

Wernham House Care Home Service

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Type of inspection:
Unannounced

Completed on:
19 November 2025

Service provided by:
Aberdeen Cyrenians Ltd.

Service provider number:
SP2003000015

Service no:
CS2003000231

About the service

Wernham House is a registered care home which provides residential and respite care for up to 18 adults who have drug and alcohol misuse problems or mental health problems.

At the time of the inspection the service was supporting 16 people.

The home is situated in the centre of Aberdeen, within each reach of city centre amenities and public transport links.

About the inspection

This was an unannounced inspection carried out on the 11 and 12 November 2025 by one inspector.

To prepare for the inspection we viewed information about the service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluations we:

- met and spoke to 11 people using the service
- spoke to one family member
- spoke to members of staff and the management team
- spoke to one external professional
- received feedback to surveys sent out prior to the inspection from eight people supported by the service, three external professionals and four staff members
- observed practice and daily life
- reviewed documents.

Key messages

- People were happy living at Wernham House and said they felt safe.
- Staff were well informed, which meant people's health and wellbeing needs were met well.
- The management team had very good oversight of the service which meant that people benefited from a service that was well led and there was a culture of continuous improvement.
- The home was clean, homely and well maintained.
- Care and support was planned and reviewed effectively, which enabled people to achieve their outcomes.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	4 - Good
How well is our care and support planned?	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 told us they were happy living at Wernham House and felt safe. The atmosphere was relaxed and homely, and staff and residents knew each other well. External professionals described the service as a safe place for people who needed it, with support tailored to each person's needs. One family member said the service met their relative's needs well and that staff were "brilliant". During the inspection, we observed kind and friendly interactions between staff and residents. This meant people were treated with dignity and respect.

People's health and wellbeing needs were met effectively. External professionals said staff were well informed about people's needs and that the support provided by the service encouraged and promoted recovery. People were supported to attend medical appointments, and staff liaised appropriately with other professionals when required. This demonstrated a proactive approach. Regular meetings with external professionals promoted continuity of care.

Personal plans contained detailed information about people's needs and outcomes, including nutrition and hydration, medication, and support with tobacco and alcohol. Managed alcohol plans were agreed with people, staff and social work, and reviewed regularly to reflect changing circumstances. This meant people benefited from individualised and responsive support.

Processes were in place to keep staff up to date about people's needs. Daily records were held online, giving staff and the management team access to the most up to date information.

Procedures were in place to ensure people received the right medication at the right time. Medication was administered in a private room, which allowed people time to take their medication safely. Support with medication was tailored to individual needs, reflecting a person-centred approach.

Meals and snacks were available throughout the day. Recent menu changes received mixed feedback. One person said the food was "pretty decent", but wanted healthier breakfast choices, while others said they didn't like the meals, with some people describing them as "microwave meals". The service was planning to gather feedback and make improvements, showing a proactive response.

People were supported to maintain contact with family and friends. An open visiting procedure was in place. People could come and go freely and access the local community. An activity coordinator planned a range of activities. However, not everyone wanted to join in, some people preferred spending time in their rooms or pursuing their own interests. Some people said they felt bored and lonely at times. There was a small outdoor space at the front of the home that some residents enjoyed. The service had identified actions to improve activities and had recently engaged volunteers to support with this.

How good is our leadership?**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 management team demonstrated strong knowledge and understanding of the service. One person said they felt the service was well run and commented that the office door was always open if they needed to speak to someone.

The service had completed a comprehensive improvement plan that outlined areas for development. The plan included a programme of audits and reviews, which demonstrated that the service proactively identified improvements and promoted a culture of continuous improvement. Staff told us they were kept up to date and felt involved. During the inspection, we discussed with the management team how they could involve people and their families more in the improvement plan. They said they intended to progress this once current actions were embedded.

Incidents were recorded appropriately, and relevant notifications had been made to external bodies when required. The service demonstrated a proactive approach and willingness to learn from adverse events.

People had opportunities to provide feedback and said they knew who to speak to if they had concerns. The service held regular residents' meetings. Plans were in place to introduce a new format for capturing feedback, further strengthening opportunities for people's voices to be heard.

How good is our staff team?**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 spoke positively about the staff team, saying they got on well with staff, were treated respectfully and received help when needed. Staff also spoke positively about working in the service. One staff member said, "this service does well in providing compassionate, person-centred care. The staff genuinely care about the residents, go above and beyond to meet individual needs, and create a warm, supportive environment where people feel safe, respected, and valued".

The service benefited from having a consistent staff team, including regular relief staff who covered shifts when needed. This meant that people received support from staff who knew them well. A trainee practitioner role had been recently introduced, and both the management team and the individual highlighted the benefits of this role. Volunteers also contributed positively, supporting activities and mealtimes.

A rolling rota was in place with agreed staffing levels for each shift. Staff said they had time to provide care and support. This meant that people's needs were being met.

Staff worked well together. Staff said they felt their voices were heard, and that they were encouraged to share their views. There were regular updates and staff meetings which meant that staff were kept informed about daily matters as well as planned improvements.

An on-call process ensured advice and support were available when a manager was not on site.

An induction plan was in place for new staff and staff completed a range of training relevant to their role. Staff received regular supervision meetings. This meant people could be confident that their needs and outcomes were being met by a competent, well-supported staff team.

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.

The service provider, along with relevant partners, were exploring alternative premises for the service. Despite the limitations of the current building, feedback about the environment was positive. People said they enjoyed living in the home and described it as comfortable and homely. External professionals said the environment was clean and well maintained, with one commenting the "building is old, and the staff do their best they can in the environment they have to work in".

People had their own bedrooms which they were able to decorate and personalise and have their personal belongings around them. This meant people felt at home.

There were areas within the building for people to meet or spend time on their own. Communal areas including a dining room and living rooms. Communal areas were being painted during the inspection and plans were in place to replace the flooring once the painting was completed. People were able to go outside whenever they wanted and there was a small seating area outside at the front of the home. This meant people were able to choose where they wanted to spend their time, whether that was on their own or with others.

The property was well maintained, with essential and routine maintenance carried out within required timescales. The service retained a homely feel whilst also ensuring the environment was cleaned to a good standard. There were effective systems and processes in place to manage infection prevention and control. This meant people could be assured it was safe.

How well is our care and support planned?

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.

Personal plans were held online, which meant staff and the management team had access to the information they needed to meet people's needs. Plans reflected people's rights, choices and wishes. They contained clear information about what was important to each person, their needs, and how and when to provide support.

Personal plans highlighted what people could do, their aims and desired outcomes. Plans focused on people's abilities, reflecting a person-centred approach that promoted independence. This included supporting people to move on from the service and return home where appropriate. Follow-on plans were discussed with people as part of this process.

Regular reviews were held to discuss people's needs. Each person had an identified key worker who, alongside a member of the management team, supported them through the review process. People were central to the review process, which promoted their involvement in their care and support.

External professionals confirmed that people were involved in decisions about their care and support and actively involved in developing their plan.

The service had identified areas for improvement within the online care planning system and had been discussing these with the developers.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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