

Woodlands Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
27 February 2026

Service provided by:
Priory CC3 Limited

Service provider number:
SP2022000188

Service no:
CS2022000280

About the service

Woodlands Care Home is a two-storey purpose-built care home located in Aberdeen. The service is operated by Priory CC3 Limited, who are part of the Care Concern Group. The service is registered to provide a care service for up to 81 older people over the age of 65 years. At the time of the inspection, there were 79 people living at Woodlands Care Home.

All bedrooms have en suite facilities which include, a toilet and wash hand basin and fully accessible shower. Each floor has ample social spaces which includes, lounges and dining areas. The service also benefits from a hairdresser and treatment salon, sensory room, library, cinema and bar area.

The home is set in spacious grounds with patio areas and an enclosed intergenerational garden, which is easily accessible to all.

About the inspection

This was an unannounced inspection which took place on 13 January 2026 between 08:00 and 16:00, with further visits on 14 January 2026 between 10:00 and 15:00 and 15 January 2026 between 13:00 and 15:30. 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, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluations we:

- Spoke with 18 people using the service and four relatives who were visiting at the time of the inspection
- Spoke with 16 staff and management
- Received 62 completed questionnaires or emails from people using the service, staff, relatives and visiting professionals
- Observed practice and daily life
- Reviewed documents.

Key messages

- People felt valued and well cared for.
- People benefited from meaningful and personalised activities that enhanced their quality of life.
- The management team provided effective oversight. This helped to ensure people consistently received the care and support that was right for them.
- Innovative projects improved outcomes for people and showed a strong commitment to excellence and continuous improvement.
- Management and leadership were highly praised for their visibility, communication, and for fostering a supportive, learning focused culture.

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 leadership?	6 - Excellent
How good is our setting?	5 - Very Good
How well is our care and support planned?	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 care provided that supported positive outcomes for people, therefore we evaluated this key question as very good.

People were mainly very positive about the service. People consistently highlighted the kind, attentive staff, good communication, high quality care, good food, cleanliness, and meaningful activities. Many described the home as warm, welcoming, and very well managed. A small number of minor concerns were raised, mostly about communication.

Staff provided warm, attentive support and were proactive in meeting people's needs. Relatives and people consistently reported very positive experiences, noting that staff were friendly, helpful and supportive.

People were supported to maintain dignity and pride in their appearance, with personal care needs addressed promptly. Relatives told us this contributed to people looking and feeling well cared for.

Health and clinical oversight were very good. Nursing care was responsive, timely, and informed by up-to-date information. Staff worked closely with external healthcare professionals to ensure people consistently received the right care and support. People and families reported noticeable improvements in health and wellbeing, demonstrating the impact of coordinated clinical support. Regular risk meetings maintained high-quality oversight. Consequently, people were consistently receiving the care and support that was right for them.

Staff had a very good understanding of how to support people and the staff team had been expanded to include a message therapist and a personal trainer. The team's innovative approaches including pain monitoring, massage therapy, tailored physical exercises, adapted activities, and reduced caffeine led to measurable reductions in stress, distress and the use of antipsychotic medication. This also helped people maintain mobility, feel more comfortable, and experience better relaxation and rest.

Staff had a very good understanding of the medication system and people's needs. Medication was very well managed, meaning people received their medication as prescribed.

People were very positive about the quality and choice of meals which were enjoyed in a pleasant, sociable environment. Staff showed a strong understanding of nutritional needs, and people enjoyed high quality meals with opportunities to give feedback and influence menu changes. This meant people received a very good nutritious diet which met their needs.

A previous area for improvement regarding people getting the most out of life was met (see 'What the service has done to meet any area for improvement we made at or since the last inspection').

There was a whole team approach to supporting people's wellbeing. A dedicated wellbeing team helped create an inclusive atmosphere where people were involved in shaping their day-to-day experiences. People benefited from a wide range of well-planned and personalised activities delivered both individually and in groups. Initiatives such as the choir, Men's Shed, gardening club, personalised fitness and involvement in wider community discussions strengthened wellbeing and community connections. These opportunities kept people stimulated and reassured and supported new relationships and a strong sense of community within the home.

Staff practice concerns were addressed promptly and further training was provided when required. The service was open to learning and demonstrated a commitment to continuous improvement. For example, reflective practice was encouraged to support a safe-to-challenge culture.

How good is our leadership?

6 - Excellent

Staff were led well resulting in a demonstrable track record of innovative and effective practice that contributed to very good care outcomes for people, therefore we evaluated this key question as excellent.

