

Viewlands House Care Home Service

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Type of inspection:
Unannounced

Completed on:
23 February 2026

Service provided by:
Abbeyfield Perth Society Ltd

Service provider number:
SP2003002129

Service no:
CS2003009778

About the service

Viewlands House Care Home 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 residential and nursing care for up to 32 people. There were 32 people living in the service at the time of inspection.

Accommodation is arranged over three floors, in single bedrooms with en-suite bathroom facilities. There are three lounges, two dining rooms, a library and an external annex for people to use. The service also benefits from accessible, well maintained surrounding gardens.

About the inspection

This was an unannounced inspection which took place on 17 and 18 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 and two of their families.
- Spoke with three staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with a visiting professional.
- Reviewed feedback questionnaires from people using the service, their relatives and staff.

Key messages

- People were happy living in Viewlands and knew the staff that supported them well.
- There was a variety of meaningful activities on offer for people to take part in. This supported people to maintain their skills and abilities and have an active life.
- Staffing levels were flexible, meaning staff had time to spend with people.
- The environment was warm, welcoming and well looked after. People benefitted from a range of private and communal areas.
- Meaningful connection was embraced by the service. People were supported to maintain important relationships and develop new relationships, which reduced their risk of social isolation.

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 staff team?	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 have evaluated this key question as very good. We identified a number of strengths which impacted positively on the experiences of people who live in Viewlands. Any areas for improvement we identified are unlikely to have a significant impact on people's experiences.

During our visit, we found that people living in Viewlands House experienced warm, respectful, and meaningful care and support. People and staff clearly knew each other well, and this was reflected in the positive atmosphere throughout the home. We observed many kind and genuine interactions between staff and people used the service. We observed and heard how this was the same for any visitors, which contributed to a strong sense of belonging and community.

People told us they felt at home and were happy living at Viewlands. This was further supported by a visible programme of activities, which was displayed throughout the home and in people's bedrooms. Activities offered were varied and included sports, coffee mornings, and planned trips within the local community. Staff demonstrated a strong commitment to promoting independence, offering support when needed while encouraging people to do as much as they could for themselves. People were supported to remain physically active and to spend time outside the home. This contributed positively to their health and wellbeing.

People benefited from a varied and appealing menu that reflected their likes and preferences. Mealtimes were calm, sociable, and enjoyable experiences. We noted great care taken in the presentation of both meals and the dining environment. People were well presented, with attention taken to personal appearance, such as wearing jewellery, having their hair done, and wearing make-up which helped promote dignity and self expression.

The service placed a strong emphasis on meaningful connection which reduced people's risk of social isolation. People were supported to maintain existing relationships, build friendships within the home, and stay involved in their local community if they wished. Important events were celebrated, some as communal parties and others involving intimate family get togethers. The home benefitted from good links with nearby nurseries and schools, and regular visits from children contributed positively to people's wellbeing.

We saw evidence of effective working relationships with external professionals. Records showed regular input from visiting professionals, and relevant information was clearly documented in people's care plans. Care plans were comprehensive and gave real insight into each person's identity, preferences, and what mattered most to them. Staff therefore had the appropriate information to deliver care and support in accordance with the persons needs. Further consideration should be given to the development and implementation of restraint risk assessments and future care plans. People were actively involved in their care planning and review processes, and their experiences and views were clearly represented. It is important that reviews continue to take place within required six monthly timescales.

We identified some issues within medication records, including gaps in administration records. We discussed these concerns with the leadership team who took appropriate action to address these concerns. A wider review of medication systems had been commenced at the time of inspection and should provide further assurance.

How good is our staff team?**5 - Very Good**

We have evaluated this key question as very good. We identified very few areas for improvement, and the multiple strengths identified had a significant positive impact on people's outcomes.

There were sufficient staff with the right skills available to meet people's needs and wishes, at all times. Staff demonstrated that they knew individuals well, enabling care and support to be delivered in a personalised and compassionate manner. We observed staff having time to engage in meaningful interactions with people and those important to them, and where this was not initially evident, it was promptly addressed by the leadership team. The workforce was stable, with a number of longstanding staff contributing to continuity, consistent support and a strong understanding of people's routines and preferences. Positive professional relationships promote trust and can have a significant impact on people's outcomes.

Staffing levels were determined by a formalised tool. However, these were flexible and enabled the team to be responsive to the changing needs of people who used the service. The staffing rota demonstrated staffing levels which were above the minimum indicated by the tool and ensured that people's needs were met. A registered nurse was present during daytime hours, and although a nurse was not consistently rostered overnight, a senior carer provided leadership at night. The service described an informal arrangement for nurse availability overnight. We have advised that this arrangement should be formalised to promote clarity, accountability and safe escalation procedures.

Staff reported feeling motivated and well supported in their roles. A positive staff wellbeing culture was evident. Staff spoke highly of their colleagues and the team work within the service. They also spoke highly of the leadership team and open communication. During the inspection, we observed information sharing between the team and staff who appeared well organised. Staff were aware of their roles and responsibilities and strove to provide high quality care and support.

How good is our setting?

5 - Very Good

We have evaluated this key question as very good. We identified a significant number of strengths, any areas for improvement would have minimal impact on people's experiences and outcomes.

People benefitted from a warm, welcoming and comfortable environment, which was observed during the inspection and reinforced through positive feedback from residents and their families.

The environment was well designed to meet the needs of the people living in the service. Although the building itself was older, the internal spaces were exceptionally well maintained and did not feel dated. There was a clear plan of maintenance to ensure any on-going works or improvements were conducted timeously.

The home benefitted from a range of thoughtfully created areas, including a lounge, dining room, hairdressing salon, conservatory, library nook and a small kitchen on each floor, offering people choice and flexibility in how they used the space. The gardens were similarly well cared for, with attractive outdoor areas, summer houses and an external annex space used for arts and crafts activities, supporting meaningful engagement and wellbeing.

People's bedrooms were personalised, comfortable and homely, allowing individuals privacy when they wished, while communal areas such as the lounge, dining room and conservatory provided opportunities for social connection. People could arrange visits with those important to them to celebrate special events and if desired, could organise use of private spaces to make this experience more personal.

The dining room was beautifully presented at lunchtime, reflecting the value placed on creating a positive mealtime experience. It was encouraging to see this space used creatively throughout the day, including for afternoon physical games and activities, ensuring that those who preferred quieter time could remain in the lounge.

The home was spotlessly clean throughout. Cleaning schedules were being followed, routine walkarounds were in place, and equipment was cleaned with wipes after each use. It was evident that high standards of cleanliness were expected and that staff were clear about these expectations. There were also robust arrangements for the regular monitoring and maintenance of the premises and equipment, supported by a planned and preventative maintenance programme.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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