

St. Columba's Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
3 October 2025

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Service no:
CS2011303629

About the service

St Columba's is a care home for older people situated in a residential area of Dundee, close to local transport links, shops and community services. The service provides nursing and residential care for up to 54 people.

Bedrooms are located on the top three floors. All bedrooms are single occupancy with en-suite facilities and can be accessed via stairs or a lift. The ground floor has been converted into 'The Street', comprising a cinema, sweet shop, bar and hairdresser. At the rear of the home there is a private enclosed garden area which can be accessed from the ground floor.

About the inspection

This was an unannounced inspection which took place on 28 and 29 September 2025. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the 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 7 people using the service and 8 of their representatives
- spoke with 6 members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with 2 visiting professionals

Key messages

- People living at St Columba's and their families, were very happy with the care and support.
- People were supported by a kind and compassionate staff team and staffing levels were appropriate to the needs of residents.
- Staff worked as a team and had good working relationships.
- Management demonstrated a clear understanding about what was working well and what improvements were needed.
- The service had undergone a full refurbishment, this had improved people's living environment and facilities within the home.
- There was a warm, welcoming and friendly atmosphere.

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 staff team?	4 - Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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.

We observed kind and respectful interactions between staff and people living at St Columba's and it was clear that strong trusting friendships had formed. We saw that staff took time to interact and talk with people and there was a sense of community within the home. People appeared very happy and content and there were sufficient staff available to provide assistance when it was needed. This meant that people received support that was responsive to their individual needs and helped them to feel valued.

We reviewed documentation relating to people's care and saw that people's health needs such as skin integrity and wound care was managed well. Records were generally well completed and demonstrated consistent monitoring with appropriate action taken when required. We saw that referrals to other multi-disciplinary health professionals had been made appropriately and health professionals we spoke with told us that there was good partnership working. This evidenced a holistic approach to maintaining people's health and wellbeing.

We observed mealtimes that were unhurried. Encouragement and support was offered to people to ensure they ate and drank well and menus were designed with people's preferences and dietary requirements in mind. A menu choice was always available and fluids and snacks could be accessed throughout the day. Weights were well managed, and where appropriate people were encouraged with higher calorie options. Comments from people we spoke with included; "the food is good", "I get a nice choice" and "there is always plenty to eat." We had confidence that kitchen and care staff had a good knowledge of people's nutritional needs.

It is important that people are supported to spend their time doing things that they enjoy and we saw that people were consulted and involved in planning social activities. This meant that activities were informed by people's likes and interests. The service used different platforms to keep people connected to their loved ones and share what had been taking place within the home as well as future events. People benefited from links with the local community and there was a focus on supporting people to maintain their skills. We were satisfied that the range of activities on offer aligned to people's likes and interests and supported them to get the best out of life.

There were safe systems and processes in place for the administration and recording of medication, including the use of PRN (as required) medication. We examined a sample of medication administration records and found that people had received the right medication at the right time. This helped people to maintain good health.

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.

The manager had an open door policy and was visible within the care home. Staff we spoke with told us that the manager was approachable and they felt valued and listened to. This helps promote a culture of openness where staff feel confident to raise any concerns or issues. Staff were clear about their individual roles, they spoke positively about the support they received and told us that they were encouraged and supported to develop, and expand their skills and knowledge.

Staff benefitted from a range of training and a training matrix provided oversight of training completed and helped track when refresher training was due. This helps ensure that staff maintain their knowledge and skills to care for people. Staff received regular supervision and this provided an opportunity for them to reflect on their practice and discuss any developmental needs they may have. This helps contribute to good outcomes for people receiving care.

We were told that communication was very good and that there were regular staff meetings that supported the sharing of information and led to improved communication within the service. Being involved, listened to and valued helps retain a skilled and stable staff team.

We looked at quality assurance processes and a range of audits that covered all aspects of the service, these included people's living environment, individuals care and support needs, infection prevention and control, staff training and registration. We found that audits were meaningful and were effective in highlighting any gaps and areas for improvement. This evidenced a clear and organised way of monitoring quality.

