

Kippen House Care Home Care Home Service

Muckhart Road
Dunning
Perth
PH2 0RA

Telephone: 01764 684 571

Type of inspection:
Unannounced

Completed on:
28 January 2026

Service provided by:
St Philips Care Limited

Service provider number:
SP2003003516

Service no:
CS2005113920

About the service

Kippen House Care Home is registered to provide a 24 hour care service to adults with mental health difficulties. It is owned and managed by St Phillips Care Limited.

Kippen House is a large detached property set in a rural area outside the village of Dunning and can accommodate up to 19 adults.

About the inspection

This was an unannounced inspection which took place on 27 and 28 January 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 three people using the service and two of their family and representatives.
- Spoke with four staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with visiting professionals.

Key messages

- People experienced warm, person centred care.
- The service consistently adapted to people's changing needs.
- The service demonstrated a clear commitment to enhancing the environment.
- Staff had very good relationships with those they supported, and with their relatives.

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?	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.

There was a relaxed atmosphere in Kippen House. Careful consideration was given to what was important for a person. A person-centred approach was in place and people felt respected. Some comments from people were: "I feel like part of the team, it's a nice place to live."

We observed people being treated with dignity and respect. There were warm interactions between people and staff who appeared to know them well. We observed staff taking their time to speak to people and engaging in one-to-one support. Staff demonstrated a good level of knowledge about each person's individual needs and preferences, and how these should be met.

People told us that they enjoyed the food which was freshly made with plenty of choice available to suit various dietary requirements. People always had access to fluids and could access snacks within the kitchen and dining area of the home.

The service was alert to what could pose a risk to a person, how their health was and any significant changes for them. When needed, discussions would happen with the person and relevant others, including family and other health and social care professionals.

The service was responsive and keen to make sure people were getting the right care and support. People's care and support plans were regularly reviewed and updated as necessary. People were supported to keep safe and well.

Within people's own care and support folders, many key health and wellbeing matters were covered. The format helped make sure the service had assessed and planned for all of people's main health and wellbeing needs and wishes. The information provided guidance for staff to follow. People could have confidence that staff had the right information to meet their individual needs and wishes.

There was recognition of people's abilities and independence with people doing what they could for themselves. People had their own routines and preferences, and these were understood and respected.

The home benefited from a dedicated Activities Co-ordinator who provided a varied programme, including yoga, Tai Chi, arts and crafts, and community outings. Access to several cars further enabled people to participate in local activities, supporting their wellbeing and reducing social isolation.

Medication was well managed. Staff took their time when providing support with a person's medication. 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.

Joint meetings with staff and people using the service happened regularly. This assured us that people using the service were consistently involved in the development and improvement of the service.

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.

The service used tools and their knowledge of people to determine the correct numbers of staff and skills mix required to support people. This assessment method allowed the service to respond to unforeseen changes in people's needs or circumstances. The service demonstrated they had sufficient staffing levels with the right mix of skills, and this meant people could be confident that they would be safely supported by staff who were competent and who had a good knowledge of their needs. People told us, "I've got nothing but praise for them. The staff really go above and beyond".

Staff were registered with the appropriate regulatory body. Mandatory training and further training relating to the specific needs of people using the service meant that staff were confident and regularly refreshed their knowledge to support people effectively. Regular staff meetings and supervisions gave staff further opportunity to discuss their practice and professional development.

Staff were being recruited safely. The provider followed national Safer Recruitment guidance. The process of recruitment was well organised and documented so that all the elements of the procedure were followed consistently and audited on an ongoing basis. Detailed policies and processes were in place to ensure that they fully monitor and comply with any restrictions placed on staff as part of their right to work in the UK. This meant people using the service could be confident that staff had been recruited safely and were working within their requirements, whilst keeping them safe from harm and risks.

How good is our setting?**4 - Good**

We assessed that the care home setting offered good quality to people living in the service. While there were some areas of improvement, there were a number of strengths which had a positive impact on people's experiences and outcomes.

Kippen House is a large building set in its own large grounds outside a rural village. People could use an appropriate mix of private and communal areas, including accessible outdoor space because the premises enabled this. The location environment both inside and outside offered space and was peaceful and calm.

However, the remote location presented limitations. Some people required support to access local community services and amenities, and this could make spontaneous or independent outings more challenging.

The environment was clean, fresh-smelling, and tidy. The home had a good atmosphere, was comfortably warm and noise levels were low. We saw that standards of cleanliness were good and there were effective infection prevention and control measures in place. This helped to reduce the risk of infection for people living in the home and visitors.

The main lounge is light, bright, spacious and comfortably decorated. There is plenty of comfortable seating for people to relax and feel at home. Bedrooms are spacious and comfortable meaning people can comfortably choose to spend time alone if they want to. The home is laid out and organised so that people can experience small group living, with people having their own laundry facilities. The gardens were large, with a summer house people could sit in and a barbecue area that was well used during warmer weather.

Refurbishment of the home was currently being undertaken, the downstairs bathroom and shower room have been completely upgraded and are now bright, spacious areas for people's use. Further work had been undertaken on redecoration of corridors and replacement flooring had been laid in some areas. Work still had to be completed on upgrading existing ensembles and adding ensembles to the bedrooms that didn't have these facilities.

The service had an environmental plan in place and will continue with renovations. People could feel confident the provider recognised the importance of ongoing improvement to the environment.

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.

People spoken with confirmed they were happy with their bedrooms and were fully involved in discussions about the improvements that were taking place. This reflected a positive, person centred approach to environmental development.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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