

# Grove House Care Home Service

5 Edenside Road  
Kelso  
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**Type of inspection:**  
Unannounced

**Completed on:**  
21 July 2025

**Service provided by:**  
Scottish Borders Council

**Service provider number:**  
SP2003001976

**Service no:**  
CS2019378028

## About the service

Grove House is a care home for older people situated within the Scottish Border's town of Kelso. The care home provides residential care for 22 people.

The accommodation is provided over two floors with stairs and a lift providing access to the first floor. Each floor has a choice of sitting rooms and sitting areas. The main dining room and kitchen are on the ground floor. All bedrooms are single with an en-suite toilet, wash hand basin and shower. There are additional bathing facilities and toilets available throughout the home. There is a small car park at the rear of the home and a pleasant garden area.

The service provider is Scottish Borders Council.

## About the inspection

This was an unannounced follow up inspection which took place on 21 July 2025. The inspection was carried out by one inspector from the Care Inspectorate. The focus of this inspection was to assess what actions had been taken to meet the requirement made at the inspection completed on 17 June 2025.

## Key messages

Management now have more robust audits in place to identify risks and create action plans to drive improvement.

- Improved oversight and leadership to drive the necessary continuous improvement.
- Requirement had sufficient improvements to be met.
- Areas for improvement were not assessed at this inspection due to the time scale from the previous inspection.

## 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
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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 strengths impacted positively on outcomes for people and outweighed areas for improvement

Following the latest inspection, a robust medication management system has been implemented, aligned with best practices and regulatory standards. Regular audits and daily checks are now embedded into routine operations to maintain accuracy and ensure safe administration.

Management oversees the auditing process to promptly address any medication errors, while maintaining effective stock control and storage protocols. Staff members receive ongoing training to reinforce safe practices, and their competency is regularly assessed through observed sessions conducted by the manager.

As a result, individuals can have confidence that the staff supporting their medication needs are well-trained, knowledgeable, and equipped to provide safe and effective care.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By **22 July 2025** the provider should ensure that medication is managed in a manner that protects the health and wellbeing of supported people.

To do this, the provider must, at a minimum:

- a) ensure that medicines are administered as instructed by the prescriber
- b) demonstrate that staff follow policy and best practice about medication administration records and documentation.
- c) ensure that staff receive training and refresher training appropriate to the work they perform;
- d) ensure that managers are involved in the audit of medication records.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Regulation 19(3)(j) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

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

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

**This requirement was made on 27 June 2025.**

#### Action taken on previous requirement

Since the last inspection people can now benefit from a medication management system which adheres to good practice. Audits are in place and daily checks take place and more oversight from the management team.

**Met - within timescales**

### 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

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