

## Netherha' House Care Home Service

Netherha' Road  
Buckpool  
Buckie  
AB56 1EP

Telephone: 01542 831 055

**Type of inspection:**  
Unannounced

**Completed on:**  
18 September 2025

**Service provided by:**  
Parklands Limited

**Service provider number:**  
SP2003001893

**Service no:**  
CS2003008822

## About the service

Netherha' House is a care home for older people situated in a residential area of Buckie, Moray. The home is close to local transport links, shops and community services. The service provides nursing care for up to 33 people. There were 32 people living in the service at the time of our inspection.

The two-storey home is purpose-built. There are ten bedrooms with en suite toilet facilities. People have access to showers and toilets on both floors.

The lounge, dining room and sun lounge area have good sources of natural light and are decorated and furnished to a good standard.

The landscaped gardens are easy to access, and they have well-maintained paths and seating areas for people to use.

The provider is Parklands Limited.

## About the inspection

This was an unannounced inspection which took place on 16 and 17 September 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 to or liaised with 12 people using the service and 10 members of their family
- spoke to or liaised with 18 staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- The home was clean, tidy and welcoming.
- People appeared well cared for. People and families said their care and support were person-centred and exceeded expectations.
- Managers were visible and accessible to people.
- People had very good involvement in planning the wellbeing activities.
- A recent upgrade to the sun lounge area had improved people's comfort and enjoyment.
- The environment could benefit from further enhancements to support people living with dementia.
- Cleaning of hoists and wheelchairs could be improved.

## 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 evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People expressed high levels of satisfaction with the care and support they received. One person told us, 'The service is perfect' while another added, 'You couldn't get any better'. Relatives agreed with this, with one telling us, 'Our family member has received care clinically and personally that exceeded our expectations'.

Staff were visible throughout the home and available to attend to people's needs. People showed pleasure as they engaged in warm, friendly and meaningful conversations. People took pride in their appearance and spoke positively about how staff supported them in achieving this. As a result, people felt good about themselves and had increased confidence.

Communication with relatives was very good. Families told us they felt well-informed about any changes in their loved one's care. They also told us that they found management visible and approachable. This built trust in staff and management.

People's meals smelled and looked appetising, and staff offered alternatives if someone didn't like what was on the menu. Staff understood people's dietary needs well, including those who needed modified textures or special diets. However, people who chose not to have a starter had to wait while others finished theirs before receiving their main course. Similarly, those who did not want pudding had to wait for a hot drink while others finished their dessert. Staff also gave medication during meals, interrupting people's eating. These issues made mealtimes less enjoyable and less focussed on individual needs. The manager assured us they would address these concerns.

People had access to fresh fluids throughout the day and were encouraged to drink regularly. This increased the likelihood of people remaining hydrated. However, staff could encourage and support people more to access and pour the drinks themselves, for example, through use of small pots or jugs that allowed them to pour their own tea or coffee or milk. This would help maintain their skills and independence. We discussed this with the manager who had already started planning improvements.

An activities co-ordinator helped plan activities within the care home and the local area. The programme of activities included links with the community, such as visits from local nursery and visits outside of the home, including bus trips. People were able to join these activities. The activities had a positive impact on people's quality of life.

People had very good involvement in planning the wellbeing activities. The activity co-ordinator had a chat towards the end of every week with people to discuss their enjoyment of activities that had taken place, what would have made these better and any wishes they had for future activities. The co-ordinator then used this feedback to plan the activities for the coming week. This helped to enrich people's social lives and ensured the activities programme was based on people's preferences and shaped by their experiences, which can further improve their emotional wellbeing.

Staff managed falls well and acted quickly when people needed medical help. This protected people's health and prevented unnecessary pain. After each fall, staff updated people's personal plans and risk

assessments to include any new measures that could further reduce the risk of future falls. The manager reviewed all actions taken following a fall. These steps helped to lower the risk of harm to people's health and wellbeing.

