

# Ashley House Care Home Service

18 Perth Road  
Milnathort  
Kinross  
KY13 9XU

Telephone: 01577 864 438

**Type of inspection:**  
Unannounced

**Completed on:**  
12 January 2026

**Service provided by:**  
Jane Allan trading as Ashley House

**Service provider number:**  
SP2003002108

**Service no:**  
CS2003047228

## About the service

Ashley House is a family run care home registered to provide care and support for 32 older people. Ashley House is situated in Milnathort in Perth and Kinross. The home sits within lovely secluded, well-tended gardens.

The building is over two floors with a passenger lift to the first floor. The accommodation has been extended and adapted and consists of 32 rooms, with 28 having ensuite toilet facilities.

There is a large conservatory/lounge area and dining room on the ground floor and a smaller lounge and dining room on the first floor. The home has a number of seating areas in the corridors of each floor.

The home provides a homely, well maintained and comfortable environment which is decorated to a high standard.

Ashley House states its aim is to "deliver a quality care service that is not only appropriate to the individual but is also of the highest standard possible. Care is tailored to suit each individual's own personal needs whilst working closely with both residents and relatives."

## About the inspection

This was an unannounced inspection which took place on 8, 9 and 12 January 2026. The inspection was carried out by one inspector 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 seven people using the service and three of their family/friends
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting healthcare professionals
- reviewed 19 questionnaires completed by people using the service, their relatives and staff.

## Key messages

- People experienced warm, compassionate, dignified care and support.
- Staff were described as 'friendly and obliging' and we were told that they 'really cared about people'. It was clear that people were respected and treated as individuals.
- 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 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.

We observed people engaged in a range of meaningful activities throughout the inspection. This included a quizzes, board games and a church service. Staff also took time to spend chatting to people on a one to one basis. We saw that all staff took time and contributed to enhancing people's day with conversation and interactions. One person told us "the activity programme is great and we are encouraged to attend whatever's going on".

People using the service told us, "I am very happy here", "it's perfect" and "it's like a family". Feedback from relatives was also very positive. One person told us, "this home is excellent, I couldn't ask for a better place for my parent to live. We know as a family she is being well cared for" and another said, "The care for my parent is fabulous. 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. Feedback from visiting healthcare professionals included; "the care is excellent, staff work in partnership with the surgery and are truly motivated to ensure the wellbeing of the people they care for is foremost. I can't fault the home".

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. Some comments we received about the environment included: "Gorgeous setting with lots of light. The home is warm and welcoming. Home from home, beautiful gardens, doesn't feel like a care home at all" and "the home is absolutely lovey, the garden is beautiful".

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](http://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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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