

Park Lodge Care Home Care Home Service

Kirkton of Skene
Westhill
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Telephone: 01224 746 655

Type of inspection:
Unannounced

Completed on:
19 February 2026

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378613

About the service

Park Lodge Care Home is a purpose-built home situated in a quiet residential area on the outskirts of Aberdeen. The service is owned by Sanctuary Care Limited and is a registered care home, which provides care for up to seven adults with learning disabilities.

Each person living in the service has their own single bedroom. The home has communal spaces which includes a lounge, kitchen, two shower rooms and bathroom. The home also benefits from a sensory room. There is a large garden to the back of the home for everyone to enjoy.

About the inspection

This was an unannounced inspection which took place on 17 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- Spoke with one person using the service.
- Spoke with five families.
- Spoke with three staff and management.
- Received and reviewed survey from four people living in the service, four families, seven staff and five external professionals.
- Walked round the building.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- People's health needs were supported well.
- Staff worked well together and were responsive to people's needs.
- People benefitted from a warm, clean and comfortable living environment.
- People's personal plans were person-centred and tailored to their needs.

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 staff team?	5 - Very Good
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 and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We observed warm, compassionate, and respectful interactions between staff and the people they supported. Care and attention had been taken to help support people to look their best. Staff knew people well and used communication strategies adapted to people's needs. Families consistently described staff as friendly, supportive, and approachable. This contributed to a positive sense of trust and belonging. One family member told us "My relative receives excellent care. Communication is good and the staff are generally very nice, caring and kind people".

Staff worked closely with external healthcare providers to ensure people received the care and support that was right for them. Staff recognised changes in people's health and made appropriate referrals to other agencies. One external professional told us, "Nursing staff are very attentive and know the residents extremely well. They're quick to pick up any changes (both physical and behavioural) and bring this to my attention if required. Other professionals stated the same that there was "excellent communication". Families reported receiving frequent updates regarding their relatives' care and condition, which they found especially comforting and reassuring.

Assessments were in place to track changes in people's health which meant any changes in people's health were identified and addressed.

Regular clinical meetings reviewed areas such as nutrition and hydration, medical conditions, and equipment needs. This helped ensure that any changes in health were quickly escalated to the GP or appropriate allied health professionals.

People were supported to undertake a range of activities and opportunities, this included sound baths, themed days, entertainers, and crafts. This provided structure to people's week and enhanced people's mood and wellbeing. An activities weekly plan had been developed and was displayed in the lounge. This helped people and their families keep up to date with what was planned for the week. Whilst we heard people had undertaken some activities out with the home this at times was limited. Some families expressed a desire for more outings. There were occasions where access to the community was limited due to transport and driver availability. Therefore, improvements in accessing external activities would enhance people's outcomes further.

People's nutrition and hydration needs were being met. The mealtime experience was calm, relaxed, and person-centred. People were supported sensitively and at their own pace. People's individual dietary requirements and preferences were known and respected. Fluid and nutritional intake were closely monitored, with clear fluid targets and oversight from the manager when targets were not met. People who required specialist support for nutrition, were supported well. Daily mealtime satisfaction questionnaires further ensured ongoing monitoring of people's experiences.

Medication systems were safe and well managed. The electronic medication system provided reliable oversight, with barcode scanning ensuring accurate administration. Medication was dated upon opening, preventing use beyond safe timeframes. Protocols for "as required" and topical medications such as creams were clear and accessible. This helped ensure people were supported to take their medication as

prescribed.

We found that infection prevention and control (IPC) procedures helped keep people safe. The environment was clean, tidy, and free from any offensive odours. Handwashing facilities were available around the unit. Personal protective equipment (PPE) was readily available and in good supply.

How good is our staff team?

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 were being cared for by a regular, consistent staff team. This meant people received support and care from people they knew well, which was consistent. An external professional told us that "staff do tend to stay in the position, and they do not have a high turnover, which means that they know the clients and their needs well".

Staff told us they enjoyed their job, and this reflected in their day-to-day practice. People were not rushed, and staff took time to support people. We observed that staff worked together well, in a positive and calm manner. One family member told us "Staff make it homely - we all know each other. They are welcoming and approachable". Another relative shared that "All staff are friendly and welcoming and seem professional in their job".

