

Wade Centre (Care Home) Care Home Service

Spey Street
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Telephone: 01540 661 863

Type of inspection:
Unannounced

Completed on:
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Service provided by:
NHS Highland

Service provider number:
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Service no:
CS2012307290

About the service

The Wade Centre (Care Home) is registered to provide a care service to a maximum of 11 older people. A maximum of two of these places may be used for respite care.

The Wade Centre (Care Home) is a single storey, purpose-built care home. There is a communal sitting area and some smaller, more private spaces residents can use. There is an attractive garden that is easily accessible to residents. The bedrooms are en-suite and have doors leading out to patio areas. The service is situated in a quiet residential area of Kingussie. It has easy access to a range of nearby community resources and facilities.

About the inspection

This was an unannounced inspection, which took place between 28 and 30 January 2026. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for this 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 all the people using the service, three relatives and one health professional;
- spoke with a number staff and management;
- observed practice and daily life; and
- reviewed documents.

Key messages

People's care needs continued to be met to a very high standard by a professional and caring staff team.

There was strong partnership working.

The leadership team was professional and responsive to feedback.

There needed to be better oversight to ensure the environment was maintained to a high standard.

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 have evaluated the service as very good for this key question. This applies to performance that demonstrates major strengths in supporting positive outcomes for people.

People were very happy living in the Wade Centre. They found staff approachable and caring. They had built trusting relationships with staff and felt safe. They told us:

"It is lovely and friendly, the staff are kind and I cannot think of anything to improve. It is like one big family."

"The staff are very good, no complaints, I can be my own person here, as staff respect me."

"I like it here, some of the staff have a great sense of humour, I feel very relaxed here and my wife visits daily."

Promoting people's health and wellbeing continued to be a major strength of the service. The core staff team were experienced, skilled, and quick to respond to any changes in people's health. This meant people's healthcare needs were managed very well.

Families felt reassured that their loved ones were well cared for. They described staff as "welcoming, attentive, and good at keeping them informed about any changes in health needs". They told us:

"My relative loves it here, she calls it her home. We can visit whenever we like and there is good communication. Staff take time to understand my mum's communication needs."

"It is like a family here, which is very reassuring for us. My relative has a laugh with staff and she is safe here and well looked after."

Healthcare assessments and screening tools were updated regularly. This meant people's wellbeing was checked often, and staff could quickly spot when someone needed advice or a referral to another professional. Visiting professionals gave very positive feedback. They said staff were "knowledgeable, professional and caring". They told us:

"The staff are well trained in regard to the health of the residents and very competent. They are good at explaining to us what their concerns are and following treatment plans. We have never had any concerns about the way staff treat residents."

Medication was stored and administered in a safe way, with daily audits to monitor this. We asked the provider to ensure there was clear guidance for staff on when to administer 'as required' medication. Staff should also be reminded to evaluate the effectiveness of "as required" medication each time it is administered. This will ensure people are getting the right medication at the right time. We will consider this further at the next inspection.

There was clear oversight of people's nutritional needs, and staff were competent when managing these. Mealtimes should be consistently enjoyable, person centred and relaxed. Due to the small size of the dining area and the high ratio of staff we have asked the provider to review mealtime arrangements (see area for improvement 1 under key question 4). People told us:

"My relative likes the chef, as he knows what she likes and will make sure her dietary needs are met."

"The chef has tried all different kinds of food to accommodate my relatives tastes."

There were regular activities for people to get involved in and the leadership team were trying to encourage more community involvement. To further enhance people's well-being, a review of activities should be undertaken (see area for improvement 1.)

Areas for improvement

1. To ensure people get the most out of life, a review of activities should be undertaken. Activities should be person centred, of interest and relevant to the person participating.

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

'I can maintain and develop my interests, activities and what matters to me in the way I like.' (HSCS 2.22).

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 Wade Centre is easy to get around because everything is on one level. People were comfortable in their ensuite bedrooms, and bedrooms had accessible patio doors leading to a lovely outdoor space. People could choose to spend time in private or use the shared areas. One person told us "It is like a four star hotel here."

When we first arrived, we noticed some clutter around the building which made the environment less homely. The leadership team responded quickly to our observations. and by the end of the inspection the environment was clean, tidy, welcoming, and free from clutter. We have made two areas for improvement to help the provider keep the environment to this standard. (see areas for improvement 1 and 2).

There were clear systems in place to regularly check and maintain the building and any equipment people relied on. Staff were trained and assessed to make sure they could use equipment safely and confidently.

Areas for improvement

1.

To ensure a safe and appropriate environment, the provider should undertake an environmental assessment using guidance such as the 'King's Fund' tool for people living with dementia. The actions identified in this should be progressed timeously.

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

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22); and

'My environment is secure and safe.' (HSCS 5.17).

2. To ensure a consistent, clean and tidy environment, the provider should review the current domestic arrangements. Staff should be clear about their specific responsibilities in regard to housekeeping and be carrying out these as expected.

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

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22).

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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