

## Parklands (Care Home) - Buckie Care Home Service

High Street  
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AB56 4AD

Telephone: 01542 836 000

**Type of inspection:**  
Unannounced

**Completed on:**  
13 March 2026

**Service provided by:**  
Parklands Limited

**Service provider number:**  
SP2003001893

**Service no:**  
CS2003013765

## About the service

Parklands (Care Home) - Buckie is located on the outskirts of the coastal town of Buckie and is registered to provide a care home service to a maximum of 50 older people, including a respite care service to a maximum of one older person. The home comprises of two modern purpose-built single storey buildings, Parklands and Burnbank.

The provider of the care home is Parklands Limited.

Many of the rooms have en suite toilet facilities and some have en suite showers. In both buildings there are communal lounge and dining areas as well as toilets, bath and shower rooms. There is an attractive garden area between the two buildings that is enclosed and safe for residents to use.

The service's statement of purpose says:

"We aim to provide a warm and friendly atmosphere for our residents in their twilight years, in which they feel at home and in control of their own lives as far as is possible".

## About the inspection

This was an unannounced inspection which took place on 09 and 12 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 12 people using the service and five of their family
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- People appeared relaxed and content. They had received the right care and support to help them look their best.
- There was a wide range of activities available and these focused on people's interests.
- People praised the quality and variety of the meals provided. There was a relaxed and social feel to the dining experience.
- Care plans were clearly written and were person-centred.
- Staff were well trained in the electronic medication system and the management of medications was good.
- There was a whole team approach to supporting people to live well.
- The home was clean and odour free.
- People's bedrooms were comfortable and had been personalised to a very good standard.
- People had a choice of where to spend their time, in well maintained and comfortably furnished shared rooms and areas.

## 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 made an overall evaluation of very good, for this key question. As there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

People appeared very well cared for. They had received the right care and support to help them look their best. People said that staff took the time and effort, to help them with their jewellery, makeup etc. This was appreciated by people and helped them retain their sense of self and individuality.

The staff team was stable, and it was clear that positive relationships had formed with people. People praised the staff's compassion, caring abilities and the respect that was shown. There were many positive interactions and staff from all departments took every opportunity to engage with people. These interactions had a clear positive impact on people's wellbeing.

Relatives said their loved one's health and wellbeing had improved since moving into the home. They attributed this to people feeling safe and staff taking the time to get to know people. This enabled staff to provide the care and support that people needed and wanted. Relatives referred to the staff as 'just the best', 'lovely girls' and 'I know that mum is in good hands'.

People praised the quality of the meals. Menus were on tables and this enabled people to take the time to choose their preferred meal. There was a relaxed and unhurried feel to the dining experience, and this ensured that people could eat at their own pace. People said that they enjoyed the social aspect of the meals. They looked forward to chatting with their friends as they dined. Meals were not just focused on supporting people to eat well balanced nutritious food to keep them healthy, but also on the social and emotional wellbeing of people.

There was a wide range of activities and events for people to enjoy. The activities staff took the time to discuss with people what their interests and what their goals were. This resulted in a varied programme that captured the interests of people. Staff organised special outings or experiences for people based on their goals or passions. This resulted in wonderful and memorable experiences for people.

People were supported to remain connected and visible in the community. Many people had re-established connections and friendships because of their increased visibility. This had enriched their lives.

Care plans were detailed and person-centred. The language used in plans was clear and jargon free. This would make it easier for people to read and agree the content of their plans. When people had a clinical need that impacted on their health, the plan had clear treatment and support plans. This would ensure that people received the right care to help keep them well.

When a risk was identified to people's health, wellbeing and safety, there were clear risk assessments in place. These identified the risk and the actions needed to reduce the risk of harm or injury. This contributed to the low number of falls and episodes of stress and distress.

The staff used an electronic medication system. Staff responsible for administration of medications had to complete a comprehensive programme of training prior to using it. This ensured they had the skills and knowledge to use the system well. Medications were managed safely. The system ensured that stocks of

medications were consistent, and this meant that people's medications were always available without the need to overstock.

There were high levels of confidence in the service provided. There was a whole team approach that demonstrated a commitment to ensuring that people were supported to live productive and full lives.

## How good is our setting?

### 5 - Very Good

We made an overall evaluation of very good, for this key question. As there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

The home was clean and odour free. There were sufficient domestic assistants available to ensure that these high standards were maintained. People praised the efforts taken to keep their bedrooms and social areas 'spotless'. We observed that as the domestics went about their duties, they took the time to engage with people, and this resulted in many positive experiences for people.

People had been supported to personalise their bedrooms to a very good standard. Relatives said they had access to bedrooms prior to admission, this gave them time to add meaningful and familiar pictures, ornaments and items of furniture. This ensured that when their loved one moved in, their bedroom was cosy, homely and welcoming. This helped people to settle into the home.

The standards of décor and soft furnishings was of a very good standard. People had a choice of where to spend time and sit in seats that suited them. For example, there were small couches available and we observed these being used by people who liked to sit with their friend and chat. People appeared very content in shared rooms and spaces.

The inner foyer in Parklands building had recently been upgraded with new furnishings, carpets and décor. This was a large space, however, there was a quiet, calm and relaxing feel to this area. This area was popular with people, and they spent time chatting, reading or watching the comings and goings.

The lighting and paint colour of the walls ensured that the corridors were well lit and free from clutter. This ensured that people who freely mobilised around the home, were able to see clearly where they were going and without the risk of trips.

The dining rooms were bright spacious areas. There were sufficient tables and seats to ensure that everyone had the opportunity to enjoy the dining experience. There was a relaxed and café feel to the dining rooms, and this contributed to the social aspect that people enjoyed.

There was a large well equipped activities room. People had free access to this area, and the facilities meant activities and events could be planned to cater for maximum attendance.

The gardens were accessible from various doors in the service. These were well maintained and it was positive that people in the service were supported in the upkeep of the flower beds and lawns. This made people feel included, useful and valued.

Managers had good oversight of the maintenance of the building and the safe workings of equipment. This helped them to identify promptly when remedial actions were needed to improve the fixtures, fittings and equipment. This ensured that people lived in a home that was in good state of repair with safe and serviceable equipment.

The provider and staff team demonstrated a commitment to ensuring that the home continued to be a very comfortable living environment for people. The recent upgrades to the flooring had enhanced the home and was planned to ensure minimal disruption to home life.

## 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 ensure individual's loved ones, experience effective communication regarding their general health and welfare, the service should improve key processes in relation to agreeing and recording under what circumstances and with whom information should be shared. Where a Welfare Guardian is in place explicit agreements must be made at an early stage and consistently reviewed.

This is in order to comply with:

Health and Social Care Standard 4.18: I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.

**This area for improvement was made on 22 July 2025.**

#### Action taken since then

There had been a lessons learnt exercise undertaken post concern. This had enabled the staff team to learn lessons and put better systems in place.

There was a clear overview of people's legal documents that identified when Powers of Attorney and Guardianships were in place. This helped staff implement treatment plans based on the information contained in these legal documents.

Care review occurred frequently and these enabled people and their relatives or representatives to have their say about the care and support provided.

The service had a 'resident of the day' system in place. This was the opportunity to update care plans, risk assessments and information in the system to ensure it was accurate. Staff used this time as an opportunity to contact all relatives or representatives with a phone call or email. This enabled staff to provide an update on people's health, wellbeing and care and support. Relatives found these calls very useful and they praised the efforts of the home to keep them up-to-date.

This area for improvement has been met.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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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