

Kincairney House Care Home Service

Glover Street
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Perth
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Telephone: 0141 333 1495

Type of inspection:
Unannounced

Completed on:
9 March 2026

Service provided by:
Perth Care Home Limited

Service provider number:
SP2021000064

Service no:
CS2021000102

About the service

Kincairney House is a care home for older people situated in a residential area of Perth. It is close to local transport links, shops and community services. The service provides nursing and residential care for up to 80 people.

Accommodation is arranged over three floors, in single bedrooms with ensuite shower facilities. There are eight lounge/dining areas, several other sitting/dining areas across the service, a cinema room, a games room and a self-service café area for people to use. The service also has a small accessible garden and balconies on the upper floors to provide outdoor space for people.

About the inspection

This was an unannounced inspection which took place on 9 March 2026. The inspection was carried out by one inspector and a team manager from the Care Inspectorate.

This inspection focussed on improvements required from the inspection completed on 17 December 2025. We have detailed the progress in these areas under the following section of this report:

'What the service has done to meet any requirements and areas for improvement we made at or since the last inspection'.

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. This report should be read in conjunction with the previous reports dated 3 September 2025 and 17 December 2025.

In making our evaluations of the service we:

- spoke with people using the service and two of their family/friends/representatives
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People spoken with told us they experienced warm and compassionate care.
- Staff spoken with said they now felt well supported, confident and competent in their roles.
- Ongoing reviewing of staffing levels must continue in response to changes in people's needs, or new admissions to the service.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 1 December 2025, extended to 8 March 2026 for the health, wellbeing and safety of people, the provider must demonstrate that staff are working in the service in sufficient numbers each day to support the assessed needs of people experiencing care. In order to do this, the provider must, at a minimum, ensure:

- a) staffing levels in each unit on each floor of the home are adequate to meet people's assessed dependency needs
- b) advance planning for the effective deployment of staff on each shift, taking account of skill, experience and the use of agency staff
- c) staff are not included in the daily rota until they have completed their mandatory induction training
- d) each unit has a shift leader who will be responsible for the allocation of care tasks and communication of staff responsibilities.

To be completed by: 08 March 2026

This is in order to comply with: Section 7(1) of the Health and Care (Staffing) (Scotland) Act 2019

This is to ensure care and support is consistent with Health and Social Care Standard 3.15: My needs are met by the right number of people.

This requirement was made on 24 October 2025.

Action taken on previous requirement

There was a recognised tool in use for the allocation of staff numbers, which was updated regularly and based on the needs of people living in Kincairney House. Based on this tool, the service was staffed sufficiently.

We observed staff spending time with people socially and carrying out activities with them. Some staff told us they were less rushed and felt they had more time to spend with people. Call bells were being answered promptly during the inspection. Feedback from people living in the service confirmed that generally there were more staff available. We spoke to two visiting relatives who confirmed that the manager was more proactive. One relative told us that they observed staff were still often stretched during early evenings even when fully staffed. We discussed this with the manager who had also identified key times of demand through the day and was considering how to improve staff availability to ensure people's need were being met.

All new staff were seen to have undertaken their induction training prior to being included in the daily rota, staff spoken with also confirmed this was the case.

The manager has introduced a daily planner/allocation sheet; this identifies who will oversee each floor and will be responsible for the allocation of care tasks and communication of staff responsibilities. Feedback received on this was positive and staff said they felt they now knew what was expected of them.

There has been sufficient progress made in this area for this requirement to be met. However, we would like to see this improvement sustained with a continued focus on effective deployment of staff across the service and will revisit at our next inspection.

Met - outwith timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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