

Care at Home and Enablement Service Badenoch and Strathspey Support Service

Badenoch & Strathspey Community Hospital
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Type of inspection:
Unannounced

Completed on:
9 March 2026

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Service no:
CS2019377297

About the service

Care at Home and Enablement Service - Badenoch and Strathspey is registered to provide support to people with an assessed need in their own home. The service is based in Badenoch and Strathspey Community Hospital in Aviemore.

The service is provided by one team who deliver care and support throughout both urban and rural areas of Badenoch and Strathspey. The primary focus of the service is providing longer term care at home. There is currently limited capacity to provide reablement, which aims to support people to regain their independent living skills.

The provider of the service is NHS Highland.

About the inspection

This was an unannounced inspection which took place on 3 to 6 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 nine people using the service and five of their family and friends
- we also reviewed 13 survey responses
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People received warm, compassionate care from staff who respected their wishes and made a positive difference to their day.
- Staff were highly committed and dedicated to ensuring they developed strong trusting relationships with people in providing the best quality care.
- Managers used effective quality assurance processes to monitor how the service was performing.
- Leaders demonstrated the skills to oversee improvement and used learning to make positive changes within the service.
- Staff were well trained, knowledgeable, skilled and benefitted from regular supervision.
- People benefitted from a strong person-centred approach which recognised their needs and wishes as individuals.
- Personal plans were reviewed and updated as people's outcomes changed.
- The service worked effectively with other professionals in ensuring people's health needs were met.

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 leadership? | 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 evaluated this key question as very good, where significant strengths supported positive outcomes for people.

We observed people being cared for with kindness, dignity and compassion. Staff showed a clear understanding of not only people's health needs, but what was important for them as an individual. Staff ensured their choices were valued and respected and people were enabled to make informed decisions where appropriate. One example was encouraging people to eat well by preparing a meal that they would particularly enjoy, and introducing people to new and different foods. Another example was updating family members on their relative's favourite items that needed adding to their shopping list. This meant people's choices contributed positively to their wellbeing. One person told us, "The carers are brilliant, just great" and another confirmed, "They're all exceptional, they really do care."

Staff had a clear understanding of their role and responsibilities. Staff recognised changing health needs and shared this information promptly with managers and other professionals. We consistently heard how staff 'go above and beyond' in their care. One example was where a professional told us, "The team's great strength is their deep knowledge about people and they will often go the extra mile to ensure people's needs are met" and a view shared by a staff member who told us, "Communication within the team is excellent, the team works really well together and we go above and beyond for people". This meant people were safe and received the right healthcare at the right time from the right people.

We observed skilled staff using creative ways to communicate with people in promoting their wishes. People benefitted from using technology and specialist equipment. Medication was well managed and people had as much control as possible over their medication. This meant that their rights were respected, and people were recognised as experts in their own care.

People benefitted from a warm atmosphere because there were good working relationships. One staff member told us, "I feel we are really good at working as a team" and another confirmed, "All the carers put their heart into it, care and compassion for every single person and no job is too big." This meant achieving people's best outcomes were at the heart of how staff provided meaningful care and support.

We discussed the time pressures that staff experience in ensuring outcome-focused care and trying to maintain consistency of support. The service could improve by ensuring regular discussions with staff, people and their families about how this is assessed and monitored in real time, so the provider receives accurate information about what is necessary to sustain high quality care at home for people.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where significant strengths supported positive outcomes for people.

We heard positive feedback about how the service was well led and well managed. We consistently heard from staff and professionals about managers being 'on the ball.' One staff member told us, "I feel everything is managed right here and supportive" and another confirmed, "Managers are very approachable, totally supportive." This meant staff had confidence in raising any concerns, which ensured people were safe and benefitted from a learning culture.

Managers promoted an improvement focus within the service and were open to new initiatives and ideas. There was a detailed and updated service improvement plan and managers audited key areas of performance in evaluating progress. This meant leaders had the skills to oversee improvement in the service and were accountable within their roles and responsibilities.

People's strengths were identified and valued as a resource within the team. One example was how specific staff were involved in medication auditing. People told us that they were confident in giving feedback to the service about their care and felt assured that leaders acted quickly in addressing any issues. Managers showed a clear understanding of what was working well within the service and where improvements were needed. This meant quality assurance was responsive and based on good practice guidance.

We discussed with managers how using self-evaluation and feedback from people, families, staff and other professionals would further inform how the service could continue to improve.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, where significant strengths supported positive outcomes for people.

People benefitted from detailed, person-centred care plans which were used to deliver support effectively. As people's needs changed, the plans were updated and risk assessments enabled people rather than restricted their choices of how they wished to live. Where people were not able to fully express their wishes or preferences, the relevant legal documentation was in place. This meant people were safe and involved in their care where appropriate, with their rights upheld and respected.

Families spoke positively about good communication with the staff and how managers involved them in regularly reviewing people's care. One family member told us, "I felt my relative was listened to very well and their personal preferences taken on board" and another confirmed, "Carers are fantastic, they deliver kind and affectionate care and go above and beyond."

People benefitted from an integrated team of professionals who worked closely alongside the service. One professional told us, "Managers are proactive in bringing concerns to discussion with us" and another corroborated, "We work together, addressing any issues as they arise and planning around individual care packages." This meant support planning was responsive and consistently informed by people's experiences.

The service could improve by ensuring consistency in how people's information is updated and recorded in the support plan documentation.

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

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| 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 leadership? | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well | 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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