

## 12 Carronhall Care Home Service

12 Carronhall  
Stonehaven  
AB39 2QF

Telephone: 01569 767 207

**Type of inspection:**  
Unannounced

**Completed on:**  
16 October 2025

**Service provided by:**  
Inspire (Partnership Through Life) Ltd

**Service provider number:**  
SP2003000031

**Service no:**  
CS2003000319

## About the service

12 Carronhall is a domestic type property with four single occupancy bedrooms. The property is situated in a quiet residential area in the North East town of Stonehaven. The service is close to local amenities.

The service has been registered since 1 April 2002.

## About the inspection

This was an unannounced inspection which took place on 15 October 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 four people using the service and one of their relatives
- spoke with three staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- 12 Carronhall is a bright spacious and comfortable home for four people.
- People were supported by a staff group who were kind and caring.
- Staff knew people well and this contributed to positive relationships and good outcomes.
- People enjoyed regular opportunities out with the home including work placements and local groups and activities.
- Whilst the home was bright and spacious, improvements were required to maintain cleanliness in some areas.
- The manager should consider how to ensure people had the opportunity to contribute to the service improvement plan.

## 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?	4 - 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 experiences and outcomes for people. Therefore, we have evaluated this key question as very good.

People were happy living at Carronhall. During our visit people were spending time doing the things they wanted to do. We saw lots of activities made available in the home and staff also supported people to regularly engage with the local community. This contributed positively to people's physical and mental health.

People were supported by a staff group who were kind and caring. Support was provided at a pace suitable to people's individual needs. This meant people didn't feel rushed and were comfortable and involved in their care and support.

People were encouraged to participate in day to day routines within the home. For example, making themselves a drink or snack or helping with the laundry. This helped to promote people's independence and helped to ensure they were fully involved in household routines.

People's health and wellbeing benefited from their care and support. There was good information about people's needs and any conditions that might impact on their wellbeing. People had access to a range of other professionals that helped to ensure their health and wellbeing was regularly assessed and that they could access advice or treatment when it was needed. Where advice and guidance had been provided, this was clearly referenced within support plans with copies of documentation accessible. This helped to ensure that people received the care and support they required.

People should be fully involved in reviewing their care and support and their views should be reflected in minutes and in how decisions are made. This had improved this inspection and we were able to locate and read minutes of six-monthly reviews that reflected how the person had been involved. Some minutes lacked information about successes and what was going well and people's views could be more clearly recorded. It was however positive to see that actions and agreements had informed care and support plans.

Tenant meetings are one way of involving people in the running of their home. It was disappointing that there was not an overall service development plan that was accessible to people or that reflected how they had been involved. The manager should consider people who live in the service, their families and other stakeholders are consulted and involved in the development and review of the service improvement plan.

**How good is our setting?****4 - Good**

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

People living at Carronhall benefitted from a home that is warm, comfortable and welcoming. The home is filled with natural light and spacious rooms.

People had lovely spacious rooms that reflected their personalities and preferences. These were comfortable private areas for people to spend time if they chose to. Communal areas were bright and spacious which supported people to enjoy time together if they chose to.

All staff were aware of environmental cleaning schedules and took responsibility for the overall cleanliness in the environment. There were some areas of the home however that were not clean enough. For example, the shower room needed a more thorough clean. These areas were pointed out during the inspection and were cleaned quickly to bring about the required improvement. It is important however that regular and thorough cleaning is part of daily routines to help maintain a good standard of cleanliness for people.

People could expect that their home would be well maintained. We saw that there was a system in place for reporting any repairs or defects and regular servicing and maintenance of systems such as gas and electrical appliances and systems in place to maintain safe water supplies.

People had access to a secure garden area where they could spend time. The front door to the house requires attention as at the time of inspection, the paint was peeling which made the home look a little unkempt. The manager has raised this with the landlord.

People had good access to their local community and enjoyed various clubs, trips and opportunities.

## 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

In order to ensure that staff knowledge is up to date and informs their practice, the manager should:

- ensure that staff have knowledge of the Care Home Infection Prevention and Control Manual.
- introduce regular observations of staff to help ensure good standards of hygiene are being maintained.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 18 April 2024.**

#### Action taken since then

Staff had completed Infection Prevention and Control training which included knowledge of standard infection control precautions.

Observations of hand hygiene were carried out periodically. Staff were bare below the elbow reflecting the current guidance within the manual. The manager should continue to discuss and observe hand hygiene with staff to ensure appropriate use of gloves and effective hand hygiene.

Some improvements were required in the general cleanliness of the home .

However, on balance this area for improvement has been met.

#### Previous area for improvement 2

In order to ensure people's needs are met, the provider should ensure that:

- people have personal plans that describe what support they require and how this will be provided.
- that there is a minute of formal reviews and discussions and that these are stored safely and are available to relevant people for reference.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

**This area for improvement was made on 18 April 2024.**

**Action taken since then**

People's care plans had transitioned into an electronic care planning data base 'Nourish'. Each person had a range of assessments and information contributing to their care plan. This included guidance and advice from other professionals where this was required. Information guided staff to ensure that people's care and support needs were met.

We saw that there were records of formal six-monthly reviews which involved the person and any significant others such as family members.

This area for improvement has 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?	4 - Good
4.1 People experience high quality facilities	4 - Good



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11 Riverside Drive  
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