We sampled records of accidents and incidents, information was detailed and showed that people's representatives and other agencies/professionals were notified as required. The service used recognised tools to support oversight of incidents such as falls and documented any actions taken to reduce the risk of recurrence. This meant that people could feel confident that appropriate steps were being taken to minimise risk and keep people safe.

Family members we spoke with praised the communication from both the staff and management team, they had confidence in the leadership of the service and were assured that any concerns they may have would be dealt with appropriately. Improvements were informed by residents' views, relatives' feedback and best practice guidance. This demonstrated that people were consulted and involved in shaping the direction of the service and we were confident that people's needs were the main focus for any decisions or changes made.

How good is our staff team?

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 were supported by a dedicated team of staff and there was a sense of people working as a team to the benefit of those they supported. All staff we spoke with were aware of their roles and responsibilities, what was expected of them individually and the standard people receiving care are entitled to.

We were confident that safer recruitment practices were being followed. All recently appointed staff had completed the necessary recruitment checks prior to commencing employment and all staff were registered with the relevant professional body. New members of staff completed a comprehensive induction and we heard how mentorship for new staff was positive and supportive. Consideration was given to staff's knowledge and skills, with newer and less experienced staff supported by those with more experience. This ensures that people working in the service have the right skills and knowledge and helps ensure continuity and consistency of care.

We observed staff interactions with people, and these were friendly and compassionate. Staff spoke warmly of the people they supported, and residents and their loved ones confirmed that staff were kind and caring. Positive relationships between staff and people help to achieve good outcomes and experiences for people receiving support.

Throughout the inspection staff were visible and accessible. There were sufficient staff on duty to attend to people's needs and engage in meaningful interactions with people, this was appreciated by residents and their families. Having the right number and skill mix of staff ensures people receive support when needed and helps people feel valued and listened to.

How good is our setting?

5 - Very Good

We evaluated this key question as very good where there were significant strengths that had a positive impact on people's experiences and outcomes.

St Columba's had undergone significant refurbishment and people and their visitors praised the standard of work completed. The environment was clean and well maintained and facilities included a hair salon, library, bar, arts and crafts room and an old fashioned tea room. All communal areas were freshly decorated with new flooring and furnishings.

Any identified repairs had been completed promptly, reducing potential risks and all safety checks were up to date. This ensures ongoing compliance and the safety of people living in the home. Fixtures and fittings were of a high standard, items of care equipment we checked were free from any damage enabling them to be cleaned properly. Personal protective equipment was readily available and well stocked, and adhered to the provider's infection prevention and control policy (IPC). Furnishings throughout the home were clean and well maintained and domestic staff undertook regular deep cleans. This reduces the risk of infection spread and people were safer as a result.

We saw that all staff were wearing appropriate Personal Protective Equipment (PPE) correctly and that disposal of PPE was in line with good practice guidance. Staff sanitised their hands when moving through the home and between tasks and we could be confident that staff understood the importance of infection prevention and control. These measures support good infection prevention and control.

The home had a welcoming atmosphere; it was well lit and free from intrusive noises and smells. There were a range of sitting areas where people could spend their time and corridors were wide and free from clutter. This enabled people to mobilise safely from one area to another. A call system was in use to help people summon support should they need. This helped give people confidence that staff were available should they need assistance. Not everyone was able to use or understood how to use the call button system and we found that assistive technology and the appropriate use of sensor mats were in use to support this.

Peoples bedrooms were clean and tidy, and furnishings, bed mattresses and linen were in very good condition. Our observations were supported by daily audits and regular quality assurance checks. People were encouraged to personalise their bedrooms with items and pictures that supported their identity and were meaningful to them. We saw that staff were respectful of people's spaces thereby respecting their privacy and dignity.

To the rear of St Columba's there is a well maintained, wheelchair accessible landscaped garden area where residents and their visitors can sit. Raised flower beds enable residents who wish to get involved in planting and maintaining the space and provides an opportunity for outdoor activity. Having access to outside space helps promote peoples health and wellbeing.

