

## Wyndwell Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
12 May 2025

**Service provided by:**  
Renaissance Care (No 2) Limited

**Service provider number:**  
SP2013012032

**Service no:**  
CS2015338664

## About the service

Wyndwell Care Home provides care and support for up to 31 older people. It is located in the coastal town of Peterhead, Aberdeenshire. The home is close to local amenities such as churches and shops. The service operates from a large townhouse that has been extended. There are single rooms with washing facilities and communal bathrooms. There is a dining room along with a number of sitting rooms. It is situated near to the harbour in the town of Peterhead, close to a range of shops and amenities. The service has a private rear garden with a patio area.

## About the inspection

This was an unannounced inspection which took place on 7 and 8 May 2025 between 0800 and 1530. 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 10 people using the service.
- Spoke to four families.
- Received questionnaire for 12 people who use the service, five families, 11 staff and two professionals.
- Spoke with members of the staff and management team.
- Observed practice and daily life.
- Reviewed documents.

## Key messages

- People were very happy to be living at Wyndwell.
- People's choices were respected.
- There was an extensive activities programme supporting people's health and wellbeing.
- Staff were friendly and welcoming, and worked well together.
- There was a sense of community within the home.

## 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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	4 - Good
How well is our care and support planned?	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?

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 supported by a friendly, respectful staff team. We saw good relationships between people and staff, and there was much laughter and conversation. This meant people felt comfortable and relaxed. One person told us, 'I feel at home.'

Medication was managed well. The recording and storage of medication was tidy and easy to review, as a result any errors were quickly identified. The management of as and when medication had improved since the last inspection, with the outcome of the medication being recorded. Covert medication protocols were clear, ensuring staff knew how to give the medication. This meant people received their right medication at the right time.

There were good relations with visiting professionals, with staff making appropriate referrals and seeking guidance when people's health had changed, for example, a referral to tissue viability. Records of professional visits were comprehensive, which meant staff had accurate information about people's health. One professional told us about, 'the great care at Wyndwell and another told us, 'how helpful the staff are.' This meant people could be confident that staff were responsive to changes and seeking support and guidance for them.

Meals were well presented and thoroughly enjoyed by people. Mealtimes were a social time with a lot of conversation between both staff and people. Altered diets were available and staff knew who was to receive these diets. Breakfast had a continental style layout with people being able to help themselves if able. This encouraged people to remain independent. Fluids were freely available, and we observed people continually being offered something to drink. For people who were required to be encouraged to drink, we saw clear accurate recording of the amounts of fluid people needed. As a result, people benefited from a good nutritional diet.

Activities had greatly improved. People, families and staff told us how much better people felt due to the activities and, 'there was something always going on.' For example, there was a daily exercise/stretching activity which we saw how much this was enjoyed, especially as staff were also taking part which added to the sense of community within the home. Staff told us that due to the increase in physical activity, people were sleeping better. It was also identified due to more activities a reduction in the use of as and when medication for stress and distress. As a result, people were able to enjoy an active life.

## How good is our leadership?

5 - Very Good

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

People, families and staff spoke about the leadership's approachability. Leaders had an open-door policy, and we observed this actively taking place. Families told us, 'we are always kept informed' and 'leadership is strong, friendly and always there for a chat.'

There was a service improvement plan in place along with a visionary/self-evaluation document. The service had reflected on the previous year and evaluated their improvements and set aspirations for the future, for example, ensuring Anne's Law is embedded into practice and continuing to champion the rights of people to be heard and involved in all aspects of their care and support.

Quality assurance had improved since the last inspection, for example, monthly fall audits. The service was continually learning from the outcome of audits and complaints, incorporating actions into the service improvement plan to enhance the service, for example sharing 'you said, we did' reports for people involved in the service. This meant people benefited from a continuous learning ethos.

Staff were valued and supported well, through structured supervision and training, for example, dignity and respect. Practice observation took place, which was either planned or when there was a need to improve practice, for example moving and handling. This meant people benefited from a well-trained and valued staff team.

Leaders actively supported the neurodiversity of the staff, ensuring there was support in place to enable all staff to feel confident within their role. Staff told us they enjoyed working within the service and felt supported.

### How good is our staff team?

**5 - Very Good**

We found significant strengths in staffing how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People experienced genuine warmth and nurturing from the staff. People told us staff were, 'brilliant' and, 'a good staff team.' We observed a staff team who were engaged with the improvements to the service and keen to support the service with ongoing improvements.

The service used a dependency tool to continually assess whether there was sufficient staff to meet people's care and support. We observed people's needs being met in a timely manner and staff being able to spend time supporting people socially. Therefore, people could be confident there was sufficient staff to support them.

Supervision was regular and was supported by a wellbeing check. There was themed supervision, for example, dementia training. Staff said this was helpful and were able to recognise how the training worked in practice. Staff spoke about the support they received outwith formal supervision and were able to raise concerns with the management and each other.

### How good is our setting?

**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 enjoyed a homely, clean environment. People's rooms were comfortable and personalised, reflecting people's interests and lives. There were sufficient bathroom facilities for people, should they wish a bath or shower.

There were several areas, for example, a quiet room and a sensory room, in addition to the larger lounge. In collaboration with people and their families, a decision had been made to move around the lounge and

dining room, which people said was nicer and welcoming. This allowed people to choose where they spent their day.

People were able to move freely around the home, which had dementia friendly signage. This meant people retained their independence.

A large garden offered people the chance to spend time outdoors if they wished. Due to the layout, communal areas lacked direct access to the garden. However, in good weather, staff supported people in getting outside.

Whilst there had been improvements to the internal environment, the external parts of the building would benefit from work. Window frames needed to be reviewed as paint was peeling, exposing the wood frame to the elements. We reviewed maintenance logs and were able to see that the service was reporting any deficits. However, there were no completion dates on some of the issues reported, therefore, we were not sure if these had been completed. The service should ensure there is a completion date as this will assist leaders to have accurate oversight of maintenance (**see area for improvement 1**).

## Areas for improvement

1. To support people to experience a high quality environment, the provider should ensure the external building is well maintained.

This should include but not be limited to, assessment of window frames ensuring these are well kept and free from damage.

This is to ensure that 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' (HCSC 5.24).

## How well is our care and support planned?

4 - Good

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

Everyone in the care home had a personal plan which detailed their care and support. Staff could access the plans on the home's electronic system which ensured staff had the most accurate plan available. Plans included detail around how to support people including personal care, mobility, nutrition and medication.

We found the plans to be completed well with minor exceptions, for example, not recording if people had had a shower or bath. We did, however, see in care notes that personal care had been given. We highlighted this with the service and were assured this would be addressed. This would ensure people's outcomes would be accurately recorded.

The service's audit process had identified improvements in updating people's plans for the future. We reviewed these improvements. People and families were involved in these discussions, which were sensitive and reflected people's hopes for the future. As a result, people's care planning reflected their and their representative's wishes for the ongoing care and support.

Staff were inputting daily notes into the electronic system. Records included information around washing and dressing, meals and any activities people may have participated in. This provided good information around the level of support required and how people were spending their days. One of the service's aims is to be open and transparent. People, their families and representatives have been encouraged to have access to the digital plan, therefore, people could be fully involved in developing and reviewing their personal plan.

## 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good



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