

# Wyndwell Care Home Care Home Service

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Peterhead  
AB42 1DJ

Telephone: 01779 471 522

**Type of inspection:**  
Unannounced

**Completed on:**  
23 March 2026

**Service provided by:**  
Renaissance Care (No 2) Limited

**Service provider number:**  
SP2013012032

**Service no:**  
CS2015338664

## About the service

Wyndwell Care Home is registered to provide care and support for up to 31 older people. The service is situated in the coastal town of Peterhead, Aberdeenshire, and benefits from close proximity to local amenities including shops, churches, and the harbour area.

The service operates from an extended traditional townhouse. Accommodation consists of single bedrooms with wash 'hand basin facilities, alongside communal bathroom and toilet areas. People living in the service have access to a range of shared spaces, including a dining room and several sitting rooms designed to support social interaction and relaxation.

The home also benefits from a private rear garden with a patio area, offering opportunities for outdoor activity and meaningful engagement

## About the inspection

This was an unannounced inspection which took place on 23 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 staff and management;

observed practice and daily life;

reviewed documents.

## Key messages

- Management has taken proactive steps to strengthen staff competence, implementing a structured plan to develop skills, knowledge, and confidence across the team.
- Clinical oversight and communication pathways have been improved, with senior staff providing clearer direction, monitoring, and support.
- The service has strengthened collaborative working with families, visiting professionals, and the Health and Social Care Partnership, resulting in more coordinated care and better outcomes for people experiencing the service.
- Partnership working is now more consistent and effective, contributing to enhanced experiences and improved continuity of care for residents.

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

### Requirements

#### Requirement 1

By 28 September 2025, the provider must ensure that effective communication systems are in place and used by all staff to support safe, person-centred care and improve outcomes for people.

To do this, the provider must, at a minimum:

- a) Ensure that families and representatives are kept informed about significant changes in care, incidents and key decisions in a timely and appropriate manner;
- b) Establish robust systems that enable staff to escalate concerns promptly and receive timely support from the appropriate person, with clearly defined lines of accountability.

To be completed by: 28 September 2025

This is in order to comply with:

Sections 7(1)(a) and 7(1)(c) of the Health and Care (Staffing) (Scotland) Act 2019

This is to ensure care and support is consistent with Health and Social Care Standard 2.12: If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account.

**This requirement was made on 6 August 2025.**

#### Action taken on previous requirement

Since the previous visit, the management team has worked collaboratively with staff, families, and visiting professionals to implement the planned programme to develop staff skills, knowledge, and confidence. Management and senior staff have taken steps to strengthen clinical oversight and improve the quality and consistency of communication across the service.

**Met - within timescales**

#### Requirement 2

By 28 September 2025, the provider must ensure that all care and support documentation is accurate, up to date and reflects people's current needs, preferences and legal rights. This is to ensure that care is safe, person-centred, and responsive to change.

To do this, the provider must, at a minimum:

- a) Improve the quality and consistency of daily recordings, ensuring they are complete, accurate and reflective of the care provided;
- b) Ensure that future care planning, including end-of-life support, is developed in partnership with individuals, families and professionals and clearly records people's wishes about treatment and preferred place of care;
- c) Ensure that all documentation relating to legal authority and capacity is complete, accessible and used to inform care planning and decision-making.

To be completed by: 28 September 2025

This is in order to comply with:

Regulations 4(1)(a) and 5(2)(b)(ii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 / 210)

This is to ensure care and support is consistent with Health and Social Care Standard 1.23: My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

**This requirement was made on 6 August 2025.**

#### Action taken on previous requirement

Since the previous visit, the management team has worked collaboratively with staff, families, and visiting professionals to implement the planned programme aimed at developing staff skills, knowledge, and competence. Management and senior staff have taken steps to strengthen clinical oversight and improve the quality and consistency of care delivered across the service.

Improvements were noted in the quality of daily recordings, which now provide clearer detail and a more coherent timeline of the care and support delivered. This enhanced level of documentation supports better continuity of care and more effective clinical monitoring.

The service has continued to build effective working relationships with visiting health professionals and the Health and Social Care Partnership. This collaborative approach has contributed to improved outcomes and a more positive overall experience for people using the service.

**Met - within timescales**

## 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).

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