

Simeon Care for the Elderly Limited Care Home Service

Simeon House
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Bieldside
Aberdeen
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Telephone: 01224 862 415

Type of inspection:
Unannounced

Completed on:
26 January 2026

Service provided by:
Simeon Care For The Elderly Ltd

Service provider number:
SP2003000022

Service no:
CS2003000253

About the service

Simeon Care is a care home providing residential, nursing and dementia care for adults. The service is located in Bielside, to the west of Aberdeen.

The service is registered to provide care for up to 23 people. At the time of this inspection, 21 people were living at the service.

Accommodation is provided within a purpose-built building. People have their own ensuite bedrooms and access to shared dining and sitting rooms and other communal areas. The building is fully wheelchair accessible. The service also has enclosed garden areas that people can access.

About the inspection

This was an unannounced inspection which took place on 22 and 23 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:

- had contact with 15 people using the service and seven of their family and friends
- had contact with 16 staff and management
- had contact with four visiting professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People were treated with dignity and respect, which supported people to feel valued and comfortable in their home.
- People experienced meaningful choice and purpose in their day-to-day lives, which supported their wellbeing and sense of belonging.
- Staff were attentive and responsive, which ensured people experienced consistent, person-centred care.
- Systems to support people's health and wellbeing were well managed, which helped people experience improved comfort, nutrition and overall wellbeing.
- The environment was clean, homely and well maintained, supporting people's privacy and quality of life.

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 staff team?	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 service provided and how these supported positive outcomes for people. We therefore evaluated this key question as very good.

People were treated with dignity and respect. One person told us, "Everyone is kind to me," whilst another said, "Staff always take time to listen to me." Staff spoke to people in warm, familiar ways, took time to check comfort and understanding, and respected people's privacy as part of everyday practice. As a result, people felt valued and genuinely at ease in the home.

People were supported to get the most out of life. People chose how to spend their days and set their own pace. Some people enjoyed relaxing in their rooms, spending time in the lounges or sitting by the front entrance watching the world go by. The activity programme balanced small group sessions with meaningful one-to-one time, ensuring people who preferred quieter contact were included. Activities supported people's sense of belonging and purpose. A family member told us, "There's always something for my mum to enjoy, but she's never pushed to join in if she doesn't want to." Relatives told us they were welcomed and were sometimes invited to join activities, which strengthened family connections. People therefore experienced days that felt purposeful.

People were supported to take their medication as prescribed. Systems were well organised, with secure storage and accurate checks. Staff worked with health professionals to adjust treatment when people's wellbeing changed. Following a medication review, one person experienced reduced pain and became more alert and content, demonstrating a clear improvement in quality of life. Consequently, people benefited from medication that was regularly reviewed and tailored to their needs, supporting improved health and wellbeing.

Mealtimes supported people's physical wellbeing and social connection. Lunch was relaxed and sociable, and people appeared comfortable. Tables were laid thoughtfully, food was freshly prepared and served hot, and staff offered support discreetly and respectfully where needed. People were given choice, and fluids were readily available. Staff knew people's individual dietary needs and preferences well, and clear, up-to-date information in the kitchen supported safe meal preparation. One person commented, "The food is lovely and we all sit and chat together." People experienced mealtimes that supported their nutrition and sense of companionship.

People were supported to move and walk with confidence. Staff supported people to use mobility aids in ways that felt reassuring, taking time to walk alongside people and offer help when needed. People moved around the home at their own pace and appeared comfortable and settled. One person told us, "I go where I please." Falls were monitored and responded to appropriately, with oversight through incident recording and review. Support plans and assessments were updated when needs changed, and staff adjusted their approach to help people remain steady and confident. As a result, people felt supported and reassured when moving around their home.

People's personal plans reflected their individual needs and preferences. Plans were person-centred and actively used by staff to guide day-to-day support. Daily notes captured meaningful engagement, reflecting real experiences rather than task-based care. Staff knowledge and everyday practice were consistent with people's current needs, and professionals consistently described planning as responsive and person-centred. People therefore had confidence that their needs were understood.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of the service provided and how these supported positive outcomes for people. We therefore evaluated this key question as very good.

Staff were attentive to people's needs. Staff were visible in communal areas, noticed when people required support and responded promptly. Interactions were warm, respectful and unhurried, and people were not left waiting for assistance. Feedback from people and their relatives reflected this, with staff described as responsive and caring. As a result, people felt supported and confident that help was readily available when needed.

Staffing levels consistently met people's needs. Leaders regularly reviewed rotas to identify and address any gaps in staffing. Where additional support was required, a small and consistent group of agency staff was used, which supported familiarity and continuity of care. Enhanced oversight was in place, and staffing levels were increased and directed to where they were most needed, such as during periods of end-of-life care. Due to this, people experienced stable support from staff who understood them well.

Staff had a shared understanding of people's needs. Handovers between nurses were structured and clear, ensuring staff coming on shift understood the support people required. Staff working on the floor were able to confidently explain who required support, what was needed and why, demonstrating effective information flow across the team. This meant people experienced safe, coordinated care delivered by well-informed staff. However, some staff told us that the afternoon handover could be more difficult to attend due to competing demands at that time of day. Management was aware of this and had begun exploring solutions to ensure information continued to be shared consistently. These included standardising written handover information, reviewing the length and timing of handovers, and strengthening processes to ensure all staff received the most up-to-date information. We will follow this up at future inspections.

Staff were knowledgeable and skilled. They were appropriately trained for their roles and demonstrated a good understanding of people's individual needs. Training was ongoing and relevant, which supported staff confidence and competence in delivering care. Strong teamwork contributed to a calm, well-organised environment for people living in the service.

How good is our setting?**5 - Very Good**

We found significant strengths in aspects of the service provided and how these supported positive outcomes for people. We therefore evaluated this key question as very good.

People lived in a setting that felt homely, comfortable and respectful of their privacy and dignity. Bedrooms and ensuite bathrooms were clean, well maintained and personalised with people's own furniture, photographs and belongings, which helped people feel at home. Staff consistently knocked and checked consent before entering rooms, reinforcing respect for people's personal space. One person told us, "It really feels like home here." As a result, people felt comfortable, respected and secure in their personal living spaces.

People's independence and choice were supported by the layout of the home. People moved freely around the home, choosing where they preferred to spend time. Ground floor rooms had direct access to outdoor patio areas, which people used for fresh air and quiet moments. Others enjoyed sitting at the front entrance watching activity outside or spending time in shared spaces. Dedicated rooms, including a craft room and a private dining area, provided options for both social connection and privacy. As a result, people were able to live in ways that suited their preferences, routines and need for either companionship or quiet time.

The home was clean, odour-free and well maintained. Infection prevention and control practices were embedded in daily routines, and staff demonstrated good awareness of cleaning standards and when enhanced measures were required. This meant people lived in a safe, hygienic environment where risks to their health and wellbeing were well managed.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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