

Catmoor House Care Home Service

Birch Crescent
Scone
Perth
PH2 6LD

Telephone: 01738 552 360

Type of inspection:
Unannounced

Completed on:
21 January 2026

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300649

About the service

Catmoor House is a care home located in the town of Scone close to local transport links, shops and community services. Catmoor House is registered to provide care for up to 40 older people.

The service provides accommodation over two floors in single bedrooms with ensuite facilities. There is an open-plan dining area/sitting room on each floor as well as other communal spaces. There was a large, well maintained and attractive outdoor garden area which some bedrooms had direct access to via individual patio doors.

About the inspection

This was an unannounced inspection which took place on 20 and 21 January 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 with a number of people using the service and eight of their family/friends
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting healthcare professionals.

Key messages

- People experienced warm, compassionate, dignified care and support.
- Staff were described as 'friendly and obliging'.
- The home was warm, welcoming and nicely decorated.
- Staff had access to regular learning and development opportunities.
- People were not rushed because there were sufficient staff available.
- Care plans supported very good standards of care and support, and regular reviews involved people and their relatives/representatives.

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 significant strengths in aspects of the care provided and how these supported positive outcomes for people.

During the inspection we observed staff treating people with dignity and respect. There was a warm and friendly atmosphere in the service and interactions between staff and people using the service highlighted that staff knew people well. A key strength of the service was continuity in the staff team which benefited people's care and support. Relatives told us, "The staff are one of the reasons we selected here, they are just fantastic" and "they care, they are genuine people."

People should benefit from care plans that are regularly reviewed and monitored. We found care plans were personalised and took account of people's strengths. The service used recognised assessment tools to inform plans to improve and maintain people's health. There was evidence of regular reviews and appropriate referrals to other professionals where required. Medication, including topical creams were well managed and relevant guidance was in place for staff for 'as required' medication.

We observed calm and pleasant mealtimes with personal preferences being respected. Staff supported people with eating and drinking in a dignified way, whether they chose to eat in the dining area or their room. People told us they were happy with the food on offer with one person saying, "I always enjoy my food." Drinks and snacks were available throughout the day. A recently refurbished lounge area also allowed relatives to make refreshments for people and themselves during visits.

People using the service and their relatives had positive feedback and told us, "I have no complaints at all", "they're all so kind, I am more than happy" and "can't fault them, any issues we raise are sorted straight away". We could therefore be confident that people's health and wellbeing needs were being met by the service with people experiencing kind and compassionate care.

There were regular activities on offer with a varied timetable in place. Seasonal events were acknowledged which helps people remain orientated to the time of year and stay connected to the wider world. Relatives also attended events and celebrations. The service has good links with the community. People went on trips in a mini-bus, attended a community café and local nursery and school children visited the service. One person told us "It was just lovely" when referring to a recent visit from school children to sing Christmas carols. Staff encouraged people to take part in activities in a way that was accessible and meaningful for them.

Regular meetings took place meaning people were consistently involved in the development and improvement of the service. We saw evidence that management had good oversight of quality assurance matters and encouraged feedback. This culture of collaboration meant we were assured people's needs and wishes are central to any developments in the service.

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 activities, thus enabling them to influence decision making regarding their home and environment. Some comments we received about the environment included: " The home is always clean enough and the housekeepers do a fantastic job".

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.

The service benefitted from a dedicated maintenance staff member who had very 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.

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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