

Aaron House Care Home Care Home Service

Beeslack House
Edinburgh Road
Penicuik
EH26 0QF

Telephone: 01968 677095

Type of inspection:
Unannounced

Completed on:
7 February 2026

Service provided by:
Aurem Care (Aaron House) Limited

Service provider number:
SP2016012815

Service no:
CS2016351694

About the service

Aaron House Care Home is a care home for older people situated on the outskirts of Penicuik, approximately ten miles from Edinburgh city centre. The home is situated off the main road within its' own grounds and has private parking.

It is currently registered to provide a care service to a maximum of 66 older people. The provider is Aaron House Limited.

Accommodation for people is provided within Beeslack unit in the original Mansion House building and Errington and Cowan units in the extension, built in 2009. Accommodation in Beeslack unit is arranged over two floors. Errington and Cowan units are located within the ground floor extension.

About the inspection

This was an unannounced inspection which took place on 6 and 7 February 2026. 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 several people using the service and nine of their family/friends
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- reviewed 44 questionnaires completed by people using the service, their relatives and staff.

Key messages

- People experienced warm, compassionate, dignified care and support.
- Staff had access to regular learning and development opportunities.
- People were not rushed because there were sufficient staff available.
- Plans were in place to enhance the environment by redecorating the home and replacing the furniture.
- The manager was responsive to feedback and committed to making ongoing improvements within the service.

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?	4 - Good
How good is our staff team?	5 - Very Good
How good is our setting?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People living in the home and their families told us that they were much happier now with the care and support received. People commented "It's great here, everyone is very kind." Relatives spoken with told us, "The staff listen to me when I had ideas on my dad's care and wellbeing" and "My relatives needs have been excellently looked after by staff who are always helpful and caring. Their medical and personal care are in very good hands".

We saw that people were treated well, with dignity and respect. We observed many kind and caring interactions between staff and people living in the care home. Staff clearly knew people well and understood how best to support them.

On the days of inspection, the home's atmosphere was relaxed and care was well organised. People could spend time in communal areas or in the privacy of their own rooms, according to personal choice.

People experiencing care should expect to have access to healthy meals and snacks which meet their cultural and dietary needs and preferences. We saw that people had access to food and drinks being offered throughout the day. Kitchen staff were knowledgeable about people's preferences and aware of who needed special diets. People were generally complimentary about the food. One person told us; "The meals are nice; we get a choice and there's always plenty of food," whilst another commented "The food isn't great". The manager advised us the service are looking at menu planning, and this will be included in future meetings to ensure everyone has their say on what food will be on offer.

People were able to have an active life if they chose to and could participate in a range of opportunities. People also benefitted from having access to the care home garden areas and they enjoyed regular trips out organised by the service. We received feedback on a recent ice skating trip and people spoken with said they had a fantastic time.

People's health and wellbeing needs were reflected in care plans and subject to assessment and review by care staff. There was easy access to external health and social care professionals, such as GPs, the community mental health team, dentists, opticians, podiatrists and dieticians. Advice sought from external professionals included the management of people's stress and distress, where reviews of care and treatment had been provided, alongside training for staff. Overall, care plans contained sufficient and up to date information to guide staff practice. However, two plans did not accurately reflect the individuals' current care needs. These were updated, and the manager assured us that the planned introduction of the new electronic care planning system will help prevent similar issues in future.

Medication was generally well managed. Staff took their time when providing support with a person's medication. They read each person's specific instructions for their medication, properly recorded any medication given and followed the service's procedures 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.

How good is our staff team?

5 – Very Good

We identified significant strengths in the quality of care provided and the positive outcomes achieved for people. As a result, we evaluated this key question as very good.

The service used appropriate tools and a strong understanding of individuals' needs to determine suitable staffing levels and skill mix. This approach enabled the service to adapt effectively to changes in people's needs or circumstances. Staffing levels were sufficient, and staff had the right skills and knowledge to support people safely and competently. People and their relatives spoke highly of the staff, describing them as "excellent," "going above and beyond," and "fabulous and compassionate."

Staff told us they enjoyed their jobs and demonstrated that they understood their roles and responsibilities. One member of staff told us, "I love my job" and another commented, "We all look after each other". Staff felt supported by their colleagues and managers. Staff worked well together as a team and communicated well with each other. We heard from staff that they could summon additional assistance whenever required and that this would be responded to. All staff we spoke to were focussed on improving outcomes for the people they supported.

People received very good quality and responsive care because there was effective communication, good working relationships and a flexible staff team.

Staff were registered with the relevant regulatory bodies. Mandatory and specialist training ensured they maintained the skills and confidence required to meet people's needs. Regular staff meetings and supervision sessions further supported professional development and reflective practice.

Safe recruitment practices were in place. The provider followed national Safer Recruitment guidance, and the recruitment process was well organised, consistently applied, and subject to ongoing audit. Comprehensive policies ensured effective monitoring of staff's right to work in the UK and compliance with any restrictions. This gave people confidence that staff had been recruited safely and were working within regulated requirements, helping to protect them from harm and risk.

How good is our setting?

4 – Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The environment was clean, fresh-smelling, and tidy. The home had a good atmosphere and was comfortably warm. We saw that standards of cleanliness were good and there were effective infection prevention and control measures in place. This helped to reduce the risk of infection for people living in the home and visitors.

People benefited from various areas out with the main areas to enjoy a drink or snack, reading and relaxation. People living in the home have access to outdoor areas and gardens from various locations within the home. Garden areas were safe, accessible, well-kept and welcoming. When weather permitted, activities were held outside which enabled people to feel more connected to their local community.

We felt there was a lack of appropriate signage, specifically in the Beesdale Unit to guide people to their destination and orientate them to their surroundings. This is important to people; especially those with cognitive impairment and would promote independence. **An area for improvement is made.**

Returned questionnaires identified that several areas within the home were "tired and drab" and in need of redecoration. The manager agreed with this, and advised that redecoration and replacement of furniture has already been approved. Everyone living in the home including their relatives will be involved throughout the upgrading works to ensure their choices are taken account of.

Maintenance records showed that equipment and utilities had been serviced and checked within recommended timescales. We checked a sample of radiators and mattresses and found no issues. Maintenance issues were resolved quickly. Call systems were in working order and could be used by people to call for help if needed. We could be confident that people were living in a safe environment.

Staff carrying out housekeeping and cleaning duties were knowledgeable about infection prevention and control and the safe management of contaminated waste. Domestic staff were visible throughout the inspection.

Areas for improvement

1. In order to promote activity and independence for people living in the service, the provider should have appropriate signage around the home. The use of the King's Fund Environmental Assessment Tool and involving people/their representative in designing the environment is recommended to help ensure that best practice and people's needs and wishes are taken into account.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I can independently access the parts of the premises I use, and the environment has been designed to promote this.' (HSCS 5.11)

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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