

## St. Vigeans Care Home Service

Millgate Loan  
Arbroath  
DD11 1QG

Telephone: 01241 873 335

**Type of inspection:**  
Unannounced

**Completed on:**  
4 August 2025

**Service provided by:**  
Priority Care Group Limited

**Service provider number:**  
SP2003000048

**Service no:**  
CS2003000388

## About the service

St. Vigeans is a care home for adults with a learning disability. It is registered to provide support for 25 people.

The home is situated a short drive from the town centre of Arbroath, which has a range of shops, a train station and bus links. The home comprises of a large main house, with a smaller unit within the grounds, housing two people, living more independently.

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

The service aims to respect residents' choice and individuality with a commitment to promoting the potential and independence of its residents. The service supports residents with a variety of activities based on individual needs and interests.

## About the inspection

This was an unannounced inspection type which took place between 02 and 04 August 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 12 people using the service and 4 of their family. We also received feedback from people through care surveys from 4 families and 13 people who used the service
- spoke with 5 staff and management and received feedback from 6 staff through care surveys
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- People were very happy living at St. Vigeans.
- People spent their time doing the things they enjoyed and with the people they chose.
- People were consulted and well informed about developments in the home.
- Some improvements had been made to the environment and further improvements were planned.
- Staff were kind and caring and knew people well.
- There were a range of management tools used to help maintain oversight and to help plan for improvements.

## 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 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 two quality indicators under this key question. We saw that there were very good outcomes for people when considering how people's health and wellbeing benefits from their care and support. We saw that there were some areas for improvement around infection and prevention control within the home therefore we evaluated this quality indicator as good. The overall evaluation therefore is good.

There was a lovely, warm and welcoming feel in the home. People knew what an inspection was as this had been discussed with them through resident meetings. People were therefore comfortable showing the inspector around the home and telling them what they thought about their care and support. It was clear therefore that people were consulted about their home and well informed about any developments.

People were very happy living at St. Vigeans and spent their days doing the things they wanted to do and enjoyed. Some people told us about volunteering, whilst others enjoyed art, football or gardening.

People could be confident that they would be supported with their medication. There was a robust medication management procedure in place. Staff had received appropriate training and regular audits of documentation helped to ensure that good standards were maintained. This helped to ensure that people received their medication as prescribed which was important for their health and wellbeing. It was positive to see that people's ability to manage their own medication or aspects of their medication were supported and encouraged.

People's health and wellbeing benefitted from access to a range of community health professionals. Staff knew people well and were quick to recognise any changes in their health that would benefit from prompt referrals to other agencies. Visiting professionals told us, 'I have always been impressed with the care and compassion', 'I find that the people I work with receive excellent care' and 'The support for each resident is exceptional'. This feedback demonstrated that there were good relationships with other professionals that benefitted people who lived in the home.

People's wellbeing was promoted through a healthy approach to eating and drinking. Individual dietary needs were known and, people had choices and these were regularly discussed to agree menus that met everyone's preferences. A keen gardener in the home proudly showed us their first crop of potatoes and their tomato plants both of which would be used when planning meals.

People's weights were monitored regularly. A Multifactorial Universal Screening Tool (MUST) was reviewed monthly and would help to identify early indicators of when someone's dietary needs needed to be reviewed or where advice may be required from other professionals. This helped to ensure people were supported to maintain a healthy weight.

People's mobility was encouraged and the benefits of doing so was well understood by people. There was space for people to move freely around the home and in the garden areas. We heard and saw people being supported to use mobility aids and take short walks with lots of positive encouragement. As people who live in the home continue to age and their needs change, an appropriate falls prevention assessment and care plan would be implemented to complement current mobility plans. This could help to keep people active for longer which in turn has benefits for both physical and emotional wellbeing.

People were central to the developing and reviewing of their care and support. Some people had chosen to write their own care plans with support from staff. It was evident that people felt involved and that important information was recorded that reflected people's support needs as well as when was important to them.

Plans were asset led and written positively describing dreams and aspirations and how these could be achieved.

Meaningful connection was supported and people had developed caring and nurturing relationships with their peers. Families told us they were well informed and had confidence in the staff and in the care and support provided. 'I know my relatives get the care and attention they deserve and with this in mind I would not want to change anything about the care home'. One family member also commented that, 'Staff turnover seems to be relatively low helps to maintain a high standard and ensures continuity of friendship and care for my relative'.

The home was mostly clean and tidy during this visit. Issues identified during the inspection were quickly addressed. Cleaning schedules were in place and fully completed. Checklists were used to help ensure a consistent approach to regular and thorough cleaning.

Staff had received training in infection prevention and control and knew how to access up to date guidance and advice. The infection prevention and control manual for care homes was available and staff knew how to access this. This helped to keep people safe from the risk of infection.

Cleaning chemicals were provided in bulk and decanted into smaller plastic bottles with spray tops. These bottles were being reused however, the manager must ensure that practice reflects advice in the National Infection Prevention Control Manual (NIPCM) in Scotland. (<https://www.nipcm.scot.nhs.uk/>) Furthermore, spray tops cannot be effectively cleaned and should be single use only. The manager should take appropriate action to ensure safe practice is implemented at all times.

The manager regularly observed hand washing techniques and there were posters displayed to remind people the most effective way to wash your hands. Personal protective equipment (PPE) was in good supply and used appropriately. It would be good practice to maintain regular discussion/observation in relation to the use of PPE to help ensure that staff are confident in this area.

## 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 could be confident that the home would be well maintained and safe. There were regular planned arrangements for ongoing maintenance and servicing of equipment. Some checks or documentation was overdue and we asked the manager to confirm action taken to address this following the inspection.

People could choose from a range of communal or private areas to spend their time. Some bedrooms had the space and benefit of small catering facilities where people could spend time alone or with family and friends. Communal areas were bright and spacious and most people chose to spend their time here with others. The lounge areas were welcoming and reflected people's preferences and personalities which helped to create a homely feel.

People were routinely involved in expressing their views about their home. Resident meetings formal reviews and day to day consultations were all used to help ensure that people were consulted and well informed about any developments in their home.

St. Vigeans care home is an older style of building and as such a degree of refurbishment and redecoration is required to help maintain and improve on the environment. That said the environment was warm and welcoming and there were no restrictions on people moving around the home and accessing outside areas and gardens. An overall refurbishment plan was in place however could be more specific about what is planned and when along with any progress. This would help to ensure that there continued to be robust consultation with people and that there was a plan in place for any disruption caused by works taking place.

Domestic services rooms should have a designated sink for cleaning equipment as well as a separate sink for hand washing. The rooms viewed were storerooms without sinks. The provider should consider this in their refurbishment plans.

All staff were aware of environmental cleaning schedules and worked with checklists to help ensure a good standard of cleanliness was maintained.

## 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	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.