People's personal plans were detailed, and person-centred. When people's needs changed, staff updated their care documents to reflect those changes. Regular six-monthly reviews took place which involved people and their family/representatives. This meant care was planned and reviewed in a meaningful way. We pointed out one personal plan that could have done with more detail regarding a person's emotional support needs. Management assured us this would be addressed quickly. This will help to ensure people continue to receive care that is right for them.

Staff managed medication well, making sure people received the right medicine at the right time. The medication management systems were clear, robust and well-documented. This helped the service to ensure people's medication continued to support their health and wellbeing.

## How good is our setting?

## 5 - Very Good

We evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The home was friendly and welcoming. Staff took pride in the service and appreciated that it was people's home. The home was well-maintained and decorated to a good standard.

People's bedrooms were clean, well-maintained and personalised, improving their experience, dignity and comfort. The entrance to people's rooms had an image beside their name that held special meaning for them. Inside the room, 'All About Me' posters shared details about what mattered to them, their likes, dislikes, and favourite topics of conversation. These helped staff and visitors connect with people in meaningful ways. These thoughtful touches also showed that the service respected and valued each person's individuality.

The home was clean, tidy and clutter free with cleaning protocols in place. There were sufficient domestic staff on duty to ensure that the standards of hygiene were maintained. Infection prevention and control (IPC) stations were available for staff throughout the home and used appropriately. People could be confident that they were being cared for in a clean and healthy environment. However, there was room to improve regular deep cleaning of wheelchairs and hoists. Management were aware of this and had already started taking actions to improve this. We will review progress with this at the next inspection.

Maintenance records were in good order, with a clear process for highlighting any required work. Fire safety procedures were up-to-date, with regular drills and staff attendance tracked. The handyperson attended to any maintenance tasks promptly and effectively. This meant that equipment and facilities used by people, were safe and in good working order.

The service had taken steps to make the environment more dementia-friendly by using appropriate room and directional signage and contrasting colours. However, some areas could benefit from further improvement, for example, better contrast in toilets and dementia-friendly backgrounds on some signs. Bedroom directional signs also lacked numbering, which could make it harder for some people to find their rooms on their own. We encouraged the service to make further improvements using dementia-friendly design principles. This would help people to move around the home more easily.

Staff needed to be mindful of how chairs were positioned in the main lounge, as they were often placed around the walls. This arrangement made it harder for people to engage in conversation with others nearby.

The service had recently upgraded the sun lounge area, creating a spacious area with a reading corner and clear views of the secure garden and the main road. People described this as 'A lovely bright space' and shared how much they enjoyed watching the world go by and waving to children leaving school in the afternoon. It was evident that this upgrade was having a positive impact on people's wellbeing.

There was a ramped access from one end of the sunroom room to the large, secure garden with various seating areas. Large double doors in the centre of the room also led to the garden, but a high step down from these doors made it unsafe for most people to use. The service was in the process of obtaining permission to install a ramp at this location. Once installed, this will significantly improve access to the garden and enhance people's independence and wellbeing.

## 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

Improvements are needed to ensure that wound care is informed by the needs of the person and the integrity of the dressing in place.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

**This area for improvement was made on 11 October 2023.**

#### Action taken since then

There was very good management and oversight of skin integrity concerns. The skin integrity plans in place were clear, detailed and person-centred and were reviewed regularly. Photographs were being taken of any lesions, wounds or abrasions at each assessment/review to allow for easy monitoring of progress. Expert advice from the tissue viability team had been sought when required. It was evident that people's skin health benefitted from all the measures in place.

**This area for improvement had been met.**

#### Previous area for improvement 2

Staff should carry out pain assessments to ensure that people receive the appropriate pain relief prior to wound dressing changes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

**This area for improvement was made on 11 October 2023.**

#### Action taken since then

People had clear, detailed and person-centred skin integrity plans in place. Pain assessments were taking place regularly and these evaluated severity of the pain and its impact on a person's ability to walk, their general activities and engagement with people. Personal plans gave clear information regarding need for administering pain relief medication prior to any wound dressing changes and it was evident that the plans were being followed. As a result, people's experience of pain from wound dressing changes had been minimised, as much as possible. This benefitted their health and wellbeing.

This area for improvement had been met.

## 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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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