

5 Slains Crescent Care Home Service

5 Slains Crescent
Ellon
AB41 9GZ

Telephone: 01358 721 467

Type of inspection:
Announced (short notice)

Completed on:
18 December 2025

Service provided by:
Inspire (Partnership Through Life) Ltd

Service provider number:
SP2003000031

Service no:
CS2003016390

About the service

5 Slains Crescent is a care home supporting adults with learning disabilities, situated in a residential area of Ellon and is well served by local shops, community services, and public transport links.

The service is a bungalow for a maximum of four adults. It comprises of a shared bathroom, a communal lounge, and kitchen diner. The service benefits from a large, enclosed garden with a greenhouse.

At the time of inspection four people were living at the service.

About the inspection

This was an announced inspection which took place on 15 December 2025. 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 three people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Prior to the inspection we asked the service to send out questionnaires to stakeholders. We received four completed questionnaires from the people who use the service.

Key messages

- People appeared very relaxed and comfortable in the home.
- It was clear that positive relationships had formed with staff and this contributed to many meaningful chats.
- People were supported to lead varied and active lives with person specific activities planners in place.
- Mealtimes were relaxed and sociable.
- Care plans needed to be more consistent in the levels of detail they contained.
- People's medications were managed safely and where appropriate people were supported to manage their own medications.
- People's bedrooms had been personalised to a very good standard.
- There needed to be some improvements to the cleanliness of the kitchen and bathroom.
- Improvements are needed to the storage and accessibility of cleaning chemicals.

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?	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?

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.

People appeared very settled and comfortable in their home. There was a relaxed and social feel and people had freedom to choose where they spent time and what they did. Staff had created a home life that encouraged people to live well.

Staff knew people very well. They knew people's likes, preferences and histories. This resulted in many meaningful conversations taking place that fully engaged people. It was clear positive relationships had formed with staff.

People had a detailed activities planner in place. These were person specific and focused on their specific preferences. This meant that people's days were full and meaningful. Physical activity was included in the activity plans. One person frequently attended a local walking group. This encouraged them to remain active, healthy and because of the different people in the group, had expanded their social circle. Staff also went above and beyond in supporting people with very special trips. One person was attending a music concert overseas. This was robustly organised, planned and risk assessed in order to ensure that this person experienced a wonderful experience that would create long lasting memories.

Mealtimes were relaxed and sociable. There was a homely and family feel to the kitchen and dining area. Staff had good awareness of people's dietary requirements, and this meant that meal planning took into consideration preferences and any changes to types of diets people had.

People's care notes, assessments and supporting documents were all electronically held. The plans we reviewed were inconsistent in their detail. Care plans for changes to health or which identified clear instructions from healthcare professionals were very detailed. These were clear and would ensure that there was consistency in the care and support to meet this need. However, other plans lacked detail and needed to be developed. For example, in the entertainment plan identifies the person likes watching films, and television, however, there was no further information on the types of films or programmes. Managers were aware of the need to develop the plans and we will follow up progress in this at our next inspection.

People were supported to receive input from health professionals when it was needed. If care and support or treatment was changed following this input, the care plans were updated and all staff were aware. This meant that people received the care and support they needed to help them keep well.

People's medications were managed well. There was good awareness of people's ability to manage their own medication and when support from staff was needed. Medications were stored safely and there was good oversight. This helped pick up any errors promptly. Medications counts were daily, however, staff should not continue to count medications in blister packaging. These packs are premade up in pharmacy and this means that staff cannot identify the specific tablets in each blister.

The service had a very good contingency plan in place. Staff from other services in the area had worked shifts in the home and this meant that in the event of an adverse event, if these staff were needed to help support people, the staff were familiar and knew the care and support needs of people. This would

minimise the impact of adverse events on people's day to day lives and ensure continuity of the same levels of care and support.

How good is our setting?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

The home was generally clean, tidy and odour free. However, in the kitchen and bathroom, there needed to be improvements to the standards of cleanliness.

The lounge was comfortable and homely. Art works made by people were hung on the walls and this reminded people of their creativity and showed that people decided on the home decor. There was sufficient seating and items were readily available to help people pass their time. People used this room freely and would stop for a chat with their friend or with staff. The relaxed homely feel in the lounge helped people to fully utilise this room.

The kitchen had a domestic feel. The kitchen surfaces were very cluttered, and this made the cleaning of these difficult. The counter tops were sticky and needed improved cleaning. Spillages on cupboard doors had not been cleaned up and some cupboards were so full of items, that cleaning the shelves would be difficult. Staff should declutter the kitchen and ensure that all surfaces, cupboards and areas are cleaned to a good standard. This will ensure that the kitchen that people access and use for meal preparation is hygienic.

The shared bathroom was well laid out and there was sufficient space to enable staff to support people when bathing. White goods were clean, however, better cleaning of the floor and skirting board needed to take place. There was a build-up of debris on skirting boards and at edge of flooring. This is a harbour for bacteria and could be a risk to people's health.

Managers responded positively to our feedback about the specific areas of the home that needed improved cleanliness. We will follow up at our next inspection if the improvements have been consistently embedded.

One person took pleasure in inviting us into their bedroom. They were proud of the paint colours they had chosen and the soft furnishings. These were their favourite colour. The bedroom was personalised to a very good standard and was full of items that were very important to this person. We noted that these items were all within reach and accessible. Staff had supported people to create very homely, comfortable and familiar bedrooms that brought pleasure and reassurance to people's lives.

The storage of chemicals needed to improve. These were stored in an unlocked cupboard in the kitchen and could be easily accessed by people. There appeared to be an abundance of chemicals with no clear stock control. This resulted in many of the same chemicals being available. Some of these were in undiluted form and would be very harmful if they were ingested or came into contact with people's skin. We asked managers to address this concern during our inspection, and they took the necessary action to secure the cupboard. However, there needs to be ongoing oversight of the stock control of chemicals, the types of cleaning chemicals routinely used and how these are secure. This is to keep people safe from harm from accessing cleaning chemicals. (See area for improvement 1.)

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Areas for improvement

1. Improvements should be made to how cleaning chemicals are stored and made available. This is in order to minimising the risk of people accessing these chemicals and the potential to cause harm and injury.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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