

## Janet Brougham House Care Home Service

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Telephone: 01382 307 190

**Type of inspection:**  
Unannounced

**Completed on:**  
20 November 2025

**Service provided by:**  
Dundee City Council

**Service provider number:**  
SP2003004034

**Service no:**  
CS2003000476

## About the service

Janet Brougham House Care Home provides care for a maximum of 24 people. The care home is on a single level and has three suites, each with eight en-suite bedrooms, lounge, small kitchen, solar room, and dining area. The care home benefits from having direct access to a secure courtyard and garden areas. At the time of inspection, there were 20 people living there. People living in Janet Brougham House also have access to a hairdressing salon, a small shop, and a large communal dining room. The care home is situated in the residential area of Douglas in Dundee and is close to local shops and amenities.

## About the inspection

This was an unannounced inspection which took place on 17 and 18 November 2025. The inspection was carried out by 2 inspectors and an Inspection volunteer 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 nine people using the service and three of their family;
- spoke with eight staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting professionals.

## Key messages

The service promoted people's independence, whenever possible.

People had a choice of various activities daily which suited their needs and preferences.

A person-centred approach was in place and people felt respected.

The service was responsive, keen to make sure people were getting the right care and support.

The staff team enjoyed their jobs and were enthusiastic.

## 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 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.

### 1.2- People get the most out of life

Throughout the inspection we observed people being treated with dignity and respect. There were warm interactions between people and staff who appeared to know them well. We observed staff taking their time to speak to people and engaging in one-to-one support. Staff demonstrated a good level of knowledge about each person's individual needs and preferences, and how these should be met.

Whenever possible, people were supported to spend time with key people in their lives such as family and friends. This was very important for people and there were some very good examples of how the service made sure arrangements were working well for people.

We saw that people had a choice of various activities daily which suited their needs and preferences. This included regular visits from a local school, visiting entertainers and walking groups. Wellbeing and activity staff had a strong presence around the home and ensured that people who chose not to attend group activities still experienced regular interactions. We saw that there was a keen focus to provide indoor and outdoor activities which provided opportunities for fresh air, exercise and creativity. People benefitted from access to a hairdressing room and living spaces with different décor and activity themes. Pictures of past events were proudly displayed within the entrance of the home alongside a photo album which allowed family and visitors to see which events had taken place recently.

### 1.3- People's health and wellbeing benefits from their care and support

There was a relaxed atmosphere in the care home. Careful consideration was given to what was important for a person. A person-centred approach was in place and people felt respected. Some comments from people were: "the staff are so kind", "everyone looks after me very well", and "the home is managed very well".

People told us that they enjoyed the food which was freshly made with plenty of choice available to suit various dietary requirements. People living in the home said, "the food is lovely; we get plenty to eat" and "You couldn't get much better". People always had access to fluids and could access snacks within the living area of each area in the home.

The service was alert to what could pose a risk to a person, how their health was and any significant changes for them. When needed, discussions would happen with the person and relevant others, including family and other health and social care professionals. The service was responsive, keen to make sure people were getting the right care and support. People's care and support plans were regularly reviewed and updated as necessary. People were supported to keep safe and well. Visiting healthcare professionals told us that communication in the service was good. This ensured people continued to receive the right care when their health or support needs changed.

Within people's own care and support folders, many key health and wellbeing matters were covered. The format helped make sure the service had assessed and planned for all of people's main health and wellbeing needs and wishes. The information provided guidance for staff to follow. People could have confidence that staff had the right information to meet their individual needs and wishes.

There was recognition of people's abilities and independence with people doing what they could for themselves. People had their own routines and preferences, and these were understood and respected.

Medication was well managed. Staff took their time when providing support with a person's medication. There was guidance available for staff on the administration of 'as required' medication. This helped ensure individuals were supported to take the right medication at the right time.

People using the service were consistently involved in the development and improvement of the service. Janet Brougham sought feedback proactively from people living in the home, visitors and staff consistently. We were confident that people's needs and wishes were the focus when decisions and improvements were being made.

## How good is our setting?

## 5 - Very Good

People benefited from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space and comfort to meet their needs and wishes. The environment was relaxed, clean, tidy, well maintained and designed to enable and promote people's independence. The ability to walk around the home without pause was beneficial to people living in the home.

People living in the home benefited from en-suite bathrooms and were encouraged to bring in personal items. One person told us "I like my bedroom; it's always kept very clean and tidy". People living in the home had access to outdoor areas and gardens from various locations within the home. Garden areas were safe, accessible, well-kept and welcoming, with raised flower beds and pots. The service told us that they plan to further develop the garden area and will continue to seek feedback from people living in the home to gain their views, wants and wishes.

The service benefitted from a dedicated maintenance staff member who had good working relationships with the care staff team. Communication was good and this gave confidence that any matters of concern would be promptly addressed. Maintenance records were well kept, and oversight of these documents was in place.

Staff carrying out housekeeping and cleaning duties were knowledgeable about infection prevention and control and the safe management of contaminated waste and linens. Domestic staff were visible throughout the inspection and told us they had enough time to do their job well.

## 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
1.2 People get the most out of life	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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