

Forebank Care Home Service

26 Forebank Street
Dundee
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Telephone: 01382 206 161

Type of inspection:
Unannounced

Completed on:
9 December 2025

Service provided by:
Forebank Limited t/a Forebank Care
Home

Service provider number:
SP2007009143

Service no:
CS2003000494

About the service

Forebank care home is owned by Brooksbay Care Group based in Dundee. The service is registered to offer support for up to 56 people.

Forebank is situated close to the centre of Dundee and has good transport links to surrounding areas. The home's ethos of care states "We are committed to providing a good quality of care to each and every person receiving our services. We will listen to you to enable us to provide you with individual care and support based upon what you are telling us."

About the inspection

This was an unannounced inspection which took place on 8 and 9 December 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 informally with a number of people using the service and six of their family/friends
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- reviewed questionnaires completed by people using the service, their relatives, staff and visiting professionals.

Key messages

- People experienced warm and compassionate care.
- Mealtimes were relaxed and staff supported people with dignity and kindness on a one-to-one basis where required.
- The care team had effective oversight of people's healthcare needs and were responsive to changing needs.
- Staff felt well supported, confident and competent in their roles.
- The detailed quality assurance system prompted a culture of continuous improvement.

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 evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

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.

There was a range of group activities, and some individual time spent with people living within the service. Seasonal events were celebrated, which helped people remain orientated to the pattern of the year and stay connected to the wider world. Feedback from those spoken with confirmed people were very happy with the activities on offer and that there was always something for them to do which they enjoyed.

People using the service told us, "I am very happy here", "it's perfect" and "the staff are great, they're so helpful". Feedback from relatives was also very positive. One person told us, "it's perfect, nothing is a bother for anyone". Others said, "I couldn't ask for a better place for my loved one to live in, they care about the little things, I have nothing but praise for this home" and "since coming to Forebank I feel she's so much better. She has good quality care and a good quality of life, they go above and beyond". We could therefore be confident that people experienced compassion and respect.

People should expect to be given support with eating and drinking in a dignified way and have their personal preferences respected. Mealtimes appeared to be a calm, pleasant part of the day. People were encouraged and enabled to eat their meals independently with just the right level of support from staff, where needed. We observed plenty of snacks and drinks to be available throughout the day, including to those people who preferred to stay in their bedrooms. Feedback from people spoken with indicated they were happy with the quality of meals they were receiving.

People should benefit from care plans that are reviewed and monitored regularly. Care plans were informed by a range of recognised assessment tools which helped to maintain and improve people's health and wellbeing. This information had been monitored regularly and we saw that appropriate referrals had been made to other health professionals if required, and that their advice and guidance was reflected in relevant care plans.

Medication was managed well. 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. Regular meetings took place, and these were well attended by people using the service. People had given their views on a range of topics including activities, meals and decoration. There was evidence that changes were frequently made as a result of these views. We were confident that people's needs and wishes were the main focus when decisions and improvements were being made.

How good is our setting?**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.

We walked around the home and found interior spaces to be welcoming, freshly decorated and clean with no intrusive noises or smells. Effort had been made to create a homely environment by way of the décor, furnishings and pictures on the walls. People were encouraged to share their views about the home and were involved in selecting paint colours to menu planning, thus enabling them to influence decision making regarding their home and environment.

Corridors and communal areas were clutter free and enabled people to mobilise without obstruction. People had access to equipment that supported their independence, and aids and appliances were subject to regular maintenance checks. This helps keep people safe. There were various comfortable seating areas, quiet areas that offered privacy as well as larger spaces for people to come together and socialise depending on their needs and wishes. This supports people's right to choice, independence and privacy.

Bedrooms were comfortable and homely and they looked very different depending on people's preference and how they liked them. This can help people settle in and feel at home. Bedrooms were of a good size and call alarms were placed next to beds so that people could call for assistance when needed. Housekeeping and care staff took responsibility for ensuring the cleanliness of people's rooms. We saw that cleaning and mattress audits were completed consistently and, if an issue was identified, appropriate action was taken. This promotes good infection prevention and control.

The external grounds were maintained to a good standard and people told us they could access the garden when the weather was better.

We were satisfied that people lived in an environment that supported their health and wellbeing and, where possible, promoted their independence.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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