

Isobel Fraser Home Care Home Service

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Inverness
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Telephone: 01463 230 149

Type of inspection:
Unannounced

Completed on:
25 April 2025

Service provided by:
Isobel Fraser Home

Service provider number:
SP2017012984

Service no:
CS2017360080

About the service

Isobel Fraser Care Home is a large, listed building set in attractive grounds, providing people with a quiet, pleasant environment close to all amenities in the city of Inverness.

There are 28 bedrooms, two of which can be used for shared occupancy. Twenty six bedrooms are provided with an en-suite toilet and wash-hand basin. The two rooms which can be used for shared occupancy also have en-suite showers. There is a large assisted bathroom in each wing.

It is registered to provide a care service to a maximum of 30 older people.

The provider is Isobel Fraser Home, a Scottish Charitable Incorporated Organisation.

About the inspection

This was an unannounced inspection which took place on 23 and 24 of 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 seven people using the service and five of their family/friends/representatives;
- spoke with eight staff and management;
- observed practice and daily life; and
- reviewed documents.

Key messages

- Staff treated people with compassion, dignity and respect.
- Moving and handling contributes to consistently high levels of care.
- The chef was highly regarded for their dedication to understanding individual dietary needs.
- People benefited from a range of activities every day including local community events.
- Animals in the home play an important role in supporting people's well-being.
- The managers had clear systems for quality assurance.
- The environment was clean, comfortable and homely.
- The spacious garden, offered a safe and stimulating environment with sensory features that encouraged resident engagement and enjoyment.

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 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. Staff treated people with compassion, dignity and respect, and we regularly observed positive relationships between staff and people.

People were eager and willing to tell us that they were happy and felt respected, saying:

"I can't speak highly enough of this home, they really look after me."

"We see the chef regularly, he comes round to check if everything is ok."

"I have a lot of laughs here...if I have to be in a care home, this is the only place I want to be."

We were impressed to see the level of detail that went into moving and handling training that is all completed in-house, and how this translated into consistently high levels of care. Staff took time to support people at their own pace, and in a respectful and responsive manner.

At mealtimes one member of staff assigned as the host oversaw the dining room. Another staff member was seated at each table, providing support and engaging individuals. However, more could be done to ensure everyone in the dining hall was included in conversation. Management informed us that working on an inclusive dining experience for all was their top priority. Meals were nutritious, colourful, and well-presented, with a variety of choices available, including alternative menu options. We observed staff encouraging people to eat and offering alternatives.

The chef was highly regarded by residents, their families, and staff for their dedication to understanding individual dietary needs. The chef regularly checked in with residents for feedback. People's weights were consistently monitored and recorded, and if concerns arose, if appropriate, the chef was brought into conversations so they could offer additional snacks, or alternative meal options.

Isobel Fraser's activities team supported people's health and wellbeing by offering daily organised activities, including group events in the sunroom or lounge, and outings to local community events. People could also enjoy a short summer holiday together if they wished. For those unable, or preferring not to join group activities, the team provided personalised one-on-one time, engaging people in their favourite activities or simply chatting.

We found that Isobel Fraser understood the importance of animals in the home environment for people's well-being. A rabbit, two cats, and chickens were present, allowing residents to interact with them. Visitors and staff also brought in dogs, and pet therapy animals, including farm animals, were regularly welcomed. This created a homely and engaging atmosphere, positively impacting residents' emotional well-being.

Personalised one-page and separate care profiles were placed in people's bedrooms and ensuite bathrooms, outlining likes, dislikes, and specific care needs. These profiles highlighted individual preferences for dressing and other personal care. During the inspection, we observed staff following these preferences, demonstrating a commitment to respecting people's dignity, identity, and encouraging inclusion.

To support people's health, staff consulted healthcare professionals such as community nurses, dietitians, and the home's allocated GP practice. We saw clear evidence that any advice provided was implemented, recorded appropriately, and followed up when necessary. This demonstrated that everyone involved in people's care worked effectively together and understood their wishes and preferences.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the setting and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People we spoke to shared these thoughts regarding the setting:

"The home is lovely, colourful and bright."

