

Ochil Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
12 February 2026

Service provided by:
Barchester Healthcare Ltd

Service provider number:
SP2003002454

Service no:
CS2007142952

About the service

Ochil Care Home is a purpose built home situated within a residential area on the western outskirts of Perth. It is registered to provide care to a maximum of 81 people.

The home is on two floors comprising 4 separate units: Memory Lane, a 23 bedded unit for older people with a diagnosis of dementia and Glendevon unit, a 7 bedded unit for younger adults with a high level of physical disabilities are located on the ground floor.

There are 2 units on the first floor, one is Loch Leven/ Menzies (23 beds), the other is Scone/Huntingtower (28 beds). These units provide nursing and respite care for 51 older people. Each unit has its own charge nurse.

All rooms are en-suite, the home has its own hairdressing salon and there is a well maintained, secure garden for people to enjoy.

About the inspection

This was an unannounced which took place on 10 and 11 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 eleven people using the service and seven of their family/friends
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- reviewed 32 questionnaires completed by people using the service, their relatives, staff and visiting professionals.

Key messages

- People experienced warm and compassionate care.
- Staff felt well supported, confident and competent in their roles.
- Detailed recruitment checks were undertaken to ensure staff were recruited safely and continued to remain suitable for working with people.
- Future care planning needed to improve.
- The manager was responsive to feedback and committed to making ongoing improvements within the service.

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?	3 - Adequate
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?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Staff demonstrated warm, respectful, and reassuring interactions with people. Observed practice reflected calm engagement and a strong understanding of individuals' needs and preferences. People told us, "The staff are great" and "The management team are very approachable, I always feel welcome here."

The activity team were enthusiastic and motivated, promoting opportunities for people to engage in activities throughout the day. Their person-focused approach supported choice, participation, and purposeful interaction.

People reported that the food was of good quality, and observations confirmed this. People told us, "The food is lovely, I get plenty". The presence of snack and drink stations along corridors supported independence in making refreshment choices. Staff effectively monitored nutrition and hydration, promoting people's health and wellbeing. A range of dietary requirements were met, with choice offered in both meals and portion sizes.

Medication was generally well managed. Staff took their time when providing support with a person's medication. They read each person's specific instructions for their medication, properly recorded any medication given, and followed the service's procedures well. 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.

Routine reviews had taken place; however, the overall quality, accuracy, and accessibility of recorded information needed improvement. The review tracker did not always correspond with recorded review details, and in some cases, it was difficult to locate evidence of discussions held with social work. Review records were frequently brief, lacking detail, and did not consistently demonstrate person-centred planning or clear action points. These issues limited the service's ability to monitor changing needs and demonstrate progress effectively.

People's care plans should include end of life or anticipatory care plans. These are now referred to as Future Care Plans. There were significant gaps in anticipatory and end-of-life care documentation. Advanced care plans focused on procedures rather than personalised preferences, and the service could not evidence meaningful engagement or discussions around Future Care Plans. We were therefore not assured that people's end of life or future care needs had been appropriately explored. A requirement is made.

Requirements

1. By 16 March 2026, the provider must ensure that end of life care plans are accurate and reflect people's health needs. In order to achieve this;
 - the provider must implement appropriate anticipatory (future) care planning for each person living in the home.

This is in order to comply with regulation 4 (1) (a) and 2 (b) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15).

How good is our setting?

5 - Very Good

We evaluated this key question as very good, with significant strengths that positively impacted outcomes for people living in the service.

A walk around the home showed welcoming, freshly decorated, and clean interior spaces, free from intrusive noise or odour. The service had undergone substantial refurbishment, and considerable effort had been made to create a homely environment through décor, furnishings, and wall displays. People were encouraged to express their views and were involved in decisions such as choosing paint colours and activities, supporting their participation in shaping their living environment. Some comments we received about the environment included: "what a difference now, it's really lovely here" and "my room is always clean and fresh".

Corridors and communal areas were free from clutter, enabling safe and unobstructed movement. People had access to equipment that supported their independence, and all aids and appliances were subject to regular maintenance checks, helping to ensure safety. The home offered a range of comfortable seating areas, quiet spaces for privacy, and larger communal areas for social interaction, supporting people's rights to choice, independence, and privacy.

Bedrooms were comfortable and personalised according to individual preferences, helping people feel settled and at home. Rooms were of a good size, and call alarms were positioned appropriately to allow people to request assistance when needed. Housekeeping and care staff maintained cleanliness consistently, and cleaning and mattress audits were completed regularly, with prompt action taken when issues arose. This supports effective infection prevention and control.

The external grounds were well maintained, and people told us they could access the garden in suitable weather.

The service benefitted from a dedicated maintenance staff member who had strong oversight of the building's needs. Effective communication provided confidence that concerns would be addressed promptly. Maintenance records were well maintained, with clear oversight in place.

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?	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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