

# Southside Care Home Care Home Service

40 Southside Road  
Inverness  
IV2 4XA

Telephone: 01463 226 227

**Type of inspection:**  
Unannounced

**Completed on:**  
30 April 2026

**Service provided by:**  
Southside Nursing Home Ltd

**Service provider number:**  
SP2003002407

**Service no:**  
CS2003010544

## About the service

Southside Care Home is registered to provide a care service to a maximum of 33 older people. The provider is Southside Nursing Home Ltd. At the time of the inspection there were 26 residents.

The home is a two-storey converted Victorian town house situated within a quiet residential area of Inverness. The majority of bedrooms are single occupancy with en-suite facilities, three of which include an en-suite shower.

Southside Care Home is situated within pleasant, well maintained gardens. The rear garden is enclosed and includes a decked patio area which can be accessed from a lower level lounge.

## About the inspection

This was an unannounced inspection which took place between 27 and 30 April 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:

- spoke with several people using the service and made contact with several family members, some of whom acted as legally appointed guardians;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents; and
- received feedback from visiting professionals.

## Key messages

The service was well very run and managed, therefore people received high quality care.

People and their families were highly satisfied with the care and support at Southside Care Home.

People's needs were met to a high standard by a caring, attentive and professional staff group.

People's health and well-being was promoted by an attentive staff group, who worked in partnership with health professionals.

The environment was clean, decorated to a high standard, welcoming and homely.

## 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
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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 made an evaluation of very good for this key question. This means there were major strengths in supporting positive outcomes for people.

The service was well led and managed, where a main priority was ensuring staff looked after people to a high standard, in a kind and caring manner. Service improvement was a focus. The manager was responsive to feedback and encouraged an open and transparent staff culture. People told us:

"They really listen to our suggestions and will follow up things we mention."

"They do consult with people and their families and offer people choices."

"If I was not happy I would tell staff and the staff would sort it out."

People were supported with compassion, dignity, fun and respect. We saw consistently positive relationships between staff and people living in Southside Care Home. The culture of the staff team was very positive. Staff were proud of the work they did. We observed staff delivering consistent high quality care in a person centred manner. This made people feel happy, respected and loved. People told us:

"I would highly recommend the care home to others."

"My life has greatly improved since coming to the care home, I am not as lonely and isolated and the staff are great."

"The staff are good at being patient and encouraging me, this makes me feel more confident."

"We see a lot of laughter and staff dancing with residents."

Staff provided care and support to individuals at their own pace. For example, when staff responded to people who had asked for help, this was undertaken in a patient and sensitive manner. People were reassured and relaxed as staff were patient and took their time to talk with those who were frail or living with dementia. People told us:

"Staff are very skilled in supporting people with dementia when they may be agitated or anxious."

"I think the staff have a great rapport with residents, always sitting and talking to them."

"We have no complaints at all; my relative loves it there and they really seem to know her."

Staff were quick to respond to changes in people's health needs. They sought and followed guidance from healthcare professionals. This included the general practitioner and local community nursing staff. There was regular communication with families about changes to their loved ones' wellbeing. This provided confidence that everyone involved in people's care worked well together and promoted good health. The social worker told us:

"I am really impressed with the quality of care provided to people in the service."

"Communication is a strength and they are very good at keeping us apprised of developments."

Some relatives told us:

"My relative's health is regularly monitored and, where referrals for external health input are identified, staff do this quickly and appropriately. Staff communicate any changes to us".

"The staff are all lovely and really look after people."

"They have the personal touch, really do care and show so much respect for people."

Medication was managed safely in line with good practice guidance. Staff completed training and undertook an annual competency assessment to ensure medication was administered by a competent and well-trained staff.

Families were made to feel welcome when visiting, they enjoyed spending time with their loved ones in a relaxed and happy environment. They were reassured that their relatives were cared for to a high standard by a compassionate and attentive staff team. Some of the comments from people we spoke with were:

"It doesn't feel like a care home, it's more like a family home."

"Honestly, it has to be one of the best nursing homes anywhere up here."

"The staff are very friendly and tell you what is going on."

To promote physical and emotion well being, people had the opportunity to get involved in a number of varied activities. To ensure people remained connected to their local community, a number of community groups visited Southside Care Home. People enjoyed this, especially when the local parents and babies group visited. A couple of people we spoke with thought activities could be more varied. The manager is going to look at this.

Mealtimes were held in a pleasant, spacious dining room. The chef took pride in his work and understood the importance of people enjoying their mealtimes. Food was home cooked and good quality. The chef spoke with people about their likes and dislikes and made sure people's dietary needs were met. People were supported to eat and drink by a patient and confident staff team. These approaches meant people's food and hydration needs were well 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 promote their wellbeing, the provider should ensure there is regular oversight and observation of the environment. This should include but not limited to the cleanliness of the environment and all equipment.

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

'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment. (HSCS 5.24).

**This area for improvement was made on 19 March 2025.**

#### Action taken since then

The area for improvement has been met. There was robust oversight in place which ensured the environment and equipment was safe, clean and well maintained.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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

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