

# Culsh House Care Home Care Home Service

New Deer  
Turriff  
AB53 6TR

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**Type of inspection:**  
Unannounced

**Completed on:**  
11 March 2026

**Service provided by:**  
Culsh House Nursing Home

**Service provider number:**  
SP2003002319

**Service no:**  
CS2003010375

## About the service

Culsh House Care Home is a converted large house located on the outskirts of the rural village of New Deer, Aberdeenshire. The original building has been extended in previous years and bedrooms are located over two floors.

The home is registered to provide nursing care for up to 23 older people.

All bedrooms have en suite toilet and handwashing facilities. Bathing and showering facilities are shared. There is a choice of well-furnished sitting rooms and conservatories available for people to spend their time.

There is an enclosed garden to the side of the home and a landscaped garden with seating to the front of the building.

## About the inspection

This was an unannounced inspection which took place on 11 March 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 10 people using the service and four of their family
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- People were very happy and content in their surroundings.
- The levels of care and support people received was very good.
- There were a wide range of activities that helped pass their day in a meaningful way.
- The strong links with the community ensured that people remained connected and part of the village life.
- Care plans were very detailed and person-centred.
- People were supported to remain well by a staff team who knew their needs and how to reduce the risks of harm.
- The refurbished entrance to the home created a warm and welcoming feel.
- The home was clean, odour free and in a good state of repair.
- The various lounge and conservatories meant that people had a choice of where to spend time.
- The shared bathing and showering facilities were very well equipped and maintained.

## 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 appeared very well cared for. They had all retained a sense of their own individuality by the care and support they had received with their washing, hygiene and dressing needs. People praised the levels of support they received and said that staff took the time to 'get it right' and that this was important to them.

Relatives said that staff were visible whenever they visited. They felt that this had helped their loved one settle into the home and had increased their confidence because the staff were available and on hand for assistance. People said they did not have to wait for assistance and this meant that they received the care and support they needed when it was required.

There was a wide range of social activities in the home. A designated activities team discussed with people what they wanted to do and this information was used to inform planned events or activities. People said that their day goes very quickly because they were occupied.

Staff took every opportunity to engage with people. It was clear that positive and trusting relationships had formed and people said that "There was always a laugh". Throughout the service there was chatter and laughter. This helped enhance the warm and welcoming feel that the home had, and made people feel relaxed and part of home life.

Strong links with the community were evident. Events were organised in halls for people to host events in the local community. This helped them stay connected and to be visible in the village. Local nurseries and clubs came into the home to provide entertainment and interactions with people. These were welcomed and appreciated and people said, "They loved to see the bairns".

Most of the staff were local to the village and people said that they would catch up about the local goings by speaking with the staff. People felt connected and part of village life.

People praised the quality and variety of the meals. The menu was available and this enabled people to have an informed choice of what they wanted to eat. The meals were well presented and looked appetising.

People enjoyed the company of their friends whilst they dined. This helped create a relaxed and social feel to mealtimes.

Care plans were detailed and person-centred. There was a very good plan in place called 'future care planning'. This was focused on six areas - 'ready, expect, diagnosis, matters, action, plan'. This enabled staff to ensure that anticipatory plans were detailed and in place. This was important to ensure that in the event of a deterioration in someone's health, they would receive the care and support they wanted and needed. It was important for the staff team to get it right for people.

The physical and health needs of people were captured well in detailed care plans. However, it was clear that the emotional wellbeing of people was given the same importance. Changes to people's presentation and behaviour when stressed or anxious, were detailed and this helped staff to intervene to offer the support that was needed to improve outcomes.

When a risk to people's health and wellbeing was identified, there was a clear risk assessment in place. This information informed staff of the actions needed to reduce the risk and keep people safe. This contributed to the very low numbers of falls and weight loss in the home.

Care reviews took place regularly and people and their families were involved in the process. Relatives said that this gave them the opportunity to contribute and feedback on the quality of the service their loved one received. One relative said that they are welcomed daily to help support their loved one. Their role as carer was welcomed and supported. This made them feel included and valued.

The staff team were committed to ensuring that people lived well and led full and interesting lives in the home. Home life was informed by the people who lived there and this contributed to high levels of satisfaction and very positive outcomes.

## 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.

The home was clean, odour free and very well maintained. There were sufficient domestic assistants available to ensure that the cleanliness of the home was maintained. People praised the cleanliness of their rooms and praised the staff efforts.

Throughout the service information was provided to ensure that people were kept informed. This enabled people time to choose what they wanted to do, and what to eat. Events were advertised well in advance and this enabled families and friends the opportunity to attend.

People's bedrooms had been personalised to a very good standard. They had been encouraged to bring items in to decorate and furnish their rooms to create more familiar and homely environments. Care had been taken to ensure that precious items and pictures were reachable and easy to see. This was comforting for people.

The placement of furniture in bedrooms had been thought through. This ensured that there was best use of the space available. There was space for people to mobilise around their rooms with no trip hazards.

People had a choice of where to spend time. There were a number of lounges and conservatory areas. Each one was decorated and furnished to create different looks. People had clear preferences for which area suited them most, one person enjoyed the peace in the quiet conservatory, whilst a few people enjoyed the bustle of the lounge. The shared social spaces met the needs of people.

The dining room was spacious and there were sufficient tables and chairs available to offer everyone the opportunity to dine there. There was enough space between tables to ensure that anyone who wished to leave their table, could do so without disturbing other people. Noise from the service of the meal was minimal and this helped create a relaxed environment. People chatted with their friends and staff throughout the meal service and this created a social feel to the dining experience.

The provider had a planned and measured approach to further upgrades to the environment. Consideration was given to how the change would improve people's home life. Any disruption to home life during the upgrade was considered and this helped inform the timeframe for the completion of any works.

The provider and the staff team demonstrated a commitment to ensuring that people lived in a well maintained, comfortable and well-furnished home. They recognised that in the ongoing enhancement of the building this contributed to a good home life for people.

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

### Areas for improvement

#### Previous area for improvement 1

In order to support people to get the most out of life, you, the provider, should ensure that staffing arrangements are in place to include meaningful connection. This should include evidence of ongoing assessment and review of staffing, and include the views of all stakeholders.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that 'People have time to support and care for me and to speak with me'. (HSCS 3.16)

**This area for improvement was made on 10 March 2025.**

#### Action taken since then

There were sufficient staff on duty to meet the needs of people. People said that staff responded promptly to their buzzers or their requests for assistance. This meant that they did not have to wait for their care need to be attended to.

Staff had the time and took every opportunity to speak with people. This was recognised by relatives as being a positive aspect of the service. People said that these conversations were often humorous and 'brightened their day'.

This area for improvement has been met.

### 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).

## 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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