

40 Ellon Road Care Home Service

Bridge of Don
Aberdeen
AB23 8BX

Telephone: 01224 703 273

Type of inspection:
Unannounced

Completed on:
13 February 2026

Service provided by:
Penumbra

Service provider number:
SP2003002595

Service no:
CS2003000176

About the service

40 Ellon Road is a care home that is provided by the charity Penumbra. The service is registered to provide support to a maximum of six adults with mental health problems. 40 Ellon Road is in Aberdeen, and is close to local transport links, shops and community services.

Support is provided across two floors of a detached bungalow. People have their own bedroom and shared bathing and toilet facilities. There are two communal sitting rooms and a dining room, laundry facilities and a small outdoor patio area. The aim of the service is to work in partnership with health and social care partners, using the principles of the recovery approach in mental health.

The service provides residential care leading to long-term placements in an appropriate service, or a return to independent living. At the time of inspection, five people were using the service.

About the inspection

This was an unannounced inspection which took place on 11 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 five people using the service
- spoke with four staff and management
- observed practice and daily life
- reviewed five completed feedback forms from professionals
- reviewed four completed feedback forms from people using the service
- reviewed 3 completed feedback forms from staff
- reviewed documents.

Key messages

- People were treated with dignity and respect, which promoted a sense of value and self-worth.
- People experienced a safe and welcoming environment, which promoted their independence.
- People took part in meaningful activities, which supported a sense of purpose and wellbeing.
- People were supported to manage their mental health, which improved the quality of their lives.
- The staff team worked together to promote recovery, which improved people's outcomes.

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?	5 - Very 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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were treated with kindness and respect. Staff knew people well and used a person-centred approach to care. For example, people were supported to enjoy more independence and take part in community activities, as this was important to them. This resulted in people feeling valued and empowered, which promoted their recovery.

Staff supported people very well. People described staff as supportive and approachable, which helped build meaningful relationships and increased people's confidence. People were also very well-supported with their emotional wellbeing and were encouraged to seek help when needed. This helped people manage their mental health more effectively.

Staff worked well with external professionals. For example, psychiatrists and social workers. One professional told us, "I think staff in Ellon Road plans the care and support for patients well and appropriately. It is a fantastic place for patients' rehabilitation." This supported people to get the right care, at the right time, from the right people.

People were included in decisions about their care and recovery. People had regular care reviews. Before each review, people met with staff to discuss any questions or concerns, ensuring their views were fully considered. This approach helped people feel confident and in control. As a result, people felt involved in their care, and better able to participate in decisions about their support. Furthermore, people's personal plans were detailed and documented their wishes and aspirations. This meant staff had the right information to provide support, that reflected what mattered most to each person.

Staff supported people to take their medication as prescribed. Staff were knowledgeable and confident around medication protocols, demonstrating good practice when supporting people. Medication counts had been introduced. Audits provided oversight of medication management. This supported safer practice and ensured people took their medication correctly. This resulted in people experiencing better health and wellbeing.

Staff encouraged people to take part in daily living tasks. For example, people and staff sometimes cooked together. People were also supported to plan meals, manage budgets and consider healthy eating. These approaches helped people build confidence, and develop the practical skills needed for more independent living.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as very good.

Ellon Road was clean and warm with a calm atmosphere. Cleanliness and high-quality infection prevention and control were evident throughout the home, and staff were confident in their roles in maintaining standards. One person told us, "It's always very clean." Therefore, people experienced a clean, safe and

comfortable environment supporting their physical and mental health.

People's rooms were private and reflected their preferences. Bedrooms were personalised with items, pictures, photos and furniture that reflected people's characters. Staff were respectful of people's spaces and helped them to maintain them. People told us they were happy with their rooms. One person told us that having a lock on their door made them feel safe. People's dignity and privacy were therefore protected, increasing their sense of self-worth.

Communal areas were clean, well-thought out and well-furnished. People chatted and engaged with staff in communal areas throughout the day. Consideration was given to different people's needs, and these were sensitively accommodated. For example, adapting seating arrangements and layout of the home when needed. People were therefore, able to benefit from the communal areas promoting choice and inclusion. As a result, people's relationships were strengthened by the easy informal atmosphere these areas provided.

The kitchen was well-stocked and laid out and signage was clear. People could take an active role in supported or independent food preparation. Snacks were available, and a weekly menu for the evening meal was on display. As a result, people were able to maintain or develop food preparation skills in a safe and clean environment. Furthermore, people were able to cook together if they wanted, promoting valuable social interactions and friendships.

Outside areas were well-maintained. There was a small outside patio where people could sit to enjoy time outdoors, and a garden area with shrubs and plants. People could take an active role in maintaining outside areas, for example, planting new plants. Some people enjoyed watching the birds use the feeders. People were encouraged to share their views on what they thought about the outside area. People therefore, felt involved in decisions about their environment. This demonstrated the service's commitment to promoting inclusion.

Maintenance and safety were well-managed. Maintenance records were up-to-date, with health and safety checks being carried out regularly. Management had good oversight of the home, and any issues were dealt with promptly. Staff demonstrated a good understanding of fire safety procedures. These mechanisms helped ensure the safety and wellbeing of people, who could then feel confident and secure in their environment.

Overall, Ellon Road provided a safe, high-quality and comfortable environment for people, promoting dignity, independence, autonomy and choice.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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Dundee
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