

Falls Of Dochart Retirement Home Care Home Service

Main Street
Killin
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Telephone: 01567 820 237

Type of inspection:
Unannounced

Completed on:
6 March 2026

Service provided by:
Killin Care Trust

Service provider number:
SP2003002691

Service no:
CS2003011499

About the service

Falls of Dochart Care Home is located in the village of Killin and are registered to care for a maximum of 12 older people. The home is a stone-built Victorian villa on two levels. There is a passenger lift for residents to access upstairs bedrooms. There is a comfortable well maintained garden to the rear of the house with a sitting area at the entrance of the home.

Killin Care Charitable Trust has responsibility for the service. The trust operates with a board of ten members.

Falls of Dochart aim is to offer support and compassion to ensure that all residents are treated with respect and dignity.

The service has been registered with the Care Inspectorate since April 2002.

About the inspection

This was an unannounced inspection which took place on 03, 04, 05 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 five people using the service and eight of their family
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

- People experience sector-leading, excellent care that is warm, compassionate and deeply person-centred.
- Mealtimes are outstanding, offering dignity, calmness and meaningful choice with highly responsive support.
- People benefit from rich activities and strong community links that significantly enhance wellbeing and purpose.
- The environment is warm, homely, well-maintained and safe, supporting comfort, independence and orientation.
- The service shows clear commitment to continuous improvement, including planned upgrades and development of indoor and outdoor spaces.

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?	6 - Excellent
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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

People experienced exceptionally high-quality care and support, with practice that was consistently warm, compassionate, and deeply person-centred. A relative and staff told us, "The care and support is truly excellent" and "The home is extremely well run and a home from home for people and staff". Relationships between people and staff were not only positive they were remarkably strong, emotionally attuned, and clearly built on trust and understanding. Staff knew people exceptionally well, recognising both their needs and personal preferences, and used this insight to deliver support that felt natural, respectful, and tailored to the individual.

There was an extraordinary sense of emotional safety and belonging people experience. People supported one another in ways that demonstrated a genuine sense of community and belonging. We observed comfort and reassurance being offered to peers experiencing distress. These interactions highlighted a culture where people feel valued, safe, and connected. Staff approaches to anxiety, distress or uncertainty were calm, skilled, and underpinned by personalised strategies, such as memory boxes designed to offer reassurance.

Mealtimes experiences were outstanding. The environment was calm and relaxed, enabling choice and independence. Alternatives were offered immediately when preferences differed from the menu. People told us the cook would always make something different if they preferred demonstrating a highly responsive approach rooted in dignity and respect. The dining room felt homely and inclusive, with people engaging socially, supporting each other, and maintaining independence.

Care planning and risk assessment were extremely strong, with plans that were detailed, person-centred, and clearly reflective of people's day-to-day lived experience. Staff used these plans meaningfully in practice, demonstrating a deep understanding of each person's needs, preferences and the strategies that supported their wellbeing.

Reviews were carried out in a meaningful and inclusive way, their relatives, and relevant professionals were fully involved in decision making. One relative told us, "Relatives have a strong voice in what goes on with regular reviews taking place." Reviews provided opportunities for people to shape their care and ensured that changing needs were recognised and acted upon. This highlighted the home's commitment to partnership working and its ability to adapt care in a way that prioritised people's comfort and wellbeing.

People were supported to stay active and connected in ways that positively impacted their wellbeing, with tailored opportunities such as strength-and-balance sessions and individualised routines that promoted independence. Very strong community links such as involvement from a local nursery and wider village groups added valuable variety to people's day, and even when indoor visits were not possible alternative arrangements like window visits ensured these connections were maintained. We observed people spending time outdoors interacting with visiting children, which visibly lifted their mood and reinforced a sense of purpose, demonstrating the significant positive impact these community connections have on people's wellbeing.

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.

The environment consistently felt warm, homely and welcoming from the moment we arrived, with clean, tidy spaces and large windows providing plenty of natural light, which supported people to feel comfortable and orientated within the setting.

Maintenance records showed that equipment, including hoists, slings, mobility aids and essential safety systems, had been serviced within appropriate timescales, contributing to a safe and well-maintained environment.

Bedrooms reflected people's personal identity, with individuals having familiar belongings, photographs, and meaningful items around them, supporting emotional comfort and a strong sense of home. This supported people to feel safe, valued and in control of their environment contributing positively to their overall wellbeing and personal outcomes.

Infection prevention and control practices were well managed, with accessible personal protective equipment stations, clear signage in bathrooms, and staff demonstrating confident, safe working practices. Kitchen and food preparation areas were clean, organised and appropriately maintained, with clear systems in place to ensure safety.

People had access to safe outdoor space, and although exterior doors were secured to maintain safety, staff ensured people could go outside whenever they chose, creating a balance between safety and autonomy. Staff areas were located away from communal spaces, providing appropriate places for breaks and private discussions, and the layout of the home supported people to choose where they spent their time, either in communal rooms or within their own space.

The service has planned further improvements to the setting, including room upgrades, enhancements to outdoor areas and continued digitalisation of systems, showing a clear commitment to ongoing development in ways that would enhance people's comfort, independence and overall experience. Taken together, these strengths demonstrated an environment that not only met people's needs safely but also enriched their quality of life.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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