

16 Auchmore Road Care Home Service

Ellon
Ellon
AB41 9QG

Telephone: 01358 723 138

Type of inspection:
Unannounced

Completed on:
26 January 2026

Service provided by:
Inspire (Partnership Through Life) Ltd

Service provider number:
SP2003000031

Service no:
CS2003000314

About the service

16 Auchmore Road is a small care home providing 24-hour care and support for a maximum of three adults living with learning disabilities. The home is a bungalow situated in a residential area of Ellon close to local amenities.

The service provides accommodation over one floor with three single bedrooms, one of which has an ensuite shower room. There is a large sitting room and open-plan kitchen/dining room. There is a garden with wheelchair access to the front of the home and a garden to the rear with access to a patio area.

About the inspection

This was an unannounced inspection which took place on 20 and 21 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 three people using the service and two of their relatives
- Spoke with four staff and management
- Observed practice and daily life
- Reviewed documents.

Key messages

- People were happy and enjoyed living at 16 Auchmore Road.
- There were respectful, kind relationships between people and staff.
- People were able to be as independent as possible.
- The home was clean and welcoming.
- The communal bathroom should be reassessed to ensure it remains suitable for people's needs.

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 were happy and content with the care and support they received. The service demonstrated a person-led approach with staff working with people to ensure their support was reflective of people's wishes. Families told us that care and support was very good, and one family member said, "we have no worries" and another told us they were "extremely happy with the service." As a result, people were respected and treated with dignity.

People were supported to lead lives reflecting their likes and interests. People were able to enjoy a range of activities, including volunteering at a local charity shop, hip hop, and swimming. People were able to make and maintain friendships outside of the service. The service actively encouraged involvement in household tasks, such as menu planning, cleaning, and washing up. This meant people felt included both at home and within the community.

When people's needs changed, staff adapted support promptly. Appropriate referrals were made to professionals, for example, GP and occupational therapy. People's care plans were updated with the health professionals' advice. Staff strongly advocated for people to ensure they received a timely response to any health concerns. Medication systems were well managed with very few errors. As and when medication protocols were in place, the outcome of this medication was documented. This meant people could be assured their health needs were being met.

People had an individual care plan which gave a very good sense of people. Risk assessments were in place, for example where people require an altered diet. Positive behaviour support plans were detailed, outlining triggers and strategies for personalised support. People and their families were involved in reviews and their wishes considered. As a result, people benefited from a care plan which was personal to them.

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 service was clean and tidy throughout. The communal areas were homely with people being able to display personal photographs and have their own furniture, for example chairs. People had their own rooms, which were personalised reflecting their interests. One room was ensuite and there was a separate shared bathroom. This meant people had a comfortable, warm environment. As people's needs change, the provider should assess whether the shared bathroom continues to meet people's needs (see area for improvement 1).

Maintenance records were up to date, for example water temperatures and legionella checks. The service, including people undertook regular fire drills. This meant people were being kept safe.

There is a large back garden with a greenhouse and patio area. People were able to access the garden independently if they wished. The provider may wish to consider creating more usable space due to the heavily banked lawn.

Areas for improvement

1. To support people's wellbeing and pleasant living environment, the service should ensure the communal bathroom is re-assessed to ensure it remains suitable as people's needs change.

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

'I experience an environment that is well looked after cleaning, tidy and well-maintained premises, furnishings, and equipment' (HSCS 5.24).

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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