

Robert Allan House Care Home Service

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Type of inspection:
Unannounced

Completed on:
23 January 2026

Service provided by:
Avondale Care (Scotland) Limited

Service provider number:
SP2003002722

Service no:
CS2015340843

About the service

Robert Allan Unit is situated in the village of Lochore, on the border of the neighbouring village of Ballingry. The service benefits from its position close to a number of local amenities with good transport links. The unit can support a maximum of 48 adults with complex care needs and eight older adults. The unit was supporting 56 people at the time of inspection.

Accommodation is provided across two floors. Six rooms have access to their own small patio area and each area has a communal lounge and kitchen/dining area. A number of other rooms are available for small group activity. The service benefit from direct access to an attractive garden and secure grounds which are well utilised.

About the inspection

This was an unannounced inspection which took place on 19 and 20 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 one of their family members
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents
- received 27 responses to our care service questionnaire.

Key messages

People's wellbeing significantly benefitted from the care and support provided.

The environment was attractive, homely and maintained to a high standard.

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?	6 - Excellent
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?

6 - Excellent

We evaluated this key question as 'excellent', with performance that is sector-leading and consistently supports positive experiences and outcomes for people. Individuals using the service can expect their health and wellbeing to measurably benefit from the care and support they receive.

We found a service that demonstrated exceptionally high-quality performance across a wide range of activities. These extended beyond physical healthcare to include psychological support and social inclusion. A strong and stable leadership team, supported by a permanent and well-established staff group, gave us confidence that these high standards of care would be maintained over time.

Care and support were firmly grounded in current guidance, good practice standards, and professional expertise. A range of specialists contributed to staff training and provided advice on responding appropriately to people's individual and often complex care needs. Professional advice was sought regularly and proactively, particularly when people's presentations or needs changed. We saw evidence that a specialist was helping to create a plan of care for one individual who was presenting with new and challenging actions. This meant that staff could approach their care consistently and with the assurance that they were using proven strategies. Staff demonstrated a high level of knowledge and skill in managing complex care needs and were skilled at adapting their communication and approach to each individual.

People's health needs were considered holistically and extended beyond their immediate diagnoses. The service provided a responsive and proactive approach to medical needs, working in close partnership with the local medical practice, which delivered weekly in-home visits. Health needs were carefully monitored and overseen by the senior care and nursing team. A dedicated charge nurse provided additional leadership and clinical oversight, ensuring continuity of information sharing across teams and over time. This robust approach provided assurance that any concerns would be identified and addressed promptly. Relatives were confident that their loved ones were benefitting from their care and support. One relative said, 'They are as safe as can be and beautifully cared for'.

The service actively promoted positive risk-taking, encouraging people to regain skills and work towards aspirational goals. Staff shared multiple examples of individuals whose health had improved significantly as a result of the care provided. These included people who had regained sufficient strength and independence to return to their own homes or move into supported living within the community. Other individuals had regained mobility and verbal communication skills that had been lost for extended periods. This had significantly improved their lives and enabled them to participate in new opportunities. Relatives were able to reflect on the positive changes they had seen in their loved one. One said, 'They are putting on weight and looking a lot healthier'.

Staff demonstrated skill in identifying opportunities to promote overall wellbeing and worked closely with the activities team to address not only physical health, but also social and emotional needs. This was evident even when people presented with complex or longstanding conditions. One person had life-long struggles with self care and social interactions but now lived a full and active life, engaging daily with the activities and care teams. A positive, holistic approach to care was clearly embedded in the culture of the service.

People were fully supported to access and participate in their local community. One person told us, "I'm out all the time - to the stock cars, swimming, cafes and Starbucks." Individuals were encouraged to reflect on how they wanted to live their lives and were supported to take part in day-to-day activities, significant social events, trips, and holidays. The service was also adapting its internal environment in response to people's changing needs and wishes. Planned developments, including a gym and beauty spa, demonstrated responsiveness to feedback and meaningful engagement with the people who use the service.

Leadership and management within the service were excellent. Leaders worked effectively together to foster a supportive, positive, and open environment. Staff reported feeling confident that they could access nursing or management support at any time to discuss clinical concerns. Clinical oversight was very robust, and teams worked together to maintain excellent standards of care. One staff member commented, "We are the team that people want to come to." Staff expressed pride in their teamwork and confidence in one another's abilities.

Feedback from visiting professionals reflected the high quality of care. One professional commented via the care service questionnaire, "This is an excellent service." Others described staff as approachable, welcoming, and eager to learn, with one noting, "The staff I've encountered have all been approachable, friendly and seem happy for me to be there." Staff spoke positively about the value of these professional relationships and the impact they had on improving care outcomes. There was a clear commitment to continuous professional development, supported both by the service's dedicated in-house training officer and by visiting specialist professionals.

How good is our setting?

5 - Very Good

We evaluated this key question as 'very good', where performance demonstrates major strengths in supporting positive outcomes for people.

People should benefit from high quality facilities and live in an environment which is comfortable and homely. The service was well presented throughout, with clean and pleasant communal areas. People could choose to spend time in lounge and dining areas which were attractive and homely. The dinette areas were clean and clear of clutter, allowing people access to drinks and snacks throughout the day. Although accommodation is provided in five distinct areas of the building, it was evident that people could choose to spend time out-with their allocated area, in order to meet with friends, attend events or use the foyer areas.

The service had sought feedback from people in order to adapt and change the environment in response to their needs and wishes. A gym was being developed in order to support a number of people who had specific physical health and fitness goals. The activities team had provided pedometers to some people who were taking part in a step challenge. This encouraged movement around the home and garden, as well as encouragement to access the local area for walks. A beauty and spa room was being developed in order to provide pampering sessions and provide a location for relaxation and self-care. This provided a good example of how the service used the environment to enhance people's lives and provide a stepping stone to experiences out-with the service in the future.

The domestic team strived for high standards and were working throughout the service during the inspection. Some members had become involved in a project with the activity staff to encourage people to redecorate their bedrooms. We observed some bedrooms which had already been through this process, and saw that they were attractive and individual, with homely touches. All bedrooms and private bathrooms were clean and well presented, with high quality fixtures and fittings. One relative described the home as 'spotless'. Another said, 'There is a lovely cosy feel to the home, it always smells clean and fresh'.

The staff team were well trained in infection prevention and control. Observations of the use of PPE (personal protective equipment) during the inspection did not identify any issues. The training officer conducted regular spot checks and observations to ensure that standards of PPE use and infection prevention and control measures remained high.

The environment was well monitored via a regular audit and any issues or concerns were addressed promptly. A dedicated maintenance team were on hand to resolve domestic repairs, attend to redecoration and address all fire and safety checks. We found the service to be well maintained and in a very good state of repair throughout.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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