

Royal Blind Allermuir Care Home Service

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Type of inspection:
Unannounced

Completed on:
18 February 2026

Service provided by:
Royal Blind Asylum and School Trading
as Sight Scotland

Service provider number:
SP2003002572

Service no:
CS2016344402

About the service

Allermuir is a care home, provided by the charity, Sight Scotland. It can provide support for four adults with physical disabilities and sensory impairment. It currently provides long term care and support to four young adults who transitioned there from school and it's intended to be their life long home.

Allermuir sits on the edge of a large local park in a quiet housing estate with good access to local shops and bus routes. The facilities in the home include communal lounge, open plan dining kitchen and four ensuite bedrooms. In addition there is an office and rooms for staff sleepovers. Gardens are located at the front, back with a side paved patio and side car park.

About the inspection

This was an unannounced inspection which took place on 11 and 12 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 and met four people using the service and spoke with three family members
- spoke with eleven staff and management
- observed practice and daily life
- reviewed documents

Key messages

- People experienced care and support from a staff team they knew well
- Staff promoted people's health and wellbeing
- People were supported with activities they enjoyed
- The service supported staff training and development

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?	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, kind interactions with compassionate care from a staff team who knew them well. Staff had good knowledge of people's preferences and supported this whilst promoting their independence where they were able. We observed positive interactions and relationships between staff and people. It was clear they were happy in the company of each other. Family members we spoke with told us, 'I'm delighted with care and help (my relative) gets', whilst another said, 'I'm extremely happy with the service'. This meant people experienced care and support from a team they knew well.

The service used an electronic care planning system as well as some paper-based systems. People had risk assessments and support plans in place. We spoke with the service about capturing people's daily interactions more fully, they had recognised this was an area that needed to be developed and were looking at new systems to capture this. Plans were reviewed at regular intervals or when there was a change in care or support for people. This meant people had a personal plan that was right for them.

Where some people experienced restrictions to independence the service worked with them, their families and other involved professionals. The service had developed the restrictive practice policy and provided additional training for staff. This included for some people the further development of positive behavioural support plans that promoted a person-centred approach. For people this meant they had a plan in place that was right for them.

Staff supported people to experience healthy lifestyles and promoted positive wellbeing choices. People in the service were generally well and were supported to attend annual appointments at the hospital or dental screening. Staff recognised when there was a change in people's health or wellbeing and contacted the relevant health professionals. Family members we spoke with told us the service communicated with them in the event of a change in their loved ones condition. This meant people had support from the right people at the right time if there was a change in their health needs.

Staff were aware of people's preferences and cultural choices at mealtimes. Some people preferred to eat alone, whilst others enjoyed company. Where people used adaptative aids these were available. A variety of snacks, including fresh fruit and vegetables were available over the day for people to enjoy. Some people helped with food shopping or took packed lunches if out and about on their activity days. A family member told us their loved one 'enjoys their meals, staff know what they like and dislike'. This meant people had a positive mealtime experience.

Where people had medications, safer medication administration processes were in place to support this. Medications were stored safely. Daily checks were completed with external audits completed by the pharmacy. Staff received training that included competency checks. These measures helped reduce the risk of errors and kept people well.

Over a week people had varied routines. This included daily walks, visits to the hydrotherapy pool, trampolining activity or archery in the local community. Staff also supported people on short holidays. Some holidays were already planned for the year ahead. One person we spoke with told us they had enjoyed visits

to Belfast, Paris and Rome, other people enjoyed holidays closer to home at caravan parks or lodge minibreaks. This meant people were involved in things they enjoyed and that were meaningful to them.

How good is our leadership?

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 had a range of checks and a plan of audit activity in place to support quality assurance which included self evaluation. In addition, head office supported recruitment and other human resource processes. Policies were regularly reviewed and updated. This meant people benefitted from a service that had continuous quality assurance processes in place.

Incidents and accidents were logged centrally; actions were recorded and monitored at weekly senior team meetings and monthly governance meetings. The service had not received any complaints but had a policy in place to support this should any arise. A recent survey provided the opportunity for feedback. People could be assured there was a system in place to manage concerns or complaints.

Staff had a period of induction and probation after being recruited. All staff completed online and face to face training with regular updates. A recent focus was the completion of people's support plans with weekly training sessions for staff. Staff had received acquired brain injury training and autism training was due to be rolled out. Staff had regular supervision and development meetings with their senior. By having these measures in place people could be confident staff had time to develop, learn and to reflect on their practice.

The staff rota was prepared in advance. The service did not routinely use agency staff. The senior team for all the services provided an on-call service, out of hours. Staff we spoke to told us they got on well with their peers and felt supported by their senior.

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.

Staff welcomed visitors on arrival to the home. The home was clean, and free from any intrusive odours. There was lots of natural light and open space. Outdoor spaces included a patio to the side and front and back gardens, all surrounded by hedge or fences. A car park to the side of the home was where some people had their own car, whilst others accessed the service minibus to get out and about. This meant people had the option to spend time at home or access the local community as they wished.

The home supported small group living and people chose where they liked to spend their time. People had shared communal spaces with their own bedroom and ensuite facilities, their rooms were decorated with things that were personal and precious to them. A sensory room had been set up for people to use. For people this meant they had private and shared spaces they could use as they wished.

A maintenance team provided support with weekly visits, with schedules in place. The service benefitted from having a housekeeping team that worked well together to maintain the cleanliness of people's home. By having this people experienced a clean, safe environment.

The housekeeper maintained people's rooms and communal areas with regular cleaning throughout the day. Regular maintenance checks of the home were in place. People did not use any specialised moving and handling equipment. The service did have a lift, as well as installations for tracking hoists should anyone's condition change. This meant the home and environment was well maintained for the people who lived 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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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