

St. Ninians Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
30 June 2025

Service provided by:
BDM Care Limited

Service provider number:
SP2014012396

Service no:
CS2014333391

About the service

St Ninian's Care Home is a care home for older people situated in a residential area of Blairgowrie. It is close to local transport links, shops and community services. The service is registered to provide care for up to 11 people and at the time of inspection, there were 10 people living in the service.

Accommodation is arranged over two floors, some bedrooms have ensuite facilities, others have bathrooms close by. There is one lounge and one dining area. The service benefits from an open front garden and an enclosed rear garden. Both gardens have designated seating areas for people to enjoy.

About the inspection

This was an unannounced inspection which took place on 27 and 28 June 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 eight people using the service and three of their families
- spoke with four staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People were supported by staff that knew them well.
- The service encouraged and supported people to maintain important relationships.
- People were encouraged to remain as active as possible.
- More opportunities to spend time outdoors may be of benefit to people.
- Stakeholders could be involved in service 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?	5 - Very 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?

5 - Very Good

We have evaluated this key question as very good. We identified a number of important strengths which positively impacted on the experiences of people who lived in St Ninian's Care Home.

People were supported by staff who knew them well. People were familiar with the staff supporting them and there was a stable staff team. Consistency of staffing supports with relationship building and improves rapport between the staff team and those they support. We observed many warm and kind interactions and people appeared relaxed in their home.

A variety of activities were on offer for people to participate in and people told us there was plenty going on. These included pamper sessions, reading the newspaper and reminiscing. Within the service, there was a focus on Care About Physical Activity (CAPA), therefore a number of activities were focused on movement. Pathways for All had been applied by the service, both internally and externally and as a result, across the site there were many posters displayed to prompt people to pause and carry out some additional movement. Physical activity is important in promoting people's well-being and keeping people mobile. Overall, this has an impact on their health and wellbeing and can result in improved mobility. People benefitted from being able to access outdoor space and spend time in outdoor spaces. The service had identified it would be beneficial for people to be offered more opportunities to spend time outdoors. Spending time outdoors has numerous benefits for older adults which include better sleep quality, improved mood and a reduction in stress and anxiety.

Meaningful connection and technology enabled care were embraced by the service. Visitors were welcomed to the home and people told us 'we can visit any time'. People were also supported to maintain important relationships using technology, for example using social media and video calls. People were supported to acknowledge personal important events and celebrations throughout the year, for example, sending important cards. This ensured people still felt connected to their loved ones. Within the home, relationships were also encouraged. People had the option of where to spend their time, however during the inspection, the communal lounge was the heart of the home and where people chose to spend time with others. By creating and enhancing this environment, and nurturing relationships, this reduced people's risk of loneliness and social isolation.

People we spoke to told us that the food was good. Menus were displayed in the hallway and meals were cooked on site, if people did not like what was on the menu, or fancied something else, then they could request what they liked. Staff demonstrated understanding about fortification of foods and the importance of this for people who were experiencing weight loss. There was evidence of good working relationships with external health professionals, with advice being sought where required. We heard how staff could contact external professionals and would receive timely support. Strong working relationships and confidence in external professionals mean that people should experience the right care from the right person, at the right time.

Medication was well managed within the service. At the time of inspection, nobody was independent with medication administration. However, people's medication was stored within locked pods in their rooms and relevant documentation such as medical history and medication administration sheets (MAR) were stored in individual, accessible files. The service had considered electronic medication systems to establish if this would improve user experience, however had decided that at this time, their system was effective and therefore did not wish to change.

This demonstrated that the service was open to considering new ideas and embracing change, should this be of benefit to the people who live in St. Ninian's Care Home.

Care plans and risk assessments were in place for people. These were well formatted and contained comprehensive information. The information contained was relevant and provided good insight in relation to what was important to the person and how best to support them. Staff we spoke to were familiar with how to access these documents and referenced them often. This meant that as care plans and risk assessments were reflective of people's needs and wishes, the support staff provide people with should then be right for them. We suggested to the leadership team that it may be of benefit to further consider restraint risk assessments, to ensure they accurately capture and assess all forms of restraint.

How good is our setting?

4 - Good

We evaluated this key question as good. We identified a number of important strengths, which significantly outweighed any areas for improvement.

People who lived in St Ninian's benefitted from a warm, comfortable, and welcoming environment. The building benefitted from substantial amounts of natural light and was well ventilated. Rooms were all tastefully decorated and there were points of interest located throughout the building. People's rooms were personalised and clutter free. One relative told us 'it feels really homely'.

As the service is relatively small, bedrooms varied in size. Some of these had ensuite showers, some were ensuite toilets, and one did not have an ensuite, however, this room had a bathroom next door for individual use. There were communal bathrooms available for people to use on the ground floor, should they wish to. People could choose where to spend their time, as there was a communal lounge and dining area. There were two gardens, one to the front which was open, and an enclosed garden to the rear. Both benefitted from designated seating areas. We heard how following recent feedback and with involvement from the people who use the service and those important to them, a designated small family area had been created. This enabled visits to take place in a quieter area, promoted privacy, and meant people did not have to be in their bedrooms for visits if they did not want to be. This area also had direct access to the enclosed garden meaning people could go in and out as they wished.

The service was well maintained and clean. Any maintenance issued were addressed promptly, and where required professionals were contacted for any works deemed necessary. Due to the configuration of the building, the laundry area was tight for space and posed some challenges with regards to achieving fully separate clean and dirty areas. However, the service had done their best to manage this situation effectively to minimise the risk of infection transmission for people. An environmental action plan was in place which may benefit from further development. People had the opportunity to provide feedback and be involved in service improvements however, to ensure people felt their feedback was being listened to, it would be useful to consider reflecting people's feedback within the environmental action plan.

Equipment was being cleaned and serviced on a regular basis. This meant that where people required equipment as part of their support plan, they could be confident that this was safe and fit for purpose.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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 setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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