

# Urray House Care Home Service

Tarradale Gardens  
Muir of Ord  
IV6 7SY

Telephone: 01463 870 516

**Type of inspection:**  
Unannounced

**Completed on:**  
16 February 2026

**Service provided by:**  
Parklands Highland Ltd

**Service provider number:**  
SP2012011901

**Service no:**  
CS2012310891

## About the service

Urray House is a purpose built care home, which is registered to provide a service to a maximum of 40 older people. The service is situated in the town of Muir of Ord in Ross-shire.

All bedrooms are spacious, bright and have private ensuite facilities.

There are three units, with their own living and dining areas. There is a communal seating area at the entrance to the home which is used for some shared activities. There is good access to a safe and well-tended garden from the downstairs wings.

The service is provided by Parklands Highland Ltd.

## About the inspection

This was an unannounced which took place on 10 February 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 4 people using the service and 9 of their family
- spoke with 9 staff and management
- observed practice and daily life
- reviewed documents
- spoke with 2 visiting professionals

## Key messages

- People benefited from a staff team who worked well together.
- The home was clean, well maintained and a welcoming environment for people, and their families.
- Staff provided kind, respectful care and knew people well.
- The service's communication with relatives was good.
- There was an effective working relationship with external professionals.
- Care plans set out people's unique needs and preferences.
- The leadership team was committed to continuous improvement.

## 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 aspects of the quality of the setting and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff treated people with compassion, dignity, and respect. We saw consistently positive relationships between staff and people living in Urray House. People who lived in Urray House told us they felt well cared for and said:

"They are great and I have no complaints; the food is very good."

"I like it here and I am very happy."

Families and people in receipt of the service trusted the staff and were confident that any issues or concerns would be dealt with and resolved quickly. Families reported that their loved ones were safe, valued and treated with dignity and respect. They confirmed that they receive regular updates from staff about their loved ones and said:

"They are caring, have the personal touch and the level of care is spot on."

"I'm impressed with the way they are seeking to keep the residents occupied."

Staff provided care and support to individuals at their own pace. For example, when responding to people who had asked for help, this was undertaken in a patient and sensitive manner. We saw staff taking time to talk with those who were frail or living with dementia in the communal areas.

During the inspection, we saw people benefiting from a range of planned activities every day. Staff respected peoples' wishes and preferences. This shaped how people experienced the scheduled activities and evidenced a good understanding of individual's support plans. This approach contributed to people's emotional and physical wellbeing.

People's food and fluid needs were met well. Mealtimes were relaxed and provided a positive social occasion for many people during the day. Meals looked appetising, and where people needed support to eat this was provided in a dignified and attentive manner. This meant that people could enjoy their food in a relaxed atmosphere and have the required support to enjoy their meals.

The nursing and care team were skilled and knowledgeable, which contributed to very good management of people's healthcare needs. Healthcare assessments and screening tools were regularly updated, this meant peoples wellbeing was monitored effectively and the need for professional guidance or referrals was identified promptly.

The service had recently introduced a digital medication management system, and we saw good governance and oversight of this change to systems and practice. Medication was stored and administered in a safe way, with daily audits to monitor this. Records confirmed that people were receiving their medication as prescribed. Staff completed training and management undertook regular direct observation of practice to ensure medication was administered by well-trained staff.

Where people's independence, choice and control were restricted, we saw robust support planning in place to ensure discussion took place with people and those who represent to ensure least restrictive options were promoted.

**How good is our setting?****5 - Very Good**

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

There was a warm and welcoming atmosphere within the care home. The environment was of a high standard which contributed positively to people's wellbeing and comfort. Communal areas were spacious, clean, and accessible, they promoted social interaction and inclusion. The home appeared well cared for and furnishings, curtains and floor coverings were in good condition. Dining rooms were pleasant, and tables nicely presented. Assisted bathrooms and toilets had sufficient room for assisted bathing and were in good condition. Care equipment, such as wheelchairs and hoists were clean.

Bedrooms were of a good size and were decorated to their taste and personalised with their pictures and personal belongings which helped to promote a sense of belonging. People looked comfortable in the home and were happy with their rooms, one external professional told us:

"I was quite impressed with the environment, it was clean, bright, access was good and there was no odour." We received very positive feedback from people living in Urray House, who said:

"I like it here and I am very happy. It was my choice to come here."

Families felt supported and were able to spend as much time as possible with their loved ones in privacy or in communal areas.

The service was committed to ensuring there was a safe and functional environment for everyone. Infection prevention and control measures were robust and consistently applied. Housekeeping staff were very diligent in ensuring the environment was safe, hygienic, and comfortable. There were clear and planned arrangements for monitoring and maintenance of the premises and the equipment to ensure people were safe. This included regular environmental walk rounds undertaken by the leadership team, in addition to infection control audits. Equipment, such as hoists, were serviced and checked regularly, and day to day maintenance of the building was undertaken appropriately.

**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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