

# The Bughties Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
19 May 2025

**Service provided by:**  
Enhance Healthcare Ltd

**Service provider number:**  
SP2012011938

**Service no:**  
CS2012311723

## About the service

The Bughties is owned by Enhance Health Care Ltd and was registered with the Care Inspectorate in June 2014.

The service provides for a maximum of 28 older people. The home is situated in Broughty Ferry. The home is a Victorian building adapted to meet the needs of the residents.

## About the inspection

This was an unannounced inspection which took place on Friday 16 and Saturday 17 May 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 six people using the service and one of their family/friends
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- reviewed questionnaires completed by people using the service, their relatives, staff and visiting professionals.

## 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.
- Detailed recruitment checks were undertaken to ensure staff were recruited safely and continued to remain suitable for working with people.
- Staff felt well supported, confident and competent in their roles.

## 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?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People living in the home and their families told us that they were happy with the care and support received. People commented "I'm very happy living here, staff pop in and out to keep an eye on me. They're all very kind." A relative told us "I know (my parent) is well looked after and that's just a relief for me."

We saw that people were treated well, with dignity and respect. We observed many kind and caring interactions between staff and people living in the care home. Staff clearly knew people well and understood how best to support them.

People experiencing care should expect to have access to healthy meals and snacks which meet their cultural and dietary needs and preferences. We saw that people had access to food and drinks being offered throughout the day. Kitchen staff were knowledgeable about people's preferences and aware of who needed special diets. People were complimentary about the food. One person told us; "The meals are nice; we get a choice and there's always plenty of food," whilst another commented "The soup is always very good".

The mealtime experience was calm and relaxed. People could choose where they ate their meal and staff worked well to ensure that everyone had the support they needed.

People were able to have an active life if they chose to and could participate in a range of opportunities such as walking groups, seated exercises, arts and crafts and movie afternoons. People also benefitted from having access to the care home garden areas and they enjoyed regular trips out organised by the service.

It was evident that the service maintained good links with external health professionals. The home was supported by regular visits from the local GP surgery. In addition, people were supported to access to other health professionals such as to podiatry, dentist, and optician appointments.

We were assured that people were getting the correct medication that they needed for their health and wellbeing. The home had good systems and processes in place to manage and administer people's medication. This meant people could be confident that any treatment or intervention they received was safe and effective.

## How good is our staff team?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people, and clearly outweighed areas for improvement.

People should expect to have their needs met by the right number of people.

During our inspection, we were confident that there were enough staff available to support people, including at night time. Staff did not appear to be rushed and were able to spend time having meaningful conversations and interactions with people. Buzzers were responded to quickly, as were any instances of people asking for help or assistance.

The service regularly assessed dependency levels to ensure appropriate staffing levels. We saw that staffing levels were consistent with the assessed needs of the service. The managers of the service were confident that if people's needs were to change, this would be reflected in dependency tools and additional staff would be deployed. We could be confident that people were supported by the right number of people.

There were robust arrangements in place to ensure new staff felt supported, and that there was an appropriate mix of skills and experience in each area for every shift. We heard that new staff felt supported by friendly and helpful colleagues. Staff were familiar with people and their care plans, meaning they were able to provide a consistent level of care and support. We could therefore be confident that people's care and support was consistent and stable because people worked together well.

The staff team appeared motivated, and we had some good feedback from families and people who use the service: "The staff team seem to work well together when caring and create a good atmosphere for the residents and visitors", "also, a big shoutout for the support staff who do a great job" and "the staff are excellent".

Recruitment files sampled illustrated that the service was following safe recruitment practices. Pre-employment and, where relevant, Home Office checks were being completed and all staff who required registration with the Scottish Social Services Council (SSSC), Nursing and Midwifery Council (NMC) and Protecting Vulnerable Groups (PVG) scheme, were registered. People could be confident that the service was following safe recruitment practices which protected their safety and welfare.

## How good is our setting?

### 4 - Good

We assessed that the care home setting offered good quality to people living in the service. While there were some areas of improvement, there were a number of strengths which had a positive impact on people's experiences and outcomes.

People benefitted from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space to meet their needs and wishes.

People told us they were able to personalise their bedrooms with photographs and items from home to help them make their own space. We saw this to be the case, as bedrooms were individual to each person.

People had the correct mobility aids to enable them to mobilise as independently as possible and there was enough signage to help people find their way around without help.

Corridors and circulation areas were clear of hazards, and a record of accidents and incidents was maintained. These measures helped to ensure people were safe and comfortable living in the care home.

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. One person said "I planted all the herbs and I'm growing tomatoes for the salads we eat".

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.

Generally, we found that the service upheld good standards of infection prevention and control. Spot checks indicated that bedrooms and communal areas were clean and tidy. However, in two bathrooms we found shower chairs that needed cleaned and we found staff had not disposed of their Personal Protective Equipment (PPE) in the appropriate containers. These issues were dealt with by the manager immediately and staff were reminded of their responsibilities when disposing of PPE.

## 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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