

Bon Accord Care - Balnagask House Care Home Service

North Balnagask Road
Aberdeen
AB11 8LQ

Telephone: 01224 871 158

Type of inspection:
Unannounced

Completed on:
18 March 2026

Service provided by:
Bon Accord Care Limited

Service provider number:
SP2013012020

Service no:
CS2013315404

About the service

Bon Accord Care - Balnagask House is a care home for older people and is registered to provide care to a maximum of 30 people.

The home is situated within the residential area of Torry, to the south of Aberdeen City. The home is close to local amenities and served by a regular bus service to the city centre.

Balnagask House has accommodation on three floors. At the time of the inspection only two floors of the building were in use. All of the bedrooms are single with en suite facilities. Each floor has its own shared bathing and showering facilities, lounge and dining rooms. On the ground floor there is a large, shared area which is used for larger group activities. An enclosed courtyard garden can be accessed from the activities area.

At the time of the inspection 11 people were living in the service.

About the inspection

This was an unannounced follow up inspection which took place on 17 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- Spoke with six people using the service.
- Spoke with two families.
- Spoke with staff and management.
- Received feedback from two visiting professionals.
- Walked round the building.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- Some people's personal care needs, including oral care, were not consistently met.
- Staff presence in communal areas was inconsistent, which reduced opportunities for meaningful interaction.
- Daily notes were detailed and clearly described people's presentation and the support they received.

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

Requirements

Requirement 1

By 5 January 2026, the provider must ensure the care service is provided in a manner which maintains the dignity, health and wellbeing of people.

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

- a) Ensure staff understand and act in accordance with the principles of dignity, compassion, respect, and choice set out in the Health and Social Care Standards.
- b) Ensure people receive oral care as part of their daily routine.
- c) Ensure people receive nail care if and when required.
- d) Where people's fluid intake is monitored, fluid charts should be totalled each day, analysed and actions identified and taken when people did not meet their recommended daily intake.
- e) Ensure staff understand people's continence needs and carry out care accordingly.

This is to comply with Regulation 4(1)(a) (Welfare of users) 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 care and support meets my needs and is right for me'. (HSCS 1.19); and

'If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected'. (HSCS 1.4).

This requirement was made on 6 October 2025.

Action taken on previous requirement

We saw some kind and respectful interactions between staff and people living in the home. However, some people were left on their own for long periods, which meant they had fewer chances for company and engagement.

Most people received regular help with brushing their teeth, but there were gaps. For example, one person did not have a toothbrush. This meant some people did not have their oral care needs met.

People's nails were clean and checked regularly, and continence needs were supported well. Most people looked well cared for, but we were not confident that people were having regular baths or showers. This could affect people's wellbeing.

Relatives told us clothing sometimes got mixed up, and people were occasionally dressed in clothes that

were not their own. This affected people's dignity and sense of identity.

Staff encouraged people to drink and acted on concerns, but targets were not set. This meant it was difficult to know if people were getting enough fluids.

The service has made some improvements, but important areas still need to be strengthened. These gaps meant people did not always experience safe, dignified and well coordinated care.

This requirement has not been met and will be extended to the 13 May 2026.

Not met

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

To improve outcomes for people, the provider should strengthen the range and delivery of activities, both within and out with the home.

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

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities, every day, both indoors and outdoors'.

(HSCS 1.25); and

'I can maintain and develop my interests, activities, and what matters to me in the way that I like'. (HSCS 2.22).

This area for improvement was made on 1 October 2025.

Action taken since then

The home offered a range of activities, and staff supported people to join in. However, one of the activity boards had not been updated and still showed the previous day's information, which could cause confusion.

People told us they enjoyed some activities, but because there are fewer people living in the home, some group activities were no longer meaningful.

Staff did not always record who had taken part in activities, and some people had long gaps in their records. This limited oversight of engagement and whether people's preferences were being met.

There were occasions when staff were absent from communal areas, which limited people's opportunities for meaningful engagement.

This area for improvement has not been met.

Previous area for improvement 2

To ensure that people are supported well, the provider should ensure people's care notes are sufficiently detailed, and reflective of the care/support provided.

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

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15).

This area for improvement was made on 1 October 2025.

Action taken since then

Daily notes included meaningful detail about people's presentation and support they had received. However, activity participation was not recorded consistently and some records had significant gaps. This will be followed up under Area for improvement 1.

This area for improvement has been met.

Previous area for improvement 3

To ensure positive outcomes and to support the evaluation of people's care and support needs, ABC behavioural charts should be completed following episodes of stress and distress.

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

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

'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm'. (HSCS 3.21).

This area for improvement was made on 1 October 2025.

Action taken since then

ABC charts were completed when people experienced stress or distress. This supported analysis of triggers and responses, and informed preventative strategies.

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.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.