

## Laurels Lodge Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
23 June 2025

**Service provided by:**  
Laurels Care Home Limited

**Service provider number:**  
SP2020013449

**Service no:**  
CS2020378651

## About the service

Laurels Lodge is owned and managed by the Care Concern Group and is registered to provide a care service to a maximum of 45 older people. Laurels Lodge is a purpose-built two storey building situated in a residential area of Aberdeen. The accommodation consists of 45 single bedrooms, all with en-suite toilet facilities, communal sitting rooms and dining areas. The home is divided into four units, specifically for people with dementia.

## About the inspection

This was a full inspection which took place 16 and 18 June 2025. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection, we reviewed information about the 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
- Spoke with four families
- Spoke with seven staff and management
- Received one questionnaire for people using the service, 15 from families or representatives, 21 from staff and one visiting professional.

## Key messages

- People experience person-centred care.
- People benefited from a warm and caring atmosphere.
- There were plenty of activities for people to lead active lives and develop friendships.
- Staff were knowledgeable and worked well as a team.
- Families felt welcome and part of the service.
- The environment was clean and comfortable.
- People enjoyed the gardens.
- Quality assurance and improvement was well led.

## 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?	5 - Very Good
How well is our care and support planned?	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 warm and attentive care from a compassionate staff team who knew them well. We observed genuinely kind and respectful interactions with people supported with dignity and respect. One relative told us, 'my [relative] is well looked after, treated kindly and with compassion at all times'; another said, 'my [relative] is very well looked after and seems content where they are.' This meant people felt safe and comfortable.

Staff shared information about people's health and wellbeing effectively. They recorded detailed information for shift handovers to ensure the team always had the most current information, for example, when a GP visit had been requested. Therefore, people could be confident that changes to their health were known and responded to quickly.

People benefited from robust medication management. There were clear protocols for covert and 'as and when' medication, aligning with best practice. This ensured that people were supported to take the right medication at the right time, promoting their health and wellbeing.

Meals were well presented and looked appetising. One person told us, 'food is good' and another said, 'I enjoy what I get.' Each person had a food and hydration passport that outlined their preferences, dietary needs, and any specific cutlery requirements. Staff made fluids and snacks readily available and frequently offered drinks. For those needing encouragement to drink, the staff clearly and accurately recorded the amount required and had been taken. This meant people maintained good nutrition and hydration.

People were encouraged to remain as active as possible through a varied and inclusive activity programme. Activities such as morning exercises, wellbeing walks, quizzes, and church services helped people maintain their interests. The manager continued to take a lead role in forging relationships with other care homes under the same provider, arranging joint activities like visits and a weekly regular swimming group. These initiatives fostered meaningful social connections. Through both planned and ad hoc activities, staff enabled people to live active, interesting lives.

## How good is our leadership?

5 - Very Good

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

The leadership team were very visible within the service. We observed the manager and deputy actively supporting both people and staff when needed. Families spoke about how approachable the leadership team were and felt comfortable in raising any concerns in the knowledge the service would respond quickly.

There was a comprehensive quality assurance process. Auditing tools were used to support improvements. Robust systems were in place to review areas of the service, including medication, falls, staff training and personal plans. The audits fed into an improvement plan for the home. We recommend that this be further developed to show how people's experiences, needs and wishes are used to identify and plan improvements, and how the manager and the staff work together to provide person-led high-quality care. This would

further support the service's continuous improvement in a way that recognised people as experts in their own care.

Clinical oversight was very good. Daily flash meetings took place where any concerns could be discussed and actioned, for example maintenance issues, people's health and changes to menus. This meant service delivery was being constantly reviewed, and concerns were dealt with promptly.

People, families, staff and stakeholders spoke very highly of the manager's compassion and dedication. The provider had also publicly recognised the manager's caring and skilled leadership by presenting her with an internal award.

### How good is our staff team?

### 5 - Very Good

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

People experienced genuine warmth and friendship from the staff. People told us staff were 'fabulous' and, 'they always appear happy at their work and seem to genuinely care for the residents.' We observed a staff team that was engaged with the improvements to the service and keen to support it with ongoing enhancements, for example, by helping to redecorate.

People benefited from a consistent staff team with very few vacancies. The whole team worked together, irrespective of their role, to support people, whether that was a conversation or an activity. It was evident that all staff supported people to find meaning and purpose in life.

Supervision was regular, and staff told us how supported they felt by leaders and each other, referring to themselves as family. Long service was recognised as well as 'gem' of the month. This meant staff felt valued and respected. This positive culture ensured people were receiving very good care and support.

Staff were trained to support people and felt confident in their roles. Training included palliative care, moving and handling and dementia support. Staff also received observational practice, for example, medication, thus ensuring staff practice remained at a high standard. Therefore, people were assured their care and support was being delivered by a well-trained staff team.

The service used a dependency tool to continually assess whether there were sufficient staff to meet people's care and support. Overall, we observed people's needs being met promptly and staff being able to spend time supporting people socially. The service should continue to review staff deployment throughout the day to ensure less experienced staff have support.

### How good is our setting?

### 5 - Very Good

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

The home was clean and tidy with no odours, however, cleaning schedules for some care equipment, such as commodes, and high touch points had not been completed as often as they should have been. Whilst we were confident cleaning had been undertaken, it is important that the provider take action to ensure that IPC quality assurance arrangements are used effectively.

There was ongoing redecoration within the home and changes to rooms, for example, a hairdressing room had been created and was decorated to feel like a hair salon. There were other spaces to use, for example, a sensory room and a comfortable area which could be used for family celebrations as well as smaller group activities. People and families told us how much they enjoyed being able to use these areas and how homely the service was. This meant people had a variety of areas to spend their day.

We suggested that the service should complete a quality assurance check of areas that had been painted to ensure that the work had been completed to a good standard and paint spills/marks had been cleaned up to ensure a high-quality finish.

People's rooms were personalised, reflecting people's interests and choices, and they were able to decorate their rooms as they wished, for example, choosing wallpaper. All rooms had en-suite toilets, and there were sufficient communal bathrooms and showers for people to use. People, if able, were able to move freely within the units with dementia friendly signage to support their independence.

Each unit had good sized communal lounge, dining room with a kitchen area, and sufficient seating for people and visitors to spend time with each other.

The home had several garden areas accessible from the downstairs. People were able to plant vegetables and have activities in the garden. During the inspection, the home was celebrating national picnic day, with people enjoying picnic food, music and dancing. Staff offered to support people from the upper floor to go outside, whether this was a one to one or group activity. Therefore, people benefited from being able to be outside. One family told us, 'the care home is in a lovely setting with its own secure flower garden.'

We reviewed maintenance records and found this to be comprehensive and up-to-date. For example, hot water temperatures, hoist checks and fire risk assessments. There was regular monitoring of the premises. Therefore, people could be assured their environment was being kept safe.

## How well is our care and support planned?

**5 - Very Good**

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

At the time of inspection, the service was transitioning from paper care planning to a digital system so we reviewed both types of care plans. Both paper and digital records gave detailed information about people's care, for example, strategies for supporting people with stress and distress, and care reviews. This meant people's care plans reflected ongoing care needs accurately.

Staff told us they were able to record information more efficiently with the new system and able to spend time with people whilst writing notes. Therefore, people were more involved with their care planning.

End-of-life care plans were written sensitively, ensuring people received compassionate care. These included skin care, oral care and pain relief, as well as support for families during end-of-life visits. We discussed with the service about expanding plans to include people's wishes around their environment for example, if music was to be played or other sensory, spiritual wishes. This would ensure people's wishes for their care were holistic.

## 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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good



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