

McGonagall House Care Home Service

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Type of inspection:
Unannounced

Completed on:
11 December 2025

Service provided by:
Rosebank (Dundee) Limited

Service provider number:
SP2017012954

Service no:
CS2017358773

About the service

This service was registered with the Care Inspectorate in 2018.

McGonagall House provides accommodation, care and support to up to 31 people who have experienced alcohol or drug related brain damage, which prevents them from living independently within the community. McGonagall House is a modern purpose built care home on two floors located near the centre of Dundee. The service states that it offers a welcoming and supportive environment for adults with alcohol related brain damage. Care and support is provided by a specialised and trained staff team.

This inspection was conducted by two inspectors from the Care Inspectorate.

About the inspection

This was a full inspection which took place on 02; 03 and 04 December 2025. 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 eight people using the service and one of their family
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with three visiting professionals.

Key messages

- People were positive about their support and spoke highly of the staff who supported them.
- Although there were a range of activities which supported people's independence, some people told us that they would like more activities, particularly at the weekends.
- The provider had invested in a programme of improvements to the facilities and fabric of the care home, which had significantly enhanced the quality of the environment for both residents and staff.
- Some minor additions to staff training were identified, but overall staff had undertaken a wide range of relevant training.
- Staff told us that they felt well led and that their managers were knowledgeable, supportive and approachable.
- Staffing levels were generally good and staff told us that they usually had enough time to do their jobs well.
- Medication records and the support the service provided to people with their medication required improvements.

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 staff team?	4 - 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?

4 - Good

We evaluated how people's health and wellbeing benefited from their care and support and overall concluded that the performance of the service in this area was good. We identified that there were a number of important strengths which, taken together clearly outweighed areas for improvement. However, some improvements were required to maximise wellbeing and ensure that people consistently had experiences and outcomes which are as positive as possible.

There was a relaxed, pleasant atmosphere within the home. We saw many kind, caring and respectful interactions between staff and people experiencing care. People told us that they enjoyed good relationships with staff, whom they found both supportive and approachable. One person told us, "All staff are considerate and helpful" and another said, "I am treated well."

People should expect their health to benefit from the care and support they receive. The home has good links with external health professionals, and we could see appropriate multi-agency working had taken place. This meant that people could be confident that they received the right care at the right time. One visiting professional told us a resident they worked for had, "thrived since she's been in there" and another said, "I have no concerns, staff are responsive to suggestions."

We considered the quality of the support that the service provided to people with their medication and we inspected a sample of medication records. We identified some errors with the service's medication administration processes and medication records, which had the potential to put people at risk. When this was raised, the manager took prompt action to address our concerns. Additional staff training and more effective quality assurance checks by managers were proposed by the manager, along with tighter recording methods. We were reassured by the service's response and confident that the safeguards proposed by the service will ensure greater consistency and safer practice. An area of improvement has been made.

We observed people enjoying their meals in the main dining areas together in a relaxed, unhurried manner. People could also choose to have their meals in their own room if they wished. People had a choice at mealtimes and if they did not like the meal on offer, they were able to choose something else. The food looked and smelt appetising. Drinks and snacks were readily available throughout the day.

The home celebrated seasonal events, which helped people remain orientated to the pattern of the year and stay connected to the wider world. Activity programmes for the home were displayed in communal areas. Of those we spoke to, people suggested there could be further activities to keep them occupied. One person told us, "We don't get to do anything" and another "There's not much to do." The service was in the process of employing a second activities co-ordinator, which should enable the service to provide a more comprehensive programme of meaningful activities for people. We observed people socialising in the communal areas of the home while others preferred individual time in their rooms.

People using the service were consistently involved in the development and improvement of the service. Regular residents' meetings took place, and these were well attended by people using the service. People had given their views on a range of topics including activities, meals and decoration. There was evidence that changes were frequently made because of these views. We were confident that people's needs and wishes were the focus when management was making decisions and improvements.

Areas for improvement

1. To support people's health and wellbeing, the provider should improve how they record the administration of medication. To do this the provider should ensure that staff who support people with their medication follow established best practice guidance and that the service's manager implements a robust system to oversee and regularly audit medication practice.

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

'My care and support meets my needs and is right for me' (HSCS 1.19).

How good is our staff team?

4 - Good

We evaluated how good the service's staff team was and overall concluded that the performance of the service in this area was good. We identified that there were a number of important strengths which, taken together clearly outweighed areas for improvement. However, improvements were required to maximise wellbeing and ensure that people consistently had experiences and outcomes which were as positive as possible.

We found that the service had recruited in accordance with safe recruitment practices. Overall staffing levels were good and staff told us that they had enough time to support people.

People should have confidence in the staff who support them because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. Overwhelmingly staff were dedicated, caring and conscientious and the support they provided was person centred. On one occasion the service had to take disciplinary action and did so in accordance with its established staffing policy and procedures. However, the service did not notify all of the relevant regulatory agencies promptly of the outcome of disciplinary action when this was required. An area for improvement has been made.

The service valued the professional development of staff and encouraged and required them to attend training courses specifically relevant to resident's support needs. Staff felt that the service invested in them in terms of training and told us that training had widened their knowledge base and improved their practice. Since our last inspection, the service had been supporting some people with higher assessed risks. We established that for these people the service found it challenging to meet some of their more complex support requirements. We concluded that additional training for staff in relation to risk assessment and risk management within a multi-agency team approach would enhance the service in this area. The manager advised that this was in the process of being put in place.

Staff said that they felt valued by the service's leadership and they were part of a mutually supportive team. We heard that managers were knowledgeable, supportive and approachable. Staff received regular supervision. Supervision records could have provided more details to demonstrate the service's ethos of making supervision a more reflective learning process for staff.

Areas for improvement

1. To ensure people are kept safe and well, the provider should report all notifiable events to the relevant regulatory agencies in accordance with the established guidance in: 'Records that all registered care services (except childminding) must keep, and guidance on notification reporting'.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I benefit from different organisations working together and sharing information about me promptly, where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

How good is our setting?

5 - Very Good

We evaluated how good the service's staff team was and overall concluded that the performance of the service in this area was very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

People's environment should be secure and safe. We found that regular quality assurance checks and maintenance within the building were conducted. Following a fault of one heater, a full check on the entire system was conducted.

People should experience an environment that is relaxing, welcoming and peaceful. The service understood that when people have to leave their home, even if their home is not an ideal environment, it is often a significant loss. In response the service had consulted with residents and together they had made McGonagall House as homely and welcoming as possible. The provider had a programme of continuous improvements to the fabric and fittings of the home. Past work included overhauling the lighting throughout the home as well as the re-decoration of communal areas and people's rooms. The communal areas had artwork on the walls, and the corridors were decorated in a contemporary fresher style, which has made the most of the vastly improved lighting. The service had a relaxation room with a nautical theme and a hairdressing room. There had been innovative upgrades to the bathrooms, which were no longer purely functional but had been turned into places for people to enjoy and relax in. Importantly the bathrooms had managed to also maintain the clinical necessity of cleanliness. These innovations had been completed to a high standard. The service had plans to continue improvements inside the home by reconfiguring and redecorating the upstairs dining room, which would maximise its potential. The garden area had been tidied and some upgrades had been completed making it more inviting but further developments were also planned.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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