

## Craighead Care Home Care Home Service

Norwood  
Newport-On-Tay  
DD6 8DW

Telephone: 01382 543 455

**Type of inspection:**  
Unannounced

**Completed on:**  
5 February 2026

**Service provided by:**  
Craighead Care Limited

**Service provider number:**  
SP2020013470

**Service no:**  
CS2020378965

## About the service

Craighead Care Home was registered on 27 August 2020. The service is provided by Craighead Care Limited a part of Care Concern/Belsize. The home is registered to provide a care service to a maximum of 54 older people and two adults with a learning disability.

The home is situated in a quiet residential area of Newport-on-Tay on the south bank of the River Tay. It is a large property with three floors. The ground floor accommodates the service and staffing areas, with resident accommodation on the first and second floors. The 56 bedrooms are single occupancy with toilet and sink ensuite facilities. At the time of our inspection, 56 people were living in the home.

## About the inspection

This was an unannounced inspection which took place on 3 & 4 February 2026 and between 9:00 - 19:00. The inspection was carried out by 2 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 7 people using the service and 12 of their family and received 25 questionnaires prior to our inspection
- carried out observations to gather experiences for those less able to share their views
- spoke with 22 staff and management and received 17 questionnaires prior to our inspection
- observed practice and daily life
- reviewed documents
- spoke with 2 visiting professionals and received 13 questionnaires prior to our inspection

## Key messages

- People enjoyed very good care and support.
- Staff were knowledgeable, caring, respectful and held in high regard.
- Very good staffing, teamwork and management and leadership, supported high standards and improvements.
- The home was very well presented, clean and well maintained
- Relatives felt welcomed, supported and involved.

## 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 all aspects of the care provided and that these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were supported by staff who clearly knew them well. We observed kind and respectful interactions between staff and people living there. This was confirmed by relatives who consistently said that "All Staff do a great job" other comments included "The staff are incredible. Well trained, patient, kind and caring. Very alert to the needs of all residents Care and support is proactive but administered in a seamless and sensitive way".

The home was warm, homely and welcoming. We saw frequently touched surfaces being cleaned throughout the day and the environment was fresh and clean. We could be confident that the risk of infection was being reduced and people were kept safe. Laundry was frequently described as, "great". Relatives confirmed that the home was always clean and free from unpleasant smells. Their comments included "The home is very well maintained and kept clean. Issues that invariably arise are addressed speedily and without any fuss. Maintenance staff and cleaners are lovely to the residents" We found staff were clear about their responsibilities associated with their specific role, including food hygiene and Personal Protective Equipment (PPE). They highlighted that this month there was a focus on Infection Prevention Control (IPC). We found there was good housekeeping and infection prevention control measures, all of which meant people could be kept safe.

Mealtimes were a social occasion with fresh home cooked meals being provided. We saw people being offered choice with their meals and alternatives sought if necessary. For people who required support this was done in a discreet manner. We felt confident that people's dietary needs were being met. We were told the food was good and we witnessed special family occasions being celebrated. Staff interactions with people were respectful and patient. It was good to see mealtimes contributed to people's social and psychological wellbeing. Comments from people included "I am very happy here. I like it the way it is. And I like the food here, all are helpful. And all are caring and helpful. I like them."

Medication was very well managed, with clear systems in place to ensure that people received the correct medication as prescribed. We observed safe storage and administration. Staff clearly knew how to support people and any special arrangements were clearly set out within records. As a result we could be confident that people benefitted from prescribed treatments.

People had access to different professionals, relating to their health needs. Staff had good links with local health professionals and liaised with them promptly when health concerns were identified. This meant people's overall health and wellbeing could be supported. One visiting professional described Craighead as supporting very good healthcare for the people living here. Comments included "The support supplied is as individual as the resident." and "Communication is good and there are no concerns currently about the standard of care provided." We were told that staff communicated effectively and were well informed/ prepared for their visits. Families described how their loved one's health and wellbeing had improved when they moved in. Comments included, "The team keeps me up to date on any issues or incidents, They listen to and act on any concerns I raise re my relative's health or needs. They are proactive at getting the GP to review these and always update me after any doctors visits, vaccines etc. My relative had a chest infection recently and the team managed their care wonderfully."

