

Balhousie Rumbling Bridge Care Home Service

Crook of Devon
Kinross
KY13 0PX

Telephone: 01577 840 478

Type of inspection:
Unannounced

Completed on:
4 February 2026

Service provided by:
Advanced Specialist Care Limited

Service provider number:
SP2005007542

Service no:
CS2017358878

About the service

Balhousie Rumbling Bridge is a care home owned by the Balhousie Care Group. The home is situated in a rural location in Perth and Kinross. The care home provides accommodation for a maximum 22 older people and 19 adults with Huntington's Disease or other degenerative disease.

Accommodation is provided over two floors, and each bedroom has ensuite facilities. The two units, Devon and Lendrick, are connected by a single internal lift. Beautiful landscaped gardens are accessed by a secure patio area for people's use. There are adequate parking facilities.

The aims and objectives of the service are to create a caring environment based on respect, dignity, and provide a holistic approach to the care of people.

About the inspection

This was an unannounced inspection which took place on 3 and 4 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 seven people using the service and three of their family/friends
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- reviewed 26 questionnaires completed by people using the service, their relatives, staff and visiting professionals.

Key messages

- People experienced warm and compassionate care.
- Mealtimes were relaxed and staff supported people with dignity and kindness on a one-to-one basis where required.
- The care team had effective oversight of people's healthcare needs and were responsive to changing needs.
- Staff felt well supported, confident and competent in their roles.
- The detailed quality assurance system prompted a culture of continuous improvement.

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 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?

4 - Good

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

Care plans were detailed and person-centred, providing information that enabled staff to understand each individual's background, preferences, and support needs, including comprehensive end of life planning.

People benefited from consistent and proactive monitoring of their health needs, as staff used assessment tools, including body maps, effectively and promoted regular fluid intake to support overall wellbeing.

Risk was managed collaboratively and respectfully, with reviews carried out at appropriate intervals and with the relevant people present.

Where necessary, the home sought timely support from wider healthcare professionals, including Huntington's nurses, GPs, and occupational therapists, helping to ensure that people's needs were met safely and appropriately.

Medication was 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 benefited from access to nutritious, homemade meals that offered variety and choice, which contributed positively to their daily experience and overall wellbeing.

Although recruitment was underway to strengthen the activities provision, the current programme did not always provide meaningful engagement for everyone. Feedback from people highlighted that opportunities were limited at times, with one person telling us, "There's not much happening, everyone just sits and watches the television". This indicated that further development was needed to ensure people routinely experienced purposeful and individually relevant occupation.

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 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.

The home presented as clean, well maintained, and welcoming throughout. Effort had been made to create a homely environment by way of the décor, furnishings and pictures on the walls. People were encouraged to influence decisions about their environment, including décor and activity planning, supporting engagement and ownership. Some comments we received about the environment included: "I love my bedroom", "it's always fresh and clean" and "I love going out into the lovely garden".

Corridors and communal spaces were clear of obstructions, enabling safe mobility. Equipment to promote independence was readily available and subject to routine maintenance checks, providing assurance around safety and reliability. A variety of seating areas, quiet rooms, and larger communal spaces offered choice and supported privacy, independence, and social interaction.

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 the environment effectively supports peoples' health, wellbeing, and independence. The standard of maintenance, cleanliness, and safety oversight provides strong assurance of a well managed and person centred service environment.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider should ensure staff are sufficiently trained so that they have clear understanding about their role and responsibilities to meet people's individual continence care needs, which should include any measures that are appropriate to minimise the risk of incontinence.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

This area for improvement was made on 28 October 2024.

Action taken since then

Staff had completed the required continence care training and demonstrated a clear understanding of their roles and responsibilities. The provider had also put in place appropriate arrangements to support staff in maintaining and further developing their competence.

This area for improvement has been met.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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