

# Willowbank Bungalows 1,2&3 Care Home Service

Willowbank  
Glendaveny  
Peterhead  
AB42 3DY

Telephone: 01779 838 588

**Type of inspection:**  
Unannounced

**Completed on:**  
5 March 2026

**Service provided by:**  
Aberdeenshire Council

**Service provider number:**  
SP2003000029

**Service no:**  
CS2003015265

## About the service

Willowbank Bungalows 1,2&3 is a care home provided by Aberdeenshire Council. The service is located on the outskirts of Peterhead.

Care and support is provided to adults with learning disabilities and autism, some of whom are older adults.

The care home is provided across three bungalows. The bungalows provide spacious level-access accommodation, each having a large accessible kitchen, lounge and dining room. There are shared bathroom facilities in all bungalows. The bedrooms have built-in wardrobes and a sink for washing and personal care. Each bungalow benefits from a garden, with open grounds that people are free to enjoy.

The service can provide care and support to 11 people. At the time of the inspection there were nine people living in the service

## About the inspection

This was an unannounced inspection which took place between 02 and 04 March 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 nine people using the service and one of their family
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals
- reviewed the results of 20 surveys returned to us

## Key messages

- Staff and people had built trusting relationships, allowing people to be at ease in their home.
- People had choice in how they spent their time and lived active and fulfilling lives.
- People could be confident that their health needs would be met by a collaborative staff team.
- Most people's dietary needs were met, however people who needed help to gain weight required more support to do so.
- Improvements were needed to ensure people were not unnecessarily restricted.
- The environment was warm and welcoming, but improvements were needed to enhance communal areas and ensure cleaning was carried out in line with best practice guidance.

## 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?	4 - Good
How good is our setting?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good. There were a number of important strengths that impacted positively on people's lives, which when taken together, clearly outweighed areas for improvement.

People experienced kindness and compassion. Staff and people had built warm and trusting relationships, allowing people to be at ease in their homes.

People were supported to look and feel their best. Staff took great care, and paid attention to detail. Gentlemen were asked if they would like to shave, and people who chose to, had their nails painted. People could express their individuality.

People were supported to get the most out of life. People had personalised activity plans and regularly enjoyed activities such as horse riding and swimming. Each bungalow had a person-led weekly activity plan, where people could suggest activities to enjoy as a group. This included activities such as baking, crafts, cooking, and exercise. People had choice in how they spent their time and lived active and fulfilling lives.

Staff knew how to communicate, to meet individual needs. Staff spoke in a friendly tone, whilst being calm and patient. Accessible information, such as pictures, aided communication. This helped people know what was happening in that moment and prepared them for what was happening next. Staff were attentive to people's nonverbal communication, which helped people who could not speak to communicate confidently and be heard. People benefitted from good communication.

People were supported, by a responsive staff team, to maintain good general health. People were supported to attend regular health appointments, such as the GP, nurse, and dentist. Staff made referrals to more specialised professionals when people's needs changed. For example, seeking input from neurology, dietician and speech and language therapy (SALT). One professional told us, "Staff are invested in giving people the best care that they can." Welfare guardians were involved in decisions about people's health. One guardian told us, "During a prolonged difficult period, regular meetings - which involved us as guardians - were extremely helpful in keeping track and shaping care." People could be confident that their health needs would be met by a collaborative staff team.

People participated in decisions around their menu. Food looked and smelled appetising, with fresh fruit and vegetables available. People spoke highly of the staff, with several positive comments about the quality of their cooking. People who required altered textured diets were catered for. Staff knew people's SALT guidance, to reduce the risk of choking. However, some people who required a higher calorie diet, did not always receive this. While prescribed calorie drinks were administered, care plans and menus did not detail their dietary requirements, and higher calorie foods were not always available. This could result in unnecessary weight loss for those people. **(See area for improvement 1)**

Staff demonstrated a good understanding of people's complex needs, including people living with dementia. Staff used creative, person centred approaches, such as adapting their appearance to help an individual feel comfortable and accept support. Staff worked with health professionals to gradually reduce distress around necessary treatments, such as dental treatment. However, some care plans lacked the key information needed to support people consistently. All relevant professional guidance should be included in care plans to ensure safe and effective care. We will review this at future inspections.