Staffing levels appeared appropriate at the time of our inspection. Staff were visible and responsive to people's needs. The service used a dependency tool to determine staffing requirements. This tool was kept up to date and displayed at the entrance of the home. This provided information and reassurance to people and their families. Rota planning was done in advance. This provided stability for people. The service had relief staff which they used to fill gaps in the staff rotas. Consistent staff helped ensure people were supported by staff they knew well. Administrative and maintenance support further enhanced the smooth operation of daily activities.

Staff retention was good. We sampled staff files, and the service followed safer recruitment guidance. This helped keep people safe. All new staff had a probationary period which allowed the manager to assess competence for the role and identify any issues or training needs. Staff received a comprehensive induction, with opportunities for reflection and skill development. This meant staff had the necessary information to undertake their role.

Staff consistently described the care home as a positive working environment with a strong sense of teamwork. They reported that the home felt "like a family" and that communication among colleagues was clear and supportive. Staff told us that roles are allocated fairly and that each shift runs smoothly due to good cooperation and mutual respect.

Systems were in place to support staff development. Supervision was provided quarterly, and staff receive an annual appraisal through the organisation's "My Performance" system. These sessions focused on achievements, challenges, professional development, and future aspirations. A tracker was in place to ensure supervisions and appraisals were completed on time. This helped to ensure a competent and confident workforce.

Team meetings and daily staff handovers took place. A wide variety of topics were discussed and captured

in meeting minutes. This meant staff were provided with the opportunity to share any ideas or concerns that they had.

Several staff described feeling valued and appreciated by the manager, noting that achievements were celebrated, ideas were welcomed, and concerns were listened to. The presence of a Staff Council further strengthened communication between the organisation and the staff group. Staff spoke highly of the approachable and supportive management style, stating that issues were dealt with promptly and constructively.

How good is our setting?

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 benefitted from an environment that was warm, welcoming, and safe. The facilities were of a high standard and support people to experience a good quality of life.

The overall environment was clean, tidy, and free from odours. Cleaning schedules were in place which were regularly audited by the manager. This helped to ensure people were safe and enjoyed a pleasant, homely environment.

Décor and furnishings were of a high standard, and the atmosphere throughout the home was calm and homely. The main lounge had recently been redecorated in a soft, calming green tone, creating a pleasant, shared space that people could enjoy. There was plenty of natural light, fresh air, and good ventilation. One external professional told us the home was, "Very well maintained and exceptionally clean and smells fresh throughout".

People's rooms were personalised and homely which promoted each person's experience, dignity, and respect. Each room had a patio door leading directly to the outdoor garden area, enhancing access to fresh air and nature. People's bedroom doors had been creatively designed to resemble a street, which added warmth and familiarity to the setting.

The home benefitted from a newly refurbished sensory room which provided people with a safe and calming space to explore different sensory experiences.

Personal care facilities were available in the form of two shower rooms and a bathroom. All bathing and showering areas contained appropriate equipment for people which meant the home could safely accommodate people with a wide range of care and mobility needs.

Signage around the home was pictorial which helped people to remain orientated to their environment.

Equipment was maintained well, with safety checks being carried out at planned intervals. This kept people safe. However, we learned that some repairs took a long time to complete, even after staff followed up on them. We were confident that the manager would address this.

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 service used an electronic system for managing people's care. Personal plans sampled during the inspection contained clear, comprehensive information about people's life stories, personalities, routines, and preferences. For example, plans included details on what people enjoy, what comforts them, how they prefer to communicate, and what a "good day" or "bad day" looks like. This helped staff deliver care in a way that respected people's individuality and supported their wellbeing.

We found plans and daily routines contained personalised detail, such as where people preferred their soft toys to be placed and how they liked to be positioned in bed. This level of detail demonstrated thoughtful and meaningful care.

A monthly review and evaluation of personal plans were completed. This meant that people could be assured that staff were aware of their changing needs.

Risk assessments were in place, where needed. These were reviewed regularly and whenever a person's need changed. This helped to ensure risks for people were properly managed.

Six-monthly reviews were held in partnership with families and professionals. This created an opportunity for people and their families to discuss and make changes to their care to support positive outcomes.

Information about people's legal representatives, such as Guardian and Power of Attorney, and the powers they held were available in support plans. This meant that staff knew who to contact and involve when making decisions about people's care, or when arranging care reviews.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
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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