

Allanbank Care Home Care Home Service

Allanbank
Bankend Road
DUMFRIES
DG1 4AN

Telephone: 01387 216 600

Type of inspection:
Unannounced

Completed on:
19 February 2026

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378605

About the service

Allanbank care home is registered to provide a care home service to a maximum of 69 service users where; 57 places are for residential care and 12 places in Carlavin unit are for adults over 18 years of age with mental health conditions and/or neurological disorders. The provider is Sanctuary Care Limited.

The home is situated near the town of Dumfries, within close proximity to local transport links, shops, and community services.

The care home is purpose built consisting of nine separate units arranged over two floors with disabled access and a passenger lift. Accommodation is set around two enclosed courtyard gardens with linked corridors that were easy to navigate. All bedrooms were single with en suite toilets, and each unit had its own lounge and dining area, communal bathing facilities and access to well kept outdoor spaces.

At the time of the inspection there were 67 people using the service.

About the inspection

This was an unannounced inspection which took place on 17 and 18 February 2026 between 10:00 and 17:15. 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 12 people using the service and 11 of their family/friends
- received completed questionnaires from 21 service users, four relatives, 22 staff and one visiting professional
- received emails from two relatives and four visiting professionals
- spoke with 24 staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional and received four emails.

Key messages

- People benefited from staff who understood their needs and responded quickly.
- Strong clinical practice and monitoring supported positive health outcomes.
- Strong partnership working supported people's health and safety.
- The home's environment and upkeep supported people's dignity and comfort.
- The service took a proactive approach to improvement that directly benefitted people.

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.

Risk assessments were accurate and up to date, supporting safe decision making and enabling staff to deliver consistent care. Personal plans were detailed and person centred, reflecting routines, interests and clinical needs. Regular reviews ensured changes in needs were acted upon. However, some outcomes were input focused, a few inaccuracies remained, and several plans were overly long. This made it harder for staff to access key information quickly. Management and quality assurance teams were already reviewing the content of personal plans to make improvements.

Routine monitoring enabled early detection of health changes, and staff responded promptly when they recognised signs of deterioration. This demonstrated that people's health needs were identified promptly and responded to without delay. People consistently described timely and respectful responses, with one resident saying, "I feel safe, valued and listened to." Another told us, "Staff are really helpful and caring... they support me well and keep me safe." Additional support for non verbal pain assessment was planned to help ensure people experienced timely relief and improved comfort.

The service had strong working relationships with external professionals, who described staff as engaged, person centred and responsive. These partnerships supported people's health, wellbeing and overall safety. This was consistent with what we observed and the feedback we received from people.

Senior staff checked that healthcare that was provided was effective and delivered in a way that benefitted each person. This helped prevent unnecessary deterioration and promoted consistent health related practice. Staff had regular support to keep their skills up to date, helping ensure people received safe and reliable care. A new skills framework focused on key areas of practice, helping make sure people were supported by staff who were suitably knowledgeable and experienced. The service was aware of the national induction framework and was reviewing this to help ensure people benefited from confident, well prepared staff.

Medication was managed safely, and systems in place helped reduce errors and support good practice. Some signatures were missing, but managers were already addressing this to ensure people continued receiving safe, reliable treatment.

People received warm, person centred care and spoke highly of staff, describing them as 'fantastic... kind... pleasant' and 'very gentle.' One person told us, 'I love the staff here, we have a laugh and a joke together.' Staff understood people's needs and responded quickly, helping them feel safe, supported and reassured. Activities were varied and meaningful, and we saw clear examples where staff support and engagement had led to noticeable improvements in wellbeing.

Most people said the food was good, and nutritious meals with suitable alternatives were consistently offered. Fresh fruit was available, and regular discussions with the chef helped ensure personal preferences were taken into account. Weight and nutrition were monitored effectively, enabling early intervention when required.

People were supported to maintain or improve independence, reduce distress and take positive risks that

enhanced confidence. Staffing levels generally met people's needs, supporting timely and consistent care. Management agreed to review cross unit support during medication rounds to ensure this remained safe and reliable.

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.

Leadership encouraged ongoing improvement, and staff were committed to maintaining a safe and supportive environment. The service reflected on what worked well and used quality tools to guide changes. This helped ensure the environment continued to support people's comfort, safety and wellbeing.

The environment was of a high standard, and was clean and well looked after. One person said staff "take pride in keeping the home clean," showing strong commitment to good standards. Domestic routines were well established, and cleaning schedules were completed consistently across bedrooms and shared areas.

This helped maintain effective infection control practice.

Other people described the setting as "warm and welcoming" and said it felt like "a good crowd, like family." The positive impact of this approach was clear throughout the home.

A person centred approach was used when reviewing the environment and signage throughout the home was clear and easy to follow, which helped people move around safely and maintain their independence. Bedrooms were warm, comfortable and highly personalised, reflecting people's interests and life stories. This helped people feel settled and respected. People spoke positively about their rooms, with one person saying, "I live in a comfortable, homely environment... it is clean here."

Maintenance systems were well organised and kept up to date. Repairs and equipment checks were carried out promptly and safety inspections completed. This helped ensure the environment remained safe, reliable and supportive of people's wellbeing.

The service took a proactive approach to improving the home. A service development plan set out what needed to be done and when, and progress was already visible. This helped make sure planned changes continued to benefit the people living there.

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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