

Burnside Care Home Care Home Service

Borrowmuirhills
Laurencekirk
AB30 1HW

Telephone: 01561 377 400

Type of inspection:
Unannounced

Completed on:
13 March 2026

Service provided by:
SCCL Operations Limited

Service provider number:
SP2014012299

Service no:
CS2014326117

About the service

Burnside Care Home is a registered care service for older adults, operated by the Anavo Group. The service is registered to support up to 57 individuals, primarily older people. Within this capacity, up to two places may be allocated to named adults under the age of 65, based on assessed need.

The home is situated in a purpose-built, two-storey building located in a residential area of Laurencekirk, a village in south Aberdeenshire.

About the inspection

This was an unannounced inspection which took place on 26 February 2026. The inspection was carried out by two inspectors 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 reviewed the documents and spoke with management, staff, family, care management and people who lived at the service.

Key messages

- The environment had improved since the previous visit.
- Quality monitoring systems were in place but not yet fully embedded in daily practice.
- Concerns remained about how the service managed concerns and complaints.
- Spot checks were taking place, but incidents were not always recorded or followed through appropriately.
- Oversight of nutrition and fluid intake required improvement.

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

Requirements

Requirement 1

By 30 August 2025, the provider must demonstrate that people experience safety, kindness, and compassion from the staff who support and care for them. In doing this, the provider must ensure that:

- a) incident reports are completed in a timely manner and, where applicable, notification reports are sent to the Care Inspectorate;
- b) all incidents which are detrimental to the health and welfare of service users are thoroughly investigated in a timely manner;
- c) they develop managers and staff skills in recognising, investigating and responding to complaints, concerns or allegations of abuse;
- d) adult protection processes are followed when safeguarding issues occur;
- e) all complaints, incidents, accidents and allegations of abuse are discussed with service users and or their representatives. Written responses should clearly detail the findings of the investigation, actions taken and lessons learned to improve outcomes for individuals;
- f) people are valued and respected as individuals, with their care and support planned in a person-centred manner.

To be completed by: 30 August 2025

This is in order to comply with:

Regulation 18(3) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011(SSI 2011 / 210)

This is to ensure care and support is consistent with Health and Social Care Standard 4.21: If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

This requirement was made on 30 May 2025.

Action taken on previous requirement

The service had introduced systems to monitor the quality of care and support, with oversight from senior management. However, these systems were not yet fully embedded in day-to-day practice.

Improvements had been made to the environment since our last visit. There was a plan in place for continued improvements to the environment.

Concerns remained about how the service managed complaints raised by families and professionals. Processes lacked consistency, and learning from complaints was not always evident.

Managers routinely conducted spot checks across all shifts to promote consistency in care delivery. Despite this, we identified that not all incidents were being recorded appropriately or followed through to ensure care was delivered respectfully and in a way that upheld people's dignity.

There were also ongoing concerns about the oversight of nutrition and fluid intake, including how this was monitored, recorded, and escalated when required.

This requirement was not met and will be reinstated to be met by 17 April 2026.

Not met

Complaints

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

To find out more

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