

Ach-an-Eas (Care Home) Care Home Service

21 Island Bank Road
Inverness
IV2 4QN

Telephone: 01463 710 890

Type of inspection:
Unannounced

Completed on:
13 January 2026

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Service no:
CS2012307176

About the service

Ach-an-Eas, which is provided by NHS Highland, has capacity to provide a care service to a maximum of 24 older people. This includes two intermediate care and two respite beds. There were 15 people using the service at the time of the inspection

The building was formerly a large, family house and has been adapted and extended for its present use.

Accommodation is on two floors with lift access. The home is situated in large, pleasant grounds, convenient to the city centre. The home is comfortably appointed and very well maintained, both indoors and outdoors, with walkways and ramps for wheelchair access. All bedrooms are of single occupancy with en-suite facilities.

About the inspection

This was a follow up inspection which took place on 13 January 2026. The inspection was carried out by two inspectors from the Care Inspectorate. The inspection focused on one requirement and two areas for improvement which were made during the previous inspection on 25 October 2025.

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 people using the service as we observed practice;
- spoke with management and staff, in reviewing progress made;
- observed practice and daily life; and
- reviewed documents.

Key messages

The provider had made improvements since the last inspection.

People remained highly satisfied with the care they received.

Staff were following good practice in relation to safe administration of medication.

The provider had introduced a dedicated maintenance person to improve the environment.

Care reviews were up to date, which meant people were involved in deciding how their care was delivered.

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 is our care and support planned?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well is our care and support planned?

4 - Good

We have re-evaluated this key question from adequate to good. This means there were important strengths, with some areas for improvement.

People and their representative were fully involved in the review of their care. This meant that people's choices and wishes were respected. We were confident that there were processes in place to keep reviews up to date.

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

Requirements

Requirement 1

By 22 December 2025, to ensure care is carried out in line with people's wishes and choices, the four outstanding reviews must be completed. There must be effective arrangements in place to regularly review and update people's care plans on a minimal of a six monthly basis.

This is to comply with Regulation 4(1)(a) and (d) (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:

'I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change.' (HSCS 1.12); and
'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 22 October 2025.

Action taken on previous requirement

The requirement has been met. Please see Key question 5 for further information.

Met - within timescales

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

To promote well being, the service should ensure there are effective medication systems in place which follow good practice guidance. These should include:

a) pain assessment tools;

- b) individual protocols for people who are on "as required" medication; and
- c) clear and legible records of controlled medication.

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

'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24.);
'If I need help with medication, I am able to have as much control as is possible.' (HSCS 2.23); and
'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This area for improvement was made on 22 October 2025.

Action taken since then

The area for improvement has been met. The provider had implemented a pain tool to assist people in managing pain. The management of medication had benefited from introducing as required protocols. The storage of controlled medication followed good practice, and there were regular checks carried out. All of the above meant medication was managed safely.

Previous area for improvement 2

To ensure a safe and welcoming environment, the provider should have planned arrangements for regular monitoring and maintenance of the premises. This should include ensuring outdoor areas can be easily accessed by residents in a safe manner, and attention being given to the main door so as it looked welcoming and was better maintained.

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

'I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support.' (HSCS 5.1); and
'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22).

This area for improvement was made on 22 October 2025.

Action taken since then

The area for improvement has been met. The outdoor area had been cleared of leaves which were a previous concern. The provider has introduced a dedicated person overseeing the maintenance of the home. This means that people experience an environment which is well looked after.

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 is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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