

# Colleonard Court Care Home Service

2 & 4 Colleonard Court  
Banff  
AB45 1FP

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**Type of inspection:**  
Unannounced

**Completed on:**  
28 October 2025

**Service provided by:**  
Community Integrated Care

**Service provider number:**  
SP2003002599

**Service no:**  
CS2003039585

## About the service

Colleonard Court is registered to provide a care home service to four adults with learning and physical disabilities. Colleopard Court is a small registered care home located on the edge of the rural town of Banff on the North East coast. It is within walking distance of the local shops and other amenities. There were four people living in the care home when we visited to inspect.

## About the inspection

This was an unannounced inspection which took place on 23 October 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 three people using the service.
- Spoke with five staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Received responses to questionnaires from two people, three families, seven staff and two external professionals.

## Key messages

- People enjoyed warm, nurturing support from staff.
- People enjoyed a homely atmosphere.
- There were plenty of activities for people to enjoy.
- Staff worked well together.
- The environment was very clean and tidy.

## 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 staff team?	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.

People appeared happy and content, telling us they were happy and enjoyed living at Colleopard Court. Lovely, warm interactions were observed between people and the staff. Families told us, '[my relative] is very well looked after' and 'very happy with the care.' As a result, people felt safe and treated with dignity.

People's care and support were person-led and unhurried. Care plans were comprehensive with a very good level of information about people, their likes, dislikes and preferred communication methods. Information about people's routines was clear, helping staff to provide the right care and support. For example, one person wished for a cup of tea when they got up, and another person enjoyed being able to choose clothing accessories to wear. Risk assessments were within care plans, for example, choking. The assessments were very detailed about the potential risks and how risk should be minimised. Therefore, people were fully involved in their care and support.

People led active and fulfilling lives, enjoying a variety of activities at home and in the community, for example, going to the cinema, swimming, attending the enable club or simply being able to go for a walk or watch films. This meant people were busy and felt part of the community.

People's health and wellbeing were well managed. Care plans documented very clearly how staff could identify and respond to a period of ill health, for example, a chest infection. One family said, 'staff very much on the ball and notices changes to behaviour/wellnesses.'

Medication was managed well, with people receiving the right medication at the right time. We observed medication administration, which was completed well, with the relevant checks completed. The service should consider how best to record the outcome of any 'as and when medication' given, thus ensuring the medication remains right for people.

Meals were home-cooked which people enjoyed. There was oversight from the dietician to ensure anyone who required an altered diet received this. This meant people benefited from a varied and nutritious diet.

Some people did not have legal powers, for example, a welfare guardianship in place to support decision-making. This could impact on people's outcomes if a decision needed to be made regarding their health and wellbeing. The service had raised this with social work so they could assess whether there were the appropriate legal authority. We will review this at future inspections.

## How good is our staff team?

**5 - Very Good**

We found significant strengths in the staffing provided and how these supported positive outcomes for people, therefore, we evaluated this key question as very good

There were sufficient staffing levels to meet people's needs. Some of the staff had supported the residents for many years, thus provided people with continuity of support. Where there were gaps in staffing, the team were able to work flexibly to ensure people's care support was met. As a result, people received care and support from people they knew.

One family said, 'lovely caring and happy bunch of staff who have great respect for all residents', and another 'always very friendly and helpful.'

Staff had completed relevant training in areas such as moving and positioning, aspiration, choking, and dysphagia. Training records confirmed that learning was kept up to date, thus ensuring people were supported by a well-trained staff team.

Staff told us management were supportive, approachable, and they received regular supervision. Staff felt they worked well as a team and valued each other's experience and knowledge. Our observations during the inspection were of a staff team who worked well together, which had a positive effect on people's outcomes.

Regular staff meetings were held and well attended. The service may wish to consider, including discussions on Health and Social Care Standards (HSCS), training experiences, and reflective practice. This would support continuous improvement and meet the Scottish Social Services Council (SSSC) requirements for professional reflection.

## How good is our setting?

## 5 - Very Good

We found significant strengths that supported positive outcomes for people, therefore we evaluated this key question as very good.

People's rooms reflected their individual interests and personalities, with people being involved in the decoration. Whilst people's rooms were not ensembles, there were sufficient bathrooms and shower rooms for people to choose from. There were several areas people could spend their time, for example, the communal sitting room and sensory room. As such, people had a choice where they spent their day.

The service was clean and tidy. The home was bright and welcoming due to recent redecoration. There was very little signage, for example, on bathroom doors, to help people find their way around. The service responded quickly to our observations and increased the signage during the inspection. The service was proactively seeking to enhance the environment to suit people's individual needs, for example, pictures. The kitchen was well-equipped and enabled people to help in meal preparation alongside staff. Recently installed rails supported people's mobility and independence. As a result, people benefited from continuous improvement of the environment.

There was a large garden with a summerhouse and a potting shed. There were plans to develop the garden more, with people's interests and ideas being reflected in the vision. For example, a small caravan which people could use to listen to music or have some quiet time away from the communal areas.

Infection prevention and control (IPC) practices were followed appropriately. Equipment was clean and being maintained well. Therefore people benefitted from a clean and safe environment.

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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