

## Northlands Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
9 April 2025

**Service provided by:**  
Woodroyd Care Ltd

**Service provider number:**  
SP2010010907

**Service no:**  
CS2010249523

## About the service

Northlands Care Home is situated in Rosemount, a residential part of the town of Blairgowrie.

Northlands is a private Care Home registered to accommodate a maximum of 49 older people. It is owned by Woodroyd Care Ltd, which changed ownership in May 2019.

The accommodation for Northlands, situated within beautiful secure gardens, includes the original building, The Manor, having 22 bedrooms over two floors, with central lift access, and The Lodge, a newer development accommodating 27 service users within a single storey separate building.

The care home states within their current aims and objectives that "We aim to improve the lives for all our residents by using a person centred approach in our care and support and by aiming for best practice at all times. We strongly believe that we will treat everyone as unique individuals who deserve to be treated with dignity and respect. We will be tolerant and patient of everyone's way of being and enhance communication and understanding wherever we can. Ultimately, Northlands staff will work to maximise each individuals' skills and abilities and enable wellbeing."

## About the inspection

This was an unannounced inspection which took place on 8 and 9 April 2025. 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 nine people using the service and five of their family members;
- spoke with ten staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

## Key messages

- People experienced warm, compassionate, dignified care and support.
- The home was warm, welcoming and nicely decorated.
- Staff had access to regular learning and development opportunities.
- People were not rushed because there were sufficient staff available.
- The manager was responsive to feedback and committed to making ongoing improvements within the service.

## 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 were treated with warmth, compassion and respect. Staff clearly knew people well and had developed positive, established relationships with them. Family members commented that they also felt welcomed and were made to feel at home when they visited. One relative told us "the staff team are amazing. They keep me well informed about my Dad's wellbeing and always take time to keep me updated on what he's been doing." During our inspection, we observed visitors and relatives being welcomed into the home and treated with genuine care, concern and respect by all staff. This gave family members confidence that their loved one was being treated with the same level of respect and kindness. People living in Northlands were similarly complimentary about the care and support they received. One said "I'm very well looked after here and treated as a person, not a patient" whilst another commented "you couldn't ask for better care or staff. They are so kind, caring and compassionate but also full of fun."

There were two activity coordinators working in the service who had a varied activity plan in place. We observed people engaged in a range of meaningful activities throughout the inspection. This included a bus run out in the local community, arts and crafts, quizzes, entertainment and an Easter church service. Staff also took time to spend chatting to people on a one to one basis. We saw that all staff took time and contributed to enhancing people's day with conversation and interactions. One person told us "the activity staff run a great programme and encourage people to attend whatever's going on".

The service maintained very good links with external professional agencies such as social work, speech and language therapy (SALT) and the local GP practices. The Community Mental Health Team (CHMT) held a weekly clinic within the service. The nursing team also had a very good clinical oversight of people's health care needs. Where people's physical or mental health needs changed, the staff were responsive to analyse the situation and take quick, effective action. People could be confident that their health and wellbeing benefited from their care and support.

We sampled the service's medication system. Medication management required some minor adjustments to stock checks in order to ensure that there was a clear audit of information being recorded. This was addressed by the manager during the inspection and we were confident that a more robust audit system will continue to highlight any discrepancies quickly.

Most people told us that they enjoyed the quality and variety of meals and snacks. The catering team were knowledgeable about people's dietary needs and people were seen enjoying their meals. Drinks and snacks were offered throughout the day and mealtimes were calm and unhurried. When people needed additional assistance, this was given with dignity and respect.

## How good is our staff team?

5 - Very Good

We evaluated this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

Staffing arrangements should be right and staff should work well together. We found that staff were visible and worked well together in a calm, organised way. Staff were deployed throughout the home in a way that took account of their skills and experience.

The provider had robust recruitment procedures in place which promoted people's safety and protection. New staff described a well-managed induction period which enabled them to feel confident in their role. They told us that they had plenty of opportunities to shadow more experienced colleagues and complete mandatory training prior to working on their own. This promoted good practice and enabled staff to build positive relationships with residents. People could be confident that staff had been safely recruited and inducted into the service.

Staff had very good access to regular training and refresher training opportunities appropriate to their role. Staff told us that they were supported to achieve qualifications that enabled them to meet, or exceed, their professional registration requirements. Staff also told us that they were able to request additional training of interest to them with their requests being supported by the management team. Staff had access to regular supervision meetings with their line manager to discuss any issues, including professional development needs. Competency assessment checks were also carried out regularly to confirm that staff's skills and knowledge continued to be of a good standard. This meant that people experienced high quality care and support because staff were well trained, skilled and competent.

People's care and support benefited from a staff team who worked well together. We observed practice and sampled rotas and found there to be sufficient staff to meet people's needs and wishes. Call bell activations were responded to promptly and staff had time to spend with people. People and their families were highly complimentary of both the staff and management team's open and responsive approach. This meant that people's care and support was consistent and stable because staff worked well together.

## 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 service comprised of two buildings. The Manor was an older building over two floors whilst The Lodge was a secure, single storey, purpose built unit.

People benefited from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space and comfort to meet their needs and wishes. The environment was relaxed, clean, tidy, well maintained and designed to enable and promote people's independence.

People living in the home all had ensuite bedrooms and were encouraged to bring in personal items. One person told us 'I really like living here. I prefer to spend time in my room as it is peaceful and I can watch what I want on TV or put my radio on.'

There were clear, planned arrangements for regular monitoring and maintenance of the premises and equipment, to ensure people were kept safe. This included training and assessing staff competency to safely use and maintain any equipment their role required. Staff carrying out housekeeping and cleaning duties were knowledgeable about infection prevention and control and the safe management of contaminated waste.

People living in the home benefited from being able to access outdoor areas of the home. Garden areas were safe, accessible, well-kept and welcoming, with raised flower beds and pots maintained by residents, relatives and staff. People living in The Lodge had access to a beautiful, enclosed sensory garden. When weather permitted, activities were often held outside which enabled people to feel more connected to their local community.

## 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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