Since the last inspection the manager had motivated and supported staff to deliver improvement projects that became embedded in practice. Staff used PainChek, a tool that helps identify pain when someone cannot communicate it, and introduced a "Decaf by Default" approach to reduce caffeine intake. Improvement work was carried out in consultation with people and resulted in very good outcomes for them.

The leadership team provided very good oversight and communicated openly, creating a culture where staff consistently delivered care that met people's needs and ensured they were respected. Management were praised for being visible, supportive, and maintaining a whole team approach focused on people's wellbeing.

Leadership effectively empowered staff, embedding a strong learning culture with a clear focus on continuous improvement. Training was aligned to Health and Social Care Standards and organisational policies, and staff were supported to pursue specialist learning. A focus on individual staff development, the 'grow your own' approach further strengthened development and succession planning.

Formal complaints were managed to a very good standard, with clear communication and timely resolution. Concerns raised with staff by people and families were not always escalated promptly to the management team. During the inspection the management team demonstrated their commitment and capacity to further develop staff practice in this area.

How good is our setting?

5 - Very Good

We found significant strengths with the environment that supported positive outcomes for people, therefore we evaluated this key question as very good.

The home was friendly and welcoming. It was very clean, tidy, and free from clutter. People's rooms were personalised reflecting individuality. The communal areas were tastefully decorated with plenty of areas for people to spend their day. There were floor to ceiling windows throughout the home, which not only brought in light, but enabled people to have lovely views of the surrounding area. Although a few minor issues were identified, these highlighted the need for more consistent bedroom checks to maintain high cleanliness standards. Staff took pride in the service and respected that it was people's home. Therefore, people benefitted from a very good environment.

People were consistently supported and encouraged to move freely around the home. The service provided several high-quality communal areas that people and their families could choose to use, and furniture was arranged to promote social interaction. Where people were identified as being at risk of leaving the home, staff carried out appropriate risk assessments and put supportive procedures in place that protected people's rights rather than restricting them. People spoke very positively about the environment, describing it as welcoming and comparable to a hotel, with attractive facilities such as the garden, cinema room, quiet rooms, and café. They also commented on the well-kept gardens, where people spent time relaxing or taking part in outdoor activities.

The management team in conjunction with the maintenance and gardening team were continually reviewing the environment, utilising a specialised dementia tool. This had informed improvement and development plans to ensure the home and the gardens continued to enhance and promote a good quality of life for the people who live there. People were actively involved in the improvement project to further develop the garden and grounds. People were encouraged to bring personal belongings, which promoted dignity, respect, and a sense of home.

Oversight by the maintenance team was of a high standard. They addressed equipment issues promptly and kept maintenance records in very good order, with clear processes for identifying required work. As a result, the environment remained safe and secure.

How well is our care and support planned?

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 electronic care planning system was used effectively, with staff able to access up-to-date information at the point of care through handheld devices. This supported timely, well informed decisions. A relative stated "perhaps this could be extended to family?" This would further support strengthen involvement and communication. Staff and managers ensured personal plans were person-centred and fully met people's needs, with life story contributions enriching the quality of care planning. As a result, personal plans were person-centred and clearly reflected people's needs, expectations, and what mattered to them. The previous area for improvement regarding personal plans had been met (see 'What the service has done to meet any area for improvement we made at or since the last inspection')

Appropriate legal documents, including Powers of Attorney, were in place. A summary of guardians' powers to support staff, was in place which would help maintain clear and consistent communication.

People and families were fully involved in reviewing care and support. They had regular opportunities to share what was working well and what needed to change. Leadership staff and carers contributed to the process, ensuring reviews were meaningful, informed, and person-centred.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure that resident's care plans provide robust details that provide staff with effective guidance on how to support residents, the provider should ensure that the written plan is person-centred, clear and concise.

This is to ensure care and support is consistent with 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).

This area for improvement was made on 4 July 2024.

Action taken since then

This area for improvement was met. See 'How well is our care and support planned?'

Previous area for improvement 2

To ensure that people get the most out of life, the provider should ensure that people's individual aspirations are taken into account and there is a clear outline of the holistic support that will be provided to help them to achieve this.

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

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS 1:6); and

'I am empowered and enabled to be as independent and as in control of my life as I want to be and can be' (HSCS 2.2).

This area for improvement was made on 27 June 2023.

Action taken since then

This area for improvement was met. See 'How well do we support people's wellbeing?'

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
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	6 - Excellent
2.4 Staff are led well	6 - Excellent
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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