People had been involved in decisions about refurbishment and decoration, this helps people feel valued and contributes to their sense of ownership. We were satisfied that both indoor and outdoor spaces created a positive foundation for people's daily experiences and contributed strongly to high quality outcomes.

How well is our care and support planned?

4 - Good

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

People should expect to benefit from personal plans, or care plans, that are reviewed and monitored regularly. Each person's plan contained information and a good level of detail to guide staff on how best to care and support each person's care needs. These included people's preference for how they wished to be supported and how their independence was promoted. There were appropriate arrangements for monitoring peoples health, such as their skin condition, food/fluid intake, weight, and mobility. This kind of monitoring assists people to keep good health, and enables any concerns to be identified early.

Personal plans and risk assessments were reviewed regularly, with documentation updated as people's needs changed. Where people were at a high risk of falls, there were processes in place to ensure their health, wellbeing and safety needs continued to be met. These measures help ensure that people's care, support and environment continues to meet their needs.

We saw that advice and guidance was sought when needed, and that appropriate and timely referrals were made to external health professionals. The outcome of any visits and advice given was recorded; this helps ensure that any change to a person's health needs is identified and dealt with appropriately.

Where people were no longer able to make decisions or fully express their wishes the necessary legal documentation such as power of attorney or guardianship orders were in place. This ensures that people's rights are recognised and promoted and where a person is unable to make decisions for themselves, the views of those who understood their wishes is sought.

Residents and their representatives were involved in the assessment, care planning and review process. A review matrix helped keep track of when care reviews were due, and we saw that these had taken place in line with legislation.

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

Requirements

Requirement 1

By 29 April 2024, the provider must ensure people live in an environment that is clean, safe and minimises the risk of infection.

To do this provider must at a minimum:

Ensure the care home environment, furnishings, and equipment are kept in a good state of repair and are safe, clean, and tidy at all times.

This is to comply with Regulations 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.24).

This requirement was made on 22 February 2024.

Action taken on previous requirement

The service had made significant improvements and we observed an environment was clean, tidy and well presented. Communal areas were freshly decorated with new flooring and items of furniture, personal equipment and aids had been replaced and those we inspected were clean and unmarked.

Met - outwith timescales

Requirement 2

By 29 April 2024, the provider must ensure that at all times enough suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

To do this, the provider must at a minimum:

Review the numbers, deployment and skill mix of staff on an ongoing basis.

This is in order to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019 (as substituted for regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210)).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs are met by the right number of people' (HSCS 3.15); and

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This requirement was made on 22 February 2024.

Action taken on previous requirement

The service had recruited new staff and as a result reliance on agency staff had reduced. As far as possible, staff were deployed on the same unit so that residents were supported by consistent and familiar faces. The number and skill mix of staff was determined by a dependency tool and this was reflective of the number of staff on duty and rotas. All staff had completed mandatory training and refresher training as required. We were satisfied that people received appropriate and responsive care according to their individual needs.

Met - outwith timescales

Requirement 3

By 20 November 2023, the provider must keep people safe from harm by managing the administration of medication safely.

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

- a) Put in place and effectively implement a system to provide assurance that people are having their prescribed medication administered in accordance with their individual needs
- b) Ensure that monitoring arrangements identify any errors in administration or recording of a person's medication and appropriate actions are taken
- c) Ensure staff competency in medication administration.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/220). And section 8 of the Health and Care (Staffing) (Scotland) Act 2019 (as substituted for regulation 15(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210)).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14); and

'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 4 October 2023.

Action taken on previous requirement

We carried out a medication audit and found that there were robust systems in place for the storage, administration and recording of medication. This included daily audits and detailed protocols for as required medications and/or when medication was refused. Staff we spoke with were confident about medication procedures and reporting.

Met - outwith timescales**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
1.1 People experience compassion, dignity and respect	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
2.4 Staff are led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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