

# Oakbank Care Home Care Home Service

Countess Gardens  
Crieff  
PH7 3DP

Telephone: 07354902670

**Type of inspection:**  
Unannounced

**Completed on:**  
18 November 2025

**Service provided by:**  
Priory CC80 Limited

**Service provider number:**  
SP2024000611

**Service no:**  
CS2025000047

## About the service

Oakbank Care Home is a purpose built home for older people situated in a residential area of Crieff. It is close to local transport links, shops and community services. The service provides care to a maximum of 69 older people over the age of 65 years and one named adult under 65 years.

The home is split into seven units over two floors. Each unit has their own living, dining and kitchen areas.

All bedrooms have ensuite shower facilities.

The ground floor café is available for everyone, including visitors, to use and there is a cinema room on the first floor.

There is ample outdoor space. The service has a well-tended, enclosed garden area including a vegetable patch for people to enjoy.

## About the inspection

This was an unannounced inspection which took place on 18 November 2025. The inspection was carried out by one inspector from the Care Inspectorate.

This inspection focussed on improvements required from the inspection completed on 4 November 2025. We have detailed the progress in these areas under the following section of this report:

'What the service has done to meet any requirements we made at or since the last inspection'.

We have re-graded the service in recognition of the required improvement being met. We re-graded the service to 'good' for 'how good is our setting'.

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. This report should be read in conjunction with the previous report dated 4 November 2025.

In making our evaluations of the service we:

- spoke informally with people using the service and family members
- spoke with staff and management
- observed practice and daily life.

## Key messages

- All potentially harmful chemicals were stored safely and securely.
- People spoken with and their families expressed a high level of satisfaction with the care and support provided, and were positive about the staff and management of the service.
- Staff spoken with said they felt well supported, confident and competent in their roles.

## 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 good is our setting?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our setting?

### 4 - Good

This inspection focussed on improvements required from the inspection on 4 November 2025. We have detailed the progress in these areas under the following section of this report:

- 'what the service has done to meet any requirements we made at or since the last inspection'.

We have re-graded the service in recognition of the requirement met. Grades have been moved upward, as we evidenced that the previous grade of 'adequate' is now 'good'.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 13 January 2026, you must ensure that service users experience a service which is well led and managed and which results in better outcomes for people through a culture of continuous improvement, with robust and transparent quality assurance processes.

This must include but is not limited to ensuring that:

a) the quality assurance systems and processes in relation to safe storage of harmful chemicals and care planning are further enhanced. To do this, the provider must ensure that senior management clearly identify areas for improvement, take prompt action to address indications of poor care provision, and ensure improvements are sustained.

This is in order to comply with regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

**This requirement was made on 4 November 2025.**

#### Action taken on previous requirement

Not assessed at this inspection.

#### Not assessed at this inspection

#### Requirement 2

By 11 November 2025, the provider must ensure that service users experience care in an environment that is safe and minimises the risk of infection. In particular they must:

a) ensure all harmful chemicals are stored securely.

This is in order to comply with Regulation 4(1)(a) and (d) and Regulation 10(2)(b) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My environment is secure and safe.' (HSCS 5.17)

**This requirement was made on 4 November 2025.**

## Action taken on previous requirement

This requirement was made as a result of the previous inspection where we found a number of potentially harmful chemicals were not being stored securely. We also found storage rooms containing harmful chemicals that were not locked.

Discussions regarding Control of Substances Hazardous to Health (COSHH) are now included at daily flash meetings. Further training was being delivered to enhance staff knowledge of COSHH and the safe storage of any potentially harmful chemicals. Staff said the manager had spoken with them about the importance of ensuring they lock harmful chemicals away after use and that the storage rooms containing these were always locked. The manager had strengthened her daily walk rounds and now includes checking this on a daily basis. At this inspection we found all harmful chemicals were being stored safely and the storage rooms containing chemicals were locked.

## Met - within timescales

### Requirement 3

By 13 January 2026, the provider must ensure that care plans are accurate and reflect people's health needs. In order to achieve this, the provider must implement appropriate anticipatory (future) care planning for each person living in the home.

This is in order to comply with regulation 4 (1) (a) and 2 (b) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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 requirement was made on 4 November 2025.**

## Action taken on previous requirement

Not assessed at this inspection.

## Not assessed at this inspection

## 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 good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good



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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
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[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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