

# Willowbank Bungalows 1,2&3 Care Home Service

Willowbank  
Glendaveny  
Peterhead  
AB42 3DY

Telephone: 01779 838 588

**Type of inspection:**  
Unannounced

**Completed on:**  
7 February 2025

**Service provided by:**  
Aberdeenshire Council

**Service provider number:**  
SP2003000029

**Service no:**  
CS2003015265

## About the service

The Willowbank Bungalows 1,2&3 provides accommodation, care and support for up to 12 adults with learning disabilities, some of whom are older adults. There are three bungalows situated in large grounds in the Glenadaveny area, on the outskirts of Peterhead. Willowbank Bungalows is situated on the same site as Meadowview Respite, and both are operated by Aberdeenshire Council.

The bungalows provide spacious level-access accommodation, each having a large accessible kitchen, lounge and dining room. Each bungalow has between four to five bedrooms. The bedrooms have built-in wardrobes and a sink for washing and personal care. There are communal toilets, showers and bathing facilities in each bungalow.

At the time of the inspection there were 10 people living in the service.

## About the inspection

This was an unannounced inspection which took place on 29 and 30 January 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 two of their family and friends
- spoke with 12 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- All three bungalows had been renovated and adapted to a high standard, and this promoted positive outcomes for people.
- People experienced kind and compassionate care with positive relationships between staff and people.
- People could be confident that staff closely monitored and responded to their health and wellbeing needs.
- Dinner times featured home-cooked, healthy, balanced meals according to people's preferences. People enjoyed their meals in a relaxed, unhurried manner.
- The staff team had the right knowledge, skills and experience to meet people's needs.

## 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
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?

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.

People experienced kind and compassionate care. Staff supported people with genuine warmth and at a relaxed pace, which enabled people to fully participate in care home life. Staff effectively used humour, friendly chats, jokes, and laughter to motivate and engage people in daily activities. People told us they felt included. We observed positive relationships between staff and people, which enabled people to ask for help when needed. Staff were observant and quick to respond to people's needs, all of which promoted a friendly, caring and homely atmosphere.

The medication management system was safe and effective and adhered to good practice guidelines. People's medication was regularly reviewed which ensured it met their health needs. Medication management had significantly improved since the last inspection. The leadership team maintained strict oversight and governance of all medication administration, which greatly reduced errors. Consequently, people received the correct medication at the right time, which supported their health and wellbeing.

Staff quickly recognized changes in people's behaviour and wellbeing, which could indicate a potential deterioration in their health. During our inspection, one person's unusual behaviour prompted further investigations and immediate healthcare referrals. As a result, the person received timely healthcare and was well by the end of the inspection. Such compassionate and timely responses looked beyond behaviour to understand underlying issues. People could be confident that staff closely monitored and responded to their health and wellbeing needs.

People actively participated in decisions about the care service, including meal planning, activities, and domestic tasks. They planned weekly menus to include their favourites and, when possible, helped prepare meals. Dinner times featured home-cooked, healthy, balanced meals according to people's preferences. People accessed the kitchen at any time for snacks and drinks, with staff available to support if needed. They enjoyed meals in the dining room in a relaxed, unhurried manner. The service balanced supporting people to make informed healthier choices, while also respecting their right to choose. We were confident that people experienced positive and enjoyable mealtimes.

People engaged in varied activities and they had individualised weekly schedules. Some chose active lifestyles, participating in sporting, social, and leisure activities, while others preferred indoor pursuits like arts, crafts, and baking. Most people expressed satisfaction with the range of activities, which they felt suited their interests. However, some relatives felt their loved ones lacked stimulation. The management team and relatives confirmed they were collaborating to explore alternatives. This demonstrated that the leadership team were responsive to feedback and keen to get it right for every person.

## 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 for the service were determined by a process of continuous assessment. The leadership team used their knowledge and understanding of people's individual needs and desired

outcomes, as well as direct feedback from people, staff and families to determine their staffing levels. The service worked closely with the funding authority, so when people's needs changed, they had mechanisms in place to report the changes to determine staffing levels.

Staff morale was good, and staff told us they were very well supported. Staff received regular supervision and performance reviews. Staff told us they really enjoyed their role, and this was observed in their passionate approach to enrich the lives of people they supported. Staff felt valued and this was reflected in the support they received.

People told us that most of the time there were enough staff to meet their needs, and that staff were very visible. However, the high levels of winter illnesses had impacted staffing numbers at times. When this happened the leadership team used a range of options to cover shifts, including relief staff, redeploying staff from other parts of the service, or overtime for existing staff. This worked well and it meant people were always supported by staff who knew them well. Staff told us that they had time to sit and chat with the residents in between tasks, and we saw this during the course of the inspection. Staff communicated well with residents and were respectful, with lots of good humour and banter, which created a pleasant atmosphere in the home. We saw examples of staff noticing when people became stressed, and supporting them with this in a kind, caring manner. People were being cared for in a nurturing environment.

