with the service's own policies and procedures.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.24).

**This area for improvement was made on 10 September 2024.**

## Action taken since then

**This area for improvement was met.** See How good is our setting? These practices should continue to be fully embedded into culture and practice to ensure that these improvements are developed and sustained.

## 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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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