

Alzheimer Scotland - Ross-shire Service Support Service

Alzheimer Scotland Dementia Resource Centre
Victoria Road
Tain
IV19 1AU

Telephone: 01862 894 276

Type of inspection:
Unannounced

Completed on:
9 February 2026

Service provided by:
Alzheimer Scotland - Action on
Dementia

Service provider number:
SP2003002734

Service no:
CS2003008501

About the service

To provide a day support service for adults with dementia.

The support service will be provided from the following premises:-

- a) Alzheimer Scotland Dementia Resource Centre, Victoria Road, Tain IV19 1AU - maximum 10 adults.
- b) Alzheimer Scotland Dementia Resource Centre, Athole Court, High Street, Dingwall, IV15 9SH - maximum 8 adults.

About the inspection

This was an unannounced inspection which took place on 3 February 2026 at 10:00. 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 4 people using the service and 4 of their family
- spoke with 7 staff and management
- observed practice and daily life
- reviewed documents
- spoke with 2 visiting professionals

Key messages

- People's health and well-being benefited from having access to a range of structured, skilfully delivered activities.
- Relatives spoke positively about the service, and the care and support their loved ones received.
- Staff had built good relationships with people, their families and external professionals.
- Staff were well supported by management, through regular supervision & access to training and working relationships were good.
- The settings in both bases promoted people's independence and people benefitted from an environment which was pleasant, clean, and well maintained.
- People's support plans were person-centred, detailed, up to date and regularly audited.
- The service / acting manager was committed to ongoing improvement.

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
How well is our care and support planned?	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.

We saw kind and caring interactions between staff and the people they support. Care and support was delivered in a person-centred way because staff knew people's needs, aspirations and concerns well and had built positive professional relationships with them. Families and people in receipt of the service trusted the staff and were confident that any issues or concerns would be dealt with and resolved quickly. Everyone told us that staff had the skills and understanding to support them appropriately. People told us:

"I like talking to everyone and getting involved in things."

"The staff couldn't be better; I give them 10 out of 10."

"I enjoy coming here, it makes your head work."

The service had a well-established activities program skilfully delivered by experienced and dedicated staff. People and their relatives told us that they enjoyed the range of activities available to them, and how they felt these benefited their cognition and their mental and physical health. This meant that people can choose how they spend their time and benefit from maintaining and developing their interests and what matters to them. Relatives told us:

"He really enjoys it there and is very relaxed when he comes home."

"The way staff interact with the people they support is very good."

Staff respected people's wishes and preferences. This shaped how people experienced the scheduled activities as staff displayed skill and adaptability in flexibly responding to individual interests. This evidenced a detailed understanding of individual's support plans. Staff had sufficient time to spend with the people they supported and no one felt rushed. Staff were knowledgeable and responsive to people's changing health needs and closely monitored their needs. This was particularly important for people experiencing significant changes to their level of cognition, capacity to communicate, mobility and general health. This meant that people felt respected and listened to because their wishes and preferences were used to shape how they were supported.

Staff had developed good working relationships with external health professionals, for example working closely with local NHS community psychiatric nurses and GPs.

There were systems in place to identify any risks to people's health and wellbeing and risk assessments were regularly reviewed and audited for accuracy and clarity of content. Meals at lunchtime were sourced locally and of good quality, nutritious and enjoyed by people. All efforts were made to offer choice where possible and ensure people's dietary preferences were considered and ensure that mealtimes unhurried. This meant that people could enjoy their food in a relaxed atmosphere and have the required support to enjoy their meals.

Whilst people supported by the service were able to manage their medication needs, the service had experience of medication management processes and staff regularly underwent training in this area of practice. This meant that people were getting the right medication, at the right time.

How good is our staff team?

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 staff team demonstrated positive working relationships which were underpinned by respectful communication. There was a warm and supportive dynamic amongst the staff, and the team worked effectively together. It was clear that people's health and wellbeing benefited from the input of a competent and confident staff team who are well supported by their manager. People who used the service and their families had confidence in the staff. They described a staff team who had time to provide them with the care and support they needed. Staff described feeling listened to and felt comfortable raising any issues. They were given plenty of opportunity to discuss their work and how best to improve outcomes for people during formal supervision sessions and staff meetings. This meant that people using the service and staff benefited from a warm atmosphere because there were good working relationships. Staff told us:

"I love my job and being able to see and hear the people being supported, its amazing."

