

Annesley House Care Home Care Home Service

Annesley Grove
Torphins
Banchory
AB31 4HL

Telephone: 01339 882 297

Type of inspection:
Unannounced

Completed on:
25 February 2026

Service provided by:
Cubanhall Limited

Service provider number:
SP2003002310

Service no:
CS2003010350

About the service

Annesley House Care Home is registered to provide care to a maximum of 36 older people, of whom a maximum of two may be younger adults with physical impairment.

The home is a traditional, detached building set in its own grounds in a quiet residential area of the rural village of Torphins, Aberdeenshire.

The home is within walking distance of nearby shops and amenities on the edge of the village. It is set in well maintained gardens with views over the countryside and hills.

About the inspection

This was an unannounced which took place on 24 and 25 February 2026. 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 six of their representatives
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with four visiting professionals
- reviewed feedback from online questionnaires from 18 people experiencing care, 14 of their family members, 34 staff members and three visiting professionals.

Key messages

People looked well and they and their families were complimentary about the care and support they received.

Staff knew people well and we observed trustworthy, respectful and warm relationships.

Staff monitored people's health needs effectively and escalated concerns promptly.

Activities were well organised, with a busy schedule offering regular opportunities for meaningful engagement.

There was good, visible leadership within the service, and people, relatives and staff spoke positively about the management team.

A formal service improvement plan was not in place, and developing one would help prioritise actions, track progress and maintain a clear focus on improvement.

Accidents and incidents were responded to appropriately, and strengthening documentation consistency will improve the reliability of the audit trail.

The service provided a clean, tidy and homely environment, helping people feel comfortable and at ease.

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 leadership?	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 where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People looked well and they and their families were complimentary about the care and support they received. One family member shared, "My wife is a different woman since moving in," and one person experiencing care shared, "I'm very happy here, staff are very kind" and another "the staff are very nice". This reflected the positive impact that day to day care was having on people's wellbeing.

Staff knew people well, including those who had recently moved in. Staff were actively learning and using Makaton (Makaton is a communication system that uses a combination of speech, signs, and symbols to support people who have difficulty communicating), supported by a Makaton dictionary and practising new signs each week, which helped one person communicate more easily and feel more confident. For another person, staff used personalised information displayed in their room to help them understand routines and manage moments of distress. These thoughtful, individualised approaches meant people were better supported, more reassured, and experienced improved emotional wellbeing. This helped to prevent anxiety and promote positive experiences within the home.

Family members consistently spoke highly of the care. They told us staff were kind, attentive and responsive, saying, "Staff are lovely, we always get a warm welcome," and "The care is good and staff are good at keeping in touch." A visiting professional told us, "Staff are very approachable and referrals are always timely and appropriate." This illustrated strong communication, partnership working and shared focus on supporting people well.

Staff monitored people's health needs effectively and escalated concerns promptly. We saw people had access to the right care at the right time, with detailed care plans showing clear evidence of timely referrals and professional input. Feedback from GPs and other professionals had been incorporated into care plans, helping ensure support remained up to date and aligned with best practice. Professionals including the local GP spoke positively about the service and the care and support provided to people.

We observed warm, respectful interactions between staff and residents, contributing to trusting relationships. The home had an open door visiting policy, and we saw many visitors coming and going throughout the day. Staff were visible and attentive, and there were sufficient staff available to meet people's needs promptly. This helped promote people's emotional wellbeing, comfort and sense of connection.

Falls were well managed. The service had established systems to monitor incidents, and appropriate equipment was in place to support mobility and reduce risk. Monitoring of weight, falls and wounds was consistent and supported early identification of changes in health, helping keep people safe.

Staff remained well informed through flash meetings, handovers and regular communication, supporting continuity of care. Medication overall was well managed which meant that people received the right medication at the right time. We found a small number of concerns related to topical medication for two newly admitted residents, however the manager was proactive and rectified these during the inspection.

Activities were well organised, with a busy schedule offering regular opportunities for meaningful engagement. One person shared "I really enjoy the exercise class". We observed people to be actively involved and enjoying themselves, particularly during music sessions and quizzes. Staff encouraged participation at a comfortable pace, helping create a positive and inclusive atmosphere. These activities contributed to people's enjoyment and social connection.

Mealtimes were a positive experience, with good access to food, fluids, snacks and clear menu choices. Most people we spoke to were positive about the food, and we saw people being supported sensitively. A relative commented that their loved ones health had improved since moving in.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There was good, visible leadership within the service, and people, relatives and staff spoke positively about the management team. Staff told us managers were "really friendly and approachable" and that they "never feel intimidated" when raising ideas or concerns. This created an open and supportive culture where staff felt confident to speak up, which supported continuous learning and improvement.