Support plans were detailed and held up to date relevant information, including how people liked staff to support them. This helped to maintain an individual's independence and identity. We saw that they were reviewed regularly and that people and families were involved in this process. This meant staff had access to the correct information to support individualised care and could deliver care that met people's assessed needs and wishes. Relatives told us they felt involved and that communication was very good. Comments included, "...I know that I am involved in my loved ones care and welfare by the staff, who do a great job." They also confirmed appropriate involvement relating to any legal powers held.

We found the provision of activities and ensuring a meaningful day for each individual was integral to how care and support was planned and delivered. Planned activities were facilitated and there was a recognition of the value in one-to-one time spent with people who may not easily engage with others. Relatives held the activities coordinators and all staff regardless of role, in high regard and described the reassurance they gained when they shared photographs of events they may not have seen themselves. Comments included, "I like doing arts and crafts making things. they support me to do that and I enjoy it." and "There is a very extensive activities programme which is designed to provide something for everyone. My relative particularly enjoys the twice (and soon to be more frequent) weekly exercise sessions. These are well structured and it's amazing what folks are able to achieve in these. Even small achievements are celebrated. There are music sessions every week which get feet tapping and on occasion lead to singing and dancing too!".

The management team carried out a range of audits and checks, including medication, direct observations of staff practice and incidents. These were carried out regularly with findings informing areas such as, falls risk assessments and maintaining skin integrity. This meant a reduction in the risk of future harm to people. Relatives described staffing and management as, "very good" commenting about the reassurance they felt from the level of experience and continuity within the team. No one had any concerns regarding the quality of care and support but confirmed they would not hesitate to raise any issues should they arise.

Throughout our inspection we were struck by the commitment from all staff and leaders to provide high quality compassionate care. Staff had a sense of pride in their job and this drove good experiences for people every day. We were confident that staff worked with people in a person-centred way. This meant they recognised each person as an individual and care was planned with this knowledge in mind. One person said "...The braw staff help me lead my life on my own terms and assist me when needed..."

## How good is our setting?

## 5 - Very Good

We found significant strengths in all aspects of the care provided and that these supported positive outcomes for people, therefore we evaluated this key question as very good.

Craighead provided very good facilities. People benefitted from a comfortable, welcoming environment with plenty of natural light and space. The home was clean, tidy and well looked after, with no evidence of intrusive noise or smells.

The home had a relaxed, welcoming atmosphere. People had a choice of where they wanted to spend their time. Some people enjoyed company in sitting areas, whilst others preferred to be in their own rooms. There was open visiting and pleasant areas for families to spend time out with their loved one's bedroom if they wish. Families and residents spoke positively about the cleanliness and welcoming atmosphere which had been created in Craighead. One family told us "Beautiful care home and the manager always makes such a massive effort to celebrate occasions and their staff members. My relatives room is always clean and tidy

with homely touches. The lounge always has music or tv on which is lovely." This supported people living in the home to have positive visiting experiences.

We found the home to be clean and uncluttered. People told us that they were encouraged to personalise their rooms. The focus on provision of meaningful activity was evident throughout the home which created a very appealing setting. Communal areas within the home were clean, tidy and free from clutter, which ensured that cleaning tasks could be carried out effectively. Equipment was maintained well, with safety checks being carried out at planned intervals. This helped to ensure people were safe and enjoyed a pleasant home environment.

All staff recognised the importance of the home being part of the local community. Activity staff had worked hard to develop links and relationships with local groups. This supported people to spend time away from the home and develop new friendships and connections.

Staff were clear about their responsibilities associated with their specific role, including food hygiene and Personal Protective Equipment (PPE). We found safe management of laundry, including bedding. All of which meant people could be kept safe.

## 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

To ensure people experience care which supports their health and well-being, the provider should ensure individual personal plans and care records, at a minimum:

- a. are person centred and reflective of people's choices and preferences
- b. fully reflect current support and safeguarding strategies
- c. are fully evaluated to inform people's care.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which states that:

"My personal plan (sometimes referred to as a care plan) is rights for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

**This area for improvement was made on 17 April 2024.**

#### Action taken since then

We found individual personal plans and care records were well presented, complete and well written.

Records were person centred and reflective of people's choices and preferences. They provided staff with guidance regarding people's current support and safeguarding strategies.

Records were up to date regarding reviews. Reviews included an evaluation of the effectiveness of care and support delivered.

As a result, care records could be used to inform people's care and support people's health and wellbeing.

**This Area for Improvement was met.**

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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