

Ashley House Residential Home - Care Home Care Home Service

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Aberdeen
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Telephone: 01224 636 382

Type of inspection:
Unannounced

Completed on:
22 April 2026

Service provided by:
Retcare Limited

Service provider number:
SP2015012424

Service no:
CS2015334815

About the service

Ashley House is a small care home which provides care and support for up to 12 older people. The service is in the west end of Aberdeen City. The home is close to local amenities and a bus route. The home is an older, traditional building, which has been adapted over the years for the purpose of providing a care service. There were ten people living in the service at the time of our inspection.

About the inspection

This was an unannounced inspection which took place on 20 and 21 April 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:

- reviewed surveys sent out prior to the inspection. We received feedback from two people using the service, four staff members and two stakeholders;
- spoke with ten people using the service and two of their families;
- spoke with ten staff and management;
- observed practice and daily life; and
- reviewed documents

Key messages

People were happy with their care and support.

People and their families liked that the service was small and homely.

The service should continue to assess and review people's support needs to inform staffing arrangements.

An action plan to track maintenance would support continuous improvement.

People received support from a consistent staff team.

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 staff team?	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 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.

Staff knew people well and we observed positive relationships and connections between people. This supported good outcomes and enriched people's lives. One person told us, "Staff are very good; they cannot do enough for you". Staff had a good understanding of people's needs, views and preferences. The approach in the service reflected the Health and Social Care Standards and was person centred.

People had access to a buzzer and there was a good ratio of staff on shift during the day. This meant staff had time to spend with people outwith care tasks. We observed social conversations, jokes, crosswords, discussions about newspapers and dominoes. People told us about going out to a local Living Well Café and other activities such as going for walks and a therapy dog which visited. This enabled people to remain connected to their local community. It was positive that secondary school pupils visited the service to volunteer. People enjoyed this and we observed warm and fun interactions during a volunteers visit.

There was a social and relaxed atmosphere in the home. The mealtime experience was pleasant, and staff were responsive to people's needs. People told us they enjoyed the home cooked food, and one person told us, "I am very well looked after, the food is excellent". One person told us that their relative's eating had improved since moving into the service. People had been consulted in the menu options and told us if they did not like something then something else would be prepared for them. This meant people's individual likes and dislikes were catered for.

People appreciated the transition approach to moving into the service and told us about several visits prior to moving in. This helped people get to know staff and feel comfortable in the service.

Care plans were person centred and provided detailed information about individual support needs and preferences. There was also information in people's rooms about their needs. This meant staff had the right information to support people. Communication about people's needs was good throughout the team with handovers and daily notes. We observed that daily notes could be strengthened by being more detailed about people's outcomes. We discussed this with the leadership of the service and were confident this would be developed.

Accidents and incidents were recorded and appropriate paperwork was completed. The service completed falls risk assessments and these were reviewed regularly.

The service had appropriate policies and procedures in place to guide staff. We observed that people's medication was managed well. The service had improved the management of 'as required' medication since the last inspection. This meant staff had clear guidance on when these medications were required and what they were for. This helped ensure people got the right support at the right time.

People's finances were managed appropriately. The home was clean and maintenance was managed well. The development of an action plan to track maintenance issues would strengthen this. The service had completed self-evaluation and had identified areas to improve. People living in the service had been involved in this. The service should record people's feedback and any actions taken. The manager had begun to create a service improvement plan to track and manage planned improvements.

There were appropriate stocks of Personal Protective Equipment (PPE). This helped ensure people were protected from the risk of infection.

How good is our staff team?

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.

Staffing arrangements were flexible and were based on people's assessed needs. Staff rotas were planned in advance. The manager had an overview of the deployment of staff during each shift. During the day we observed that staff were visible and had time to spend with people.

The service had a risk assessment plan in place for nightshift with on call arrangements. Staff had completed Fire Training and showed a good understanding of the fire procedure and actions to be taken in the event of an emergency. The service should continue to carry out fire drills with all staff and all shifts.

If there was a change to people's needs, staffing levels during night shift would be planned according to this. Staff confirmed that if people's needs change, then staffing levels increased. The leadership team should ensure that the risk assessment and planning of staffing levels is reviewed regularly. The service had contingency plans in place and staff told us on call was supportive and responsive. We observed that while there had been no changes in people's needs, the dependency assessments had not been reviewed recently. We discussed this with the manager and were confident they would be reviewed. We will follow this up at our next inspection.

There were no staff vacancies at the time of our inspection and the team worked well together. Staff spoke positively about working in the service. Staff shared that they felt they had enough time to carry out their role. The staff team appeared settled and morale was good. This meant people received support from a consistent staff team who knew them well. Staff participated in one-to-one supervision which allowed them to reflect on their practice and development. Staff told us that they felt supported in their role and that management were approachable.

We observed that staff had been recruited safely and that appropriate paperwork was in place for this. The service should track new staff's registration with their regulatory body to ensure that this process is started within the required timescales.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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