

Ashley House Care Home Service

18 Perth Road
Milnathort
Kinross
KY13 9XU

Telephone: 01577 864 438

Type of inspection:
Unannounced

Completed on:
9 March 2025

Service provided by:
Jane Allan trading as Ashley House

Service provider number:
SP2003002108

Service no:
CS2003047228

About the service

Ashley House is a family run care home registered to provide care and support for 32 older people. Ashley House is situated in Milnathort in Perth and Kinross. The home sits within lovely secluded, well-tended gardens.

The building is over two floors with a passenger lift to the first floor. The accommodation has been extended and adapted and consists of 32 rooms, with 28 having ensuite toilet facilities.

There is a large conservatory/lounge area and dining room on the ground floor and a smaller lounge and dining room on the first floor. The home has a number of seating areas in the corridors of each floor.

The home provides a homely, well maintained and comfortable environment which is decorated to a high standard.

Ashley House states its aim is to "deliver a quality care service that is not only appropriate to the individual but is also of the highest standard possible. Care is tailored to suit each individual's own personal needs whilst working closely with both residents and relatives."

About the inspection

This was an unannounced inspection which took place on 7, 8 and 9 March 2025. 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 eight people using the service and eleven of their family/friends/representatives
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- reviewed questionnaires completed by people using the service, their relatives and staff.

Key messages

- People experienced warm and compassionate care.
- Mealtimes were relaxed and staff supported people with dignity and kindness on a one-to-one basis where required.
- The care team had effective oversight of people's healthcare needs and were responsive to changing needs.
- Staff felt well supported, confident and competent in their roles.
- People told us that communication was very good and that the service listened to them.
- Relatives were warmly welcomed when they visited the service and felt comfortable when there.

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 evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

Throughout the inspection we observed people being treated with dignity and respect. There were warm interactions between people and staff who appeared to know them well. We observed staff taking their time to speak to people and engaging in one to one support. Staff demonstrated a good level of knowledge about each person's individual needs and preferences, and how these should be met.

There was a range of group activities, and some individual time spent with people living within the service. Seasonal events were celebrated, which helped people remain orientated to the pattern of the year and stay connected to the wider world. Feedback from those spoken with confirmed people were happy with the activities on offer and that there was always something for them to do which they enjoyed. Comments included; "Lots of entertainment and things to do", "The activities on offer are exceptional" and "They organised a party for my mum's birthday with cake and candles. Brilliant".

People using the service told us, "I am happy here" and "It's like a family". Feedback from relatives was also very positive. One person told us, "It's exceptional here, nothing is a bother for anyone" and another said, "This is by far the best place for my loved one to live in". We could therefore be confident that people experienced compassion and respect.

People should expect to be given support with eating and drinking in a dignified way and have their personal preferences respected. Mealtimes appeared to be a calm, pleasant part of the day. People were encouraged and enabled to eat their meals independently, with just the right level of support from staff, where needed. We observed plenty of snacks and drinks to be available throughout the day, including to those people who preferred to stay in their bedrooms. Feedback from people spoken with indicated they were happy with the quality of meals they were receiving.

People should benefit from care plans that are reviewed and monitored regularly. Care plans were informed by a range of recognised assessment tools which helped to maintain and improve people's health and wellbeing. This information had been monitored regularly, and we saw that appropriate referrals had been made to other health professionals if required and that their advice and guidance was reflected in relevant care plans.

Medication was managed well. There was guidance available for staff on the administration of 'as required' medication. This helped ensure individuals were supported to take the right medication at the right time.

People using the service were consistently involved in the development and improvement of the service. Regular key worker meetings and care home group meetings took place, and these were well attended by people using the service. People had given their views on a range of topics including activities, meals and decoration. There was evidence that changes were frequently made as a result of these views. We were confident that people's needs and wishes were the main focus when decisions and improvements were being made.

How good is our staff team?**5 - Very Good**

We evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

People using the service told us that staff were kind and caring and that they were very happy with their care. We observed staff to support people with warmth and kindness. Relatives felt welcomed by the staff and management team when they visited. They spoke positively about the care their family members received. One relative told us, "The staff are so good", whilst others commented, "Continuity of staff makes such a difference", "Always friendly and caring, it's an extended family". People benefitted from staff who were compassionate and caring and they could be assured that their care and support was a priority.

Staff told us they enjoyed their jobs and demonstrated that they understood their roles and responsibilities. One member of staff told us, "Teamwork is really good, we all support each other" and another commented, "We have a good team across our different roles". Staff felt supported by their colleagues and managers. Staff worked well together as a team and communicated well with each other. We heard from staff that they could summon additional assistance whenever required and that this would be responded to. All staff we spoke to were focussed on improving outcomes for the people they supported.

People received very good quality and responsive care because there was effective communication, good working relationships and a flexible staff team.

The service used tools and their knowledge of people to determine the correct numbers of staff and skills mix required to support people. This assessment method allowed the service to respond to unforeseen changes in people's needs or circumstances. The service demonstrated they had sufficient staffing levels with the right mix of skills, and this meant people could be confident that they would be safely supported by staff who were competent and who had a good knowledge of their needs.

Staff were registered with the appropriate regulatory body. Mandatory training and further training relating to the specific needs of people using the service meant that staff were confident and regularly refreshed their knowledge to support people effectively. Regular staff meetings and supervisions gave staff further opportunity to discuss their practice and professional development.

We read through several staff files which illustrated that safe staffing measures were in place. The more recent recruitment packs had a structured and methodical checklist which included ensuring that a PVG (Protection of Vulnerable Groups check) was in place and two references had been received. The manager was aware of ensuring that all Home Office requirements were met, when necessary.

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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