While medication was generally supported well, the provider had identified that "as required" medication care plans did not contain sufficient detail. We were assured that there was a plan in place to ensure clearer guidance on when people should be offered "as required" medications. We will review this at future inspections.

Further work was needed to ensure people were not unnecessarily restricted. Where close observation was required overnight, the service worked collaboratively with welfare guardians and professionals to use audio and visual monitors to enhance people's safety. It was positive that this was being reviewed regularly to ensure that this remained the least restrictive, and intrusive, option. However other, less obvious, restrictions were observed. Decisions that limited people's independence, such as locking the kitchen door, were not supported by clear risk assessments or care plans. **(see area for improvement 2)**

### Areas for improvement

1. To ensure that all people receive sufficient nutrition, the provider should review how it supports people who are at risk of weight loss. This should include but is not limited to, ensuring clear care plans and menu planning results in all people's nutritional needs being met.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My meals and snacks meet my cultural and dietary needs, beliefs and preferences.' (HSCS 1.37)

2. To ensure that all people's rights are respected, the provider should review any restrictions on people's lives. This should include reviewing people's needs and, where restrictions are needed, ensure that staff follow clear decision-making care plans and risk assessments.

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

'If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively.' (HSCS 1.3)

And;

'I am as involved as I can be in agreeing and reviewing any restrictions to my independence, control and choice.' (HSCS 2.6)

## How good is our setting?

### 4 - Good

We evaluated this key question as good. There were a number of important strengths that impacted positively on people's lives, which when taken together, clearly outweighed areas for improvement.

The service was warm with plenty of natural light. People's bedrooms were comfortable and personalised. However, some people felt that communal areas lacked homely touches. The provider assured us that they would seek people's views on how they wish to improve communal areas in their home. This should enhance people's enjoyment in their home.

People had ample access to outdoor spaces with a garden, as well as open grounds to go for longer walks. People and families praised the setting, and how this had a positive impact on people's mental health. One family told us "The setting of the bungalows is lovely. Peaceful, quiet, and very private." People were able to benefit from fresh air when they wished.

The environment was kept to a good standard, with health and safety checks and regular maintenance taking place. People were involved in the maintenance of their environment, with opportunities to feed back any concerns at regular resident meetings. Repairs were raised quickly when there were issues in the home, ensuring that people were safe.

Furniture was in good condition and people could enjoy shared areas such as the dining room and living room. The dining room was a real hub in the home, where people gathered and chatted at mealtimes. Further work is needed to ensure people can access all areas of their home if they are able to do so. **(See Key question 1, "How well do we support people's wellbeing?" area for improvement 2)**

The service had been thoughtfully designed, with people in mind. People were supported to orientate in their environment, with clear signage around the home. Some areas of the home were supportive of people with dementia or sensory sensitivities, such as contrasting toilet seats. This should help people orientate more easily and safely in their home. We highlighted good practice guidance, "The King's fund" assessment tool, which may support further person-centred improvements in the environment.

People were actively involved in their environment. People shared household tasks and took pride and ownership in the upkeep of their home. One person expressed great satisfaction when telling us how they clean their bedroom, with staff support. People were supported to be independent and to develop and maintain skills.

The service appeared clean with cleaning products stored securely, reducing the risk of unintended harm. Cleaning schedules were completed consistently, however ineffective cleaning solutions were used in sanitary areas, such as bathrooms. This could result in the spread of infectious illness. **(See area for improvement 1)**

## Areas for improvement

1. To ensure that people live in a safe environment, the provider should ensure that cleaning products used meet best practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My environment is secure and safe." (HSCS 5.19)

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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