"The grounds are very well kept, it's lovely to have the garden for the residents."

"The dining room is lovely, it makes you want to go in and enjoy meals with others."

On arrival at Isobel Fraser, we found a home full of life and energy. The atmosphere was inviting and immediately created a sense of comfort and community. With lots of natural light, and no evidence of interfering noise or smells, the home was warm and welcoming.

People were well accommodated across both wings, with accessibility prioritised despite the constraints of the building being older. Each bedroom had an ensuite toilet and basin, and each wing had a communal bathroom. One with a bath, the other with a shower. We recommended exploring additional communal bathrooms, though the current provision did not affect the high standard of care people received.

People had the freedom to enjoy their private bedrooms or spend time in the spacious communal lounge and sunroom. The lounge was thoughtfully divided to support independence, with ample, comfortable, and coordinated seating. All furnishings were wipeable, clean, well-maintained, and contributed to a homely atmosphere.

Residents' bedrooms were personalised, reflecting their individual tastes and helping to create a true sense of home. People had been supported to make memory boxes for their bedroom doors which included personal memorabilia and photographs. This aided people's orientation who were living with dementia.

The attractive garden area could be accessed from the conservatory at any time. This allowed residents to enjoy walks and fresh air in a safe environment suitable for people living with dementia. The garden was spacious and well-maintained, with a design that encouraged engagement and participation. It served as an extension of the home and stimulated the senses through various features. A wide range of flowers and ornaments were available to touch, observe, and smell, enhancing the sensory experience.

The dining area was a bright, shared space where residents could choose to enjoy their meals together if they wished. Tables were neatly set, each featuring a menu and a photo of the table's host, along with clean cutlery, napkins, and tablecloths. The layout provided ample room, ensuring that everyone could move around safely and comfortably, whether on their own or with assistance.

We were informed about, and observed, the 'Resident of the Day' process. This ensures that each resident receives a comprehensive deep clean of their room on a designated day each month. It also includes a detailed check of their personal belongings, equipment, and room décor, as well as a thorough review of their health and care plan. This process ensured that people's overall health and wellbeing was systematically reviewed each month and never overlooked.

Regular maintenance and excellent record keeping by two onsite maintenance workers ensured regular monitoring and maintenance of the premises and equipment.

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 ensure that people's medical needs are met, the service should ensure there is a regular and effective quality assurance of the medication system, to include, but not limited to medication stock counts and associated records are completed accurately at all times.

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

'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24).

This area for improvement was made on 31 July 2024.

Action taken since then

During our inspection, we observed safe and appropriate handling of medication. Staff demonstrated good practice in line with current protocols. We were informed that NHS Highland had recently conducted a visit to the service, following which the sole change in practice identified was the introduction of single-use disposable medication pots.

We also reviewed medication stock counts and records. These were found to be accurate, up to date, and consistent across all checks. Medication information is stored centrally using the Access IT database, ensuring effective management and oversight.

Therefore, we have identified this area for improvement as met.

Previous area for improvement 2

To support positive outcomes for people, the service should ensure people's care plans set out how their individual needs will be met, with specific concentration on, but not limited to:

- a) people who experience stress or distress have a personal plan which clearly identifies approaches that will prevent and reduce their stress and distress; and
- b) people who are at risk of dehydration, care plans should provide accurate information to staff about people's specific fluid intake needs.

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

'My personal plan (sometimes referred to as a care plan) is right for choices me because it sets out how my needs will be met, as well as my wishes and .' (HSCS 1.15).

This area for improvement was made on 31 July 2024.

Action taken since then

Through our inspection, we reviewed care plans and found that they now provide a clear and detailed account of how each person's individual care needs will be met, including specific documentation of fluid intake. It was also reassuring to observe that care plans are reviewed regularly and promptly in response to any changes in a person's circumstances. We were shown how the team supports residents experiencing stress and distress, including the management strategies in place to assist the home. Additionally, personal plans effectively identify successful interventions and outline escalation procedures when necessary.

Therefore we have identified this area for improvement as met.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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