Core training was maintained to a high standard, with good systems in place to ensure that staff were keeping up to date with their training requirements. This meant that people could be confident that they were being cared for by staff with the right knowledge, skills and experience.

Staff were deployed effectively and efficiently whilst respecting the rights of people. Staff knowledge and skill was used to inform these decisions, ensuring staff skills were best utilised and people were supported by staff who knew them well.

Recruitment was well managed and organised. The appropriate pre-employment checks were in place. We were confident staff were recruited in a way that was informed by all aspects of safer recruitment guidance. This promoted people's safety and wellbeing.

## How good is our setting?

### 5 - Very Good

The environment had significantly improved. Since the last inspection, all three bungalows had been renovated and adapted for high quality care and support and this promoted positive outcomes for people. Therefore, we evaluated this key question as very good.

People benefitted from a spacious, warm, homely, clean and welcoming environment, with plenty of natural light and space. The environment had been upgraded to make it more accessible to people with physical disabilities, mobility issues and/or dementia. The kitchens had work surfaces that could be raised or lowered to suit people's needs. This enabled people to actively participate in meal preparation. The bathrooms had specialist baths and level access showers. The toilet seats were in red to make them more visually recognisable to people with dementia. A lot of consideration had gone into the choice of new flooring so the texture, pattern and colour was right for people with dementia and sensory impairment, to help prevent falls and support orientation. All three bungalows had level ground to the front and rear of the properties, so people could easily access their outdoor space. The bungalows were relaxed, clean, tidy and well-looked after, with no evidence of intrusive noises or smells.

People had been fully included and consulted on all of the changes and spoke enthusiastically about the colour schemes, the colours they chose for their bedrooms, their bedrooms personalisation and wall decorations, and the ornaments and soft furnishings they had chosen for the communal spaces. People told us they were very happy with the modernisation of the bungalows. Most relatives told us they also really liked the changes, however, some felt they would have preferred a carpet in the lounge, as opposed to a hard floor.

The newly renovated and decorated bungalows meant they could be cleaned to a high standard with the right cleaning fluids. There was plenty of built-in storage for people's possessions so they could be safely stored away in the event of an infectious outbreak. All of this should prevent the spread of infection. This will also help to keep people safe and well.

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

### Requirements

#### Requirement 1

In order to ensure the premises are fit to be used for the provision of a care home, by the 31 August 2021, the provider must develop an improvement plan, detailing the timescales to:

- modernise, repair and/or update the kitchens, bathrooms and flooring so that they are fit for purpose and can be effectively cleaned, addressing the areas of most significant concern first.

This is to ensure 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 5.22); and

It is also necessary to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: 10 (1) - a provider must not use premises for the provision of a care service unless they are fit to be so used. (2) Premises are not fit for the provision of a care service unless they - (b) are of sound construction and kept in a good state of repair externally and internally; (d) are decorated and maintained to a standard appropriate to the care service.

**This requirement was made on 21 September 2021.**

#### Action taken on previous requirement

There was an exceptional improvement to the environment since the last inspection, which significantly improved people's quality of life.

All three bungalows had been completely renovated.

The kitchens were new and fully accessible to people with physical disabilities. The people who lived there had gone shopping and chosen all the new colour matching accompaniments such as kettle, coffee and tea storage pots, fruit bowl and so on.

The bungalows were warm and cosy, they had new heating systems.

All bathrooms, showers and toilets had been replaced, with an accessible bath for people with a physical disability.

All flooring had been replaced. A lot of time and consideration had gone into the type, design and colour of the flooring, so that it reduced the risk of falls and supported people with dementia and sight perception issues.

Everybody's bedrooms had been redecorated in the colour scheme of their choosing. They had chosen new curtains, bedding and wall decorations. The built-in wardrobes had been renovated with new doors and woodwork, so people could store their belongings safely and in line with infection control best practice.

The lounge had new sofas and chairs, new curtains and new ornaments and soft furnishings.

The bungalows were homely, bright, airy, well decorated, spacious and had fixtures and fittings that could be kept clean in line with infection control guidelines.

People told us they were very pleased with the outcome of the renovations. They really enjoyed choosing the new colour schemes and décor, and they loved their newly decorated bedrooms. One person told us how proud they were of their new bedroom. They described in detail how they had chosen their wall decorations, their pictures, and how they had organised their belongings so it felt homely.

**Met - outwith timescales**

## 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
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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