

Mackinnon Centre Care Home Service

491 Brook Street
Broughty Ferry
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Telephone: 01382 431 970

Type of inspection:
Unannounced

Completed on:
25 February 2026

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Service no:
CS2003000501

About the service

The Mackinnon Centre is registered to provide residential respite care for up to 10 adults and up to four of these places can be used to provide longer term support, and one place for a permanent, named resident. The building is on one level, is spacious and has communal sitting and dining areas as well as 10 single bedrooms which all have ensuite showering facilities. People using the service can also benefit from a variety of outdoor spaces including a large garden. The service is situated in a residential area of Broughty Ferry, close to local transport links, shops and community services.

About the inspection

This was an unannounced inspection which took place on 24 and 25 February 2026. The inspection was carried out by one inspector 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 four people using the service and their representatives
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People felt warmly supported by caring staff.
- People's strengths and abilities were valued.
- The environment was welcoming, personal and well kept.

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 care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People experienced warm, respectful and enthusiastic interactions from staff, which supported the development of trusting relationships and contributed positively to their emotional wellbeing. Individuals described staff as "11 out of 10" and "amazing", indicating highly positive experiences.

The atmosphere throughout the service was calm and relaxed. Staff worked at an appropriate pace and had sufficient time for their duties, which helped people feel secure and reassured. People experienced consistently positive outcomes because staff were skilled, attentive, and genuinely caring in their approach.

Medication management was safe and well organised. Systems in place ensured that people received the right medication at the right time, demonstrating effective processes that supported positive health outcomes. People's health care needs were regularly assessed and reviewed, and there were strong links between the service and external professionals.

Care plans were detailed, personalised, and clearly guided staff practice. Some care plans reflected a very strong person centred approach, with information presented in a way that emphasised who the individual was first and foremost with their diagnosis or condition being referred to later in the document. This supported staff to deliver care that upheld dignity and recognised individual identity whilst meeting people's needs safely. Care plans were reviewed on an ongoing basis, and annual reviews included the appropriate people to ensure they remained meaningful and effective.

People had opportunities to engage in activities that mattered to them, including one to one support. Staff encouraged people to spend time in the local community of Broughty Ferry, and transport was available to help them make the most of these outings. Photographs of past events showed that these were enjoyable, meaningful, and contributed to people's quality of life. Planned developments, such as themed nights, demonstrated a commitment to continuous improvement and creativity in activity provision.

People spoke positively about the food, stating they had plenty of choice and that meals were of very good quality. People told us they were able to request any preferred foods, and the service made every effort to source these, offering a flexible and responsive approach to individual choice. Dietary requirements were well understood, and staff took time to discuss how these were managed.

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

We evaluated this key question as very good, where major strengths impacted positively on outcomes for people living in the service.

People benefited from a warm, comfortable and welcoming environment with fresh air, natural light and sufficient space to meet their needs. The environment was relaxed, clean, tidy and promoted independence.

People benefited from en-suite bathrooms and were encouraged to bring personal belongings, which helped create a comfortable, personalised environment. Individuals described the setting as "home from home", reflecting their positive experience. People also had access to a spa bath where this suited their preferences, and appropriate mobility equipment was available to promote safety and independence.

Access to safe, well kept gardens and outdoor areas supported people's wellbeing. Planned garden developments showed an intention to continue improving areas based on people's views and wishes.

The service benefitted from a dedicated maintenance staff member who had good working relationships with the domestic and 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.

Staff carrying out housekeeping and cleaning duties were knowledgeable about infection prevention and control and the safe management of contaminated waste and linens. Domestic staff were visible throughout the inspection and told us they had enough time to do their job well.

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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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