

Bruach House Care Home Service

35 Seabank Road
Nairn
IV12 4EU

Telephone: 01667 455 988

Type of inspection:
Unannounced

Completed on:
7 January 2026

Service provided by:
Carolton Care Ltd

Service provider number:
SP2003907686

Service no:
CS2008168451

About the service

Bruach House provides residential care for up to 22 older adults and is situated in a quiet, residential area of Nairn. The care home is a Victorian building which has been tastefully extended, and has pleasant garden and outside areas which include raised beds and garden furniture. There are communal lounges and a dining room located on the ground floor.

There are 21 bedrooms across two floors, one bedroom has capacity for double occupancy. A stair lift is available to access the second floor. Seventeen bedrooms have en suite accessible showering facilities, two bedrooms have en suite bathing facilities, and two bedrooms have en suite toilet and wash basins. There is a large accessible shower available for communal use.

The provider is Carolton Care Ltd.

About the inspection

This was an unannounced inspection which took place between 5-7 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 10 people using the service and four of their relatives or representatives
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- The staff team was long standing, experienced, and stable.
- There was a warm and homely atmosphere in the service.
- People had access to a variety of activities throughout the week.
- Staff had built good relationships with people and their families and friends.
- People benefitted from an environment which was pleasant, clean, and very well maintained.

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 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 saw kind and caring interactions between staff and the people they support. Staff clearly knew people very well and had built positive professional relationships with them. Staff were attentive to people's needs and were able to provide comfort and reassurance effectively because of this.

Medication processes within the home were well managed, and regular audits identified any actions required. Where PRN ('as required') medication was prescribed, a clear protocol was in place for staff to follow, and the effectiveness of this was well documented.

Healthcare assessments and information was recorded and updated regularly, and where any concerns were noted prompt action was taken to ensure professional guidance or advice was sought as necessary. This meant people's health benefitted from responsive care, and receiving medical attention at the right time. Visiting health professionals were very confident in the service's ability to follow professional guidance and advice, and spoke positively of the staff's knowledge of the people they support and the quality of care they observed during visits.

Meals were prepared on site and the service was attentive to people's dietary preferences, with alternative dishes being offered to suit people's tastes. Some people were supported to assist with aspects of meal preparation and they enjoyed maintaining these skills and contributing to mealtimes.

The service had a well establish activities program run by an activities co-ordinator. People spoke fondly of the activities available to them, and how they felt these benefitted their mental and physical health.

People living at Bruach House told us:

"It's like a five star hotel, the food is excellent."

"They're lovely here, we're very lucky. The food is very good, and the care, that's most important."

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.

Bruach House had a warm and homely atmosphere, and had been tastefully decorated. Both communal areas, and bedrooms benefitted from lots of natural light, and several bedrooms had French doors providing direct access to the garden area.

People had been involved in choosing how to improve the environment, this included additions such as a fish tank and high raised planters outside to support people who enjoyed gardening to be able to continue this. Indoor facilities included indoor games tables, an interactive touchscreen tablet, and Wi-Fi connectivity throughout the building.

People's bedrooms were spacious and decorated to their tastes, people were encouraged to personalise their bedrooms and told us that staff were respectful of their personal possessions.

The environment was very clean and fresh. Routine maintenance was carried out promptly, and recent upgrades had been made to the building including a new commercial oven and sprinkler system to ensure facilities were kept modern and well-functioning.

The service has continued to evaluate how it could improve the environment, it had identified that new dining tables would provide more useable space for people in the dining area, and the service was in the process of upgrading these at the time of inspection. The service should continue to review and update environmental assessments such as the 'King's Fund Tool' regularly to ensure the environment continues to be adapted and improved in the future.

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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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