

Balcarres Care Home Service

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Type of inspection:
Unannounced

Completed on:
29 January 2026

Service provided by:
HC-One No. 1 Limited

Service provider number:
SP2016012770

Service no:
CS2016349809

About the service

Balcarres is a care home for older people situated in a residential area of Broughty Ferry, close to local transport links, shops and community services. The service provides residential care for up to 35 people.

The service provides accommodation over two floors in single bedrooms, each with en-suite facilities. There are two sitting rooms and one dining room. There is a large, accessible, well-tended garden with a number of summer houses that are used creatively for several purposes.

About the inspection

This was an unannounced inspection, which took place on 27 and 28 February 2026 in the service, and continued virtually on 29 February 2026. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations we:

- reviewed questionnaires submitted by the service and stakeholders
- spoke with 11 people using the service, and seven of their families
- spoke with 10 staff and management
- spoke with one visiting professional
- observed practice and daily life
- reviewed documents.

Key messages

- There were warm and caring interactions between staff and people being supported.
- People experienced very good support that met their needs and wishes.
- Staff were visible and supported a range of meaningful activities, conversations and meaningful connections for people were very important.
- Leaders were highly knowledgeable about all aspects of service delivery.
- The care home was cleaned to a high standard.
- Management of medication audits could be improved.

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 staff team?	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 made an evaluation of very good for this key question. Performance demonstrated significant strengths in supporting outcomes for people. There were few areas for improvement.

The home was warm and welcoming, with a pleasant, relaxed atmosphere. Staff were kind and caring and knew people well. We were told, "I am happy here," "they treat my mum like she really matters," and "what they do for my parents is beyond a care home remit". As a result, people were being looked after with dignity and respect, in a nurturing environment.

Staff engaged with people in a manner that was supportive, working at each individual's pace and offering gentle encouragement. This meant that people did not feel rushed when carrying out tasks, leading to people remaining independent as long as possible. People were encouraged to take positive risks alongside this approach, which meant they retained a higher level of control over their own decisions, and continued to experience meaningful activities and interactions daily.

Staff supported people to get the most out of their day. People were able to choose from a wide range of activities in and out of the home environment, both as individuals, or part of a larger group. There was evidence of good links within the local community. People told us, "I enjoy the daily chat that is produced every day." "I got to a choir and church every week" and "my mum is always up to something."

People's health and wellbeing benefited from their care and support. Comprehensive, regular health assessments were in place, which provided effective oversight of people's health care needs. Information was monitored regularly, and we saw that appropriate referrals had been made to other health professionals, if required, and that their advice and guidance was reflected in relevant care plans. Good communication within the staff team meant people were kept up-to-date about people's changing needs. The service had good links with medical and allied health professionals, and was responsive to people's changing needs. People told us, "The community team supported my mum's recent infection, it is down to the team here that she recovered."

The service used an electronic Medication Administration Record (MAR). We looked at a sample of people's MARs and established that staff had given the correct medication to people at the stated times. During the inspection, a medication audit was undertaken and a number of inaccuracies were found. The provider immediately rectified the errors, made immediate changes to their oversight of medication procedures. We were confident that robust systems are now in place for the safe management and administration of medication.

People benefited from a varied and well-balanced diet. There was a very good selection of meals, snacks and drinks which reflected people's dietary needs and preferences. The provider ensured that people enjoyed their mealtime experience. People could choose to eat in a formal setting, or in the privacy of their room. The provider had introduced two meal sittings which meant staff supported people to eat and drink, where necessary. One professional told us the change had had a positive impact for people living in the service, who had advised the professional that this meant a better mealtime experience for them.

Overall, people were getting the most out of life and experiencing very good care on a day-to-day basis. Where improvements could be made, we found staff and managers open to looking how they could make things better.

How good is our staff team?**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. There were few areas for improvement.

People who lived in the care home benefited from a warm atmosphere, because there were good working relationships between staff. Staff were clear about their roles and responsibilities and were flexible, working well as a team. Staff told us, "I think all the staff are like a big family, everyone works together really well." Staff told us they felt well-supported, and that there were good relationships within the team and with managers. This helped to ensure people's needs were being met.

There was a robust handover system and communication was good. This supported staff to have the right information to care for people safely and effectively.

Staffing arrangements were informed by regular assessments of people's support needs. This had been regularly reviewed and updated. Staffing was observed to be consistent each week.

The service followed safer recruitment guidance. This helped keep people safe. We observed that ongoing checks were being made of the Scottish Social Services Council (SSSC) register to ensure worker registration. There was however, one occasion when these checks were not effective. The provider resolved this issue when we were on site, and we were assured that future checks would highlight and resolve any non-compliance issues.

Management had good oversight of training, and compliance was at an acceptable level. Staff benefited from a range of training, such as moving and handling, first aid and Infection Prevention and Control (IPC). Staff told us they had the right training to give them the skills for their role. Staff who were keen to develop their skills further were given opportunities to learn and develop in their roles. This included specific skills training in diabetes care, catheter care and safer people handling. All training was regularly assessed by managers, to ensure the staff team were able to put their learning into practice. People could be reassured that they were being cared for by staff with the necessary skills and competence.

Staff reported feeling supported in their role. Systems were in place to support staff development which included supervision sessions, appraisals and team meetings. This helped ensure a competent and confident workforce. We observed that management oversight of supervisions was not kept up-to-date, the provider must ensure that these documents are updated to match supervision records.

Staffing arrangements allowed for more than basic care needs being met. We saw that staff spent time with people having lively and supportive conversations, as well as enjoying a range of activities. This included ancillary and clerical staff, who made every moment count with time taken to chat with people whilst cleaning their rooms, or passing through an area where people were relaxing. This demonstrated how the entire staff team contributed to people's care and support.

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. There were few areas for improvement.

People benefited from a warm, comfortable and welcoming environment with plenty of fresh air and light. While the service was busy and there were activities happening, there was a relaxed atmosphere and people told us that they were happy with their home. People were able to help themselves to drinks and snacks, as they would in their own home.

People's bedrooms were clean and well-maintained, people told us "the place is immaculate always." People were able to personalise their bedrooms as they wished, and could access all areas of the care home including well-tended outdoor garden spaces.

Infection prevention and control was being well-managed, and staff were following national guidance. Housekeeping staff performed at a high standard, keeping all areas of the home fresh and clean, and quality assurance processes monitored performance of staff to ensure compliance. As a result, the risk of infection and cross-infection was reduced.

The laundry was well-organised and had separate areas for soiled and clean clothing. We observed that a hand-washing sink had been recently moved in the dirty laundry next to the sluice sink. The provider should ensure that best practice guidance is followed, to ensure minimisation of the risk of infection and cross-infection is reduced.

Accident and incident records, safety checks, maintenance records and equipment checks were completed, and people could be assured that their living environment was safe and secure.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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