"It's a light-hearted atmosphere and I have experienced nothing negative since I came here."

Staff had access to a suite of relevant and mandatory training, which included external and specialist training such as in stress and distress and dementia care. Management carefully assessed the numbers of staff required to support people attending scheduled morning and afternoon sessions to ensure there were sufficient staff to provide the right level of support based upon identified outcomes for individuals. Management and staff were flexible and responsive to changing situations to ensure that there were appropriate staffing levels available. This meant that people benefited from staff having the time to provide care and support with compassion and engage in meaningful conversations and interactions with people.

Safer recruitment processes were being followed. A robust induction programme was in place which included time to ensure new staff could get to know people and become familiar with their care and support plan. Regular staff meetings were held which promoted effective communication and enabled staff to be responsive and aware of changes in peoples health and wellbeing. Staff were motivated and committed to their work, one staff member told us:

"The staff are highly skilled in providing therapeutic interactions for people."

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.

People using the service, family's staff and external agencies spoke positively about both bases. It was clear that people benefited from high quality facilities that met their needs. This meant that people benefited from being in a comfortable and appropriately stimulating environment. The buildings in Dingwall and Tain

were decorated to a high standard and signage was clear and well placed throughout both buildings and clearly designed to take account of people with a range of cognitive and communication impairments. This meant that people benefitted from the design of the setting which contributes to people developing relationships, with space to spend time in small groups as well as larger functions. The settings in both buildings were clean and bright with furniture well spaced and situated to maximise people's safety and comfort. Both buildings displayed art / other creations by people using the service and felt homely and welcoming. This meant that people benefitted from the design of the settings which contributes to people developing relationships, with space to spend time in small groups..

The environment was clean and fresh and routine maintenance was carried out promptly. Facilities included games tables, kitchen area, interactive touchscreen monitor with good standard Wi-Fi connectivity throughout the building. There was a wide range of board games, arts and crafts materials available, and the activity areas benefitted from lots of natural light.

People have access to appropriate equipment, including single use equipment, which promotes their independence and comfort. Where equipment is not single use, this is cleaned between uses and stored securely. Evidence that equipment is properly installed, used, maintained, tested, serviced and replaced. Staff are trained to use equipment and directly observed to assess competence. This meant that the facilities promoted people's safety.

The setting has relevant safety certificates, including gas and water checks, and others as appropriate. Testing and maintenance of fire safety equipment and systems takes place, and a fire risk assessment is in place. Staff and people using the service know what to do in the event of a fire, including information on those who need support to evacuate and how to do this safely. Quality assurance systems were robust in regularly checking the quality of the environment and the service improvement plan was regularly reviewed to ensure the service setting was maintained to a high standard. This meant that people benefitted from being in a safe and well maintained environment.

How well is our care and support planned?

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.

Support plans were detailed, regularly reviewed and used person-centred language that clearly demonstrated the individual's unique likes and dislikes. This included strategies on how staff safely supported and responded to people in a crisis. It was positive that people's unique history and personal stories were clearly recorded. Staff could use this information as talking points with people to support engagement with activities. Staff anticipated people's needs and were able to identify changes in health and reported concerns to managers. This ensured people were receiving the right care at the right time. This meant that people benefit from personal plans that are regularly reviewed, evaluated and updated and take account of good practice and their own individual preferences and wishes

Risk assessments were current and accurate and supported staff in developing a clear understanding of each supported by the service. This meant that robust support planning ensured that people were receiving the right care at the right time. Daily recording was detailed, linked to support plan outcomes and subject to regular audit. During the inspection, we saw evidence that peoples' personal plans were reviewed and updated twice yearly. People and their families told us they had been fully involved in decisions about their current and future care and support needs. Families and people attending the service benefitted from being

meaningfully involved in the support planning process. This meant families were fully involved in shaping and directing people's care and support.

The service was actively reviewing how to maximise opportunities for people to meaningfully contribute within support plan reviews. This contributed to people's care and support accurately reflecting their wishes, goals and outcomes. External professionals described the service as proactive in working for the most positive outcomes for people. One external professional told us:

"Whenever there were risks developing, they contacted us immediately. Communication is very good."

This meant the service was recognised by people for working collaboratively and communicating frequently with professionals

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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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