The manager had settled well into post and had recently completed a qualification appropriate to the role, which they felt had strengthened their knowledge and confidence. They were well supported by a new lead nurse, and staff were consistently positive about this addition. Staff said the leadership team was clear about their responsibilities and that it was evident they worked well together, contributing to stability and consistent practice.

Leaders in the service were also visible in day to day practice, spending time on the floor supporting staff. This practical involvement was highly valued by the team, who told us they appreciated the hands on support. It also helped leaders maintain a clear understanding of people's needs, model good practice, and address any concerns promptly as they arose.

A range of quality assurance systems provided effective oversight, including residents' overview folders, weight monitoring tools and observations of practice. These systems helped management maintain a strong understanding of people's needs and identify issues promptly.

Policies and procedures had been updated, and we could see that improvements were underway. However, there was no formal service improvement plan in place at the time of inspection. Introducing one would help the team prioritise actions, track progress, and maintain a clear focus on development (See Area for Improvement 1).

People's views were sought weekly, and concerns were addressed promptly. Families also contributed feedback through six monthly questionnaires, supporting ongoing engagement and responsiveness.

Staff felt able to discuss operational matters and suggest improvements. Although communication was good, some staff told us that day to day communication could be strengthened, such as ensuring everyone was consistently updated about people's movements and plans.

During the inspection, we observed staff speaking up confidently during flash meetings and handovers, asking appropriate questions and sharing relevant information. Staff also described feeling able to approach the leadership team openly; one staff member told us they felt comfortable raising ideas or concerns and were confident they would be listened to.

Leadership supported staff to reflect on practice and encouraged them to come forward with suggestions, which contributed to a positive and open culture. More regular team meetings would help ensure this good communication and shared learning is maintained consistently across the team.

There was an established system for recording accidents and incidents, and from records sampled, the right actions had been taken to keep people safe. Leadership oversight was in place. We discussed the importance of ensuring documentation is completed and retained consistently so that the service maintains a full and reliable audit trail to support ongoing learning (See Area for Improvement 2).

People's finances were stored safely and securely, although introducing routine auditing would strengthen oversight and ensure any errors are identified and corrected promptly. The manager had already begun making changes during the inspection, which demonstrated a positive response and willingness to improve financial governance.

Areas for improvement

1.

The provider should develop a service improvement plan to help keep track of priorities, monitor progress and maintain a clear focus on ongoing development and improvement.

This is to ensure that care and support is consistent with the Health and Social Care Standards, in particular:

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

2.

The provider should improve the consistency and quality of accident and incident recording by ensuring that all records are completed to an appropriate standard and that full documentation is retained. Strengthening these processes will help maintain a reliable audit trail, support effective monitoring, and ensure that learning from events is captured and acted upon.

This is to ensure that care and support is consistent with the Health and Social Care Standards, in particular:

"I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

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

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service provided a clean, tidy and homely environment, helping people feel comfortable and at ease. Communal areas were bright and welcoming, with plenty of natural light and fresh air, and people told us they enjoyed spending time in these spaces. Overall, the atmosphere felt warm, safe and relaxed. One family member shared "the setting of this care home is wonderful, looking over the fields and is in a very quiet spot".

The building is older, but staff and management were taking proactive steps to manage age related issues. One family member shared "the building is older but nothing I have come across that is hazardous or unsafe". We saw clear evidence of regular maintenance checks, and repairs were dealt with promptly due to the availability of a handyman on site. During the inspection, we also observed workmen on site carrying out improvements, which gave reassurance that the provider was actively maintaining and upgrading the environment. This helped ensure the environment remained safe and supported daily living.

Bedrooms were personalised, comfortable and homely, helping people feel settled and secure. People were able to decorate their rooms with personal items, which supported identity and familiarity. People moved freely between their rooms and communal areas, choosing how they wanted to spend their day.

Equipment such as hoists, wheelchairs, beds and walking aids appeared to be in good condition, and we observed it being used safely. This gave reassurance that equipment was maintained appropriately and supported people's mobility, comfort and safety.

Infection prevention and control (IPC) procedures were in place, and we saw regular audits and checklists being used to maintain cleanliness and reduce the risk of infection. Staff followed these procedures well, which supported people's health and dignity. A family member shared "the whole place is spotless".

The service also benefitted from pleasant outdoor grounds, giving people access to fresh air and green space. Tree cutting work was underway to manage risks and maintain safety in the garden. People told us they enjoyed using the outdoor space when the weather allowed, and it provided a valuable extension of the indoor environment.

Overall, despite the challenges of an older building, people experienced high quality facilities that were well maintained, clean and comfortable.

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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