

St Modans Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
18 July 2025

Service provided by:
St. Modans Care Home Limited

Service provider number:
SP2010011228

Service no:
CS2010249579

About the service

St Modans Care Home is registered to provide a care service to a maximum of 56 older people and nine adults with an acquired brain injury. The home has three units which are: frail elderly, dementia care and acquired brain injury. At the time of our inspection, there were 64 people living in the care home.

The provider is St Modans Care Home Limited which is part of the Meallmore Group.

St Modans Care Home is a single storey purpose-built care home situated in a quiet residential area in the town of Fraserburgh, Aberdeenshire. All bedrooms have en suite toilet facilities, bathing and showering facilities are shared. The landscaped gardens can be accessed from all three units.

The provider's aims and objectives stated that St Modans aims to 'ensure all residents are given the opportunity to actively participate in any decision-making process affecting them, their environment or their choice.'

About the inspection

This was an unannounced inspection which took place on 16 and 17 July 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 19 people using the service and six of their family
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Prior to the inspection, we asked the service to send surveys to stakeholders. We received the following completed surveys; 12 from people using the service, 14 from relatives, 36 from staff and seven from supporting professionals.

Key messages

- People experienced the levels of care and support that met their expectations.
- People led active and meaningful lives. There was a strong sense of community and companionship created from the friendships people had formed.
- Staff were praised and seen as real assets to the home.
- There was a focus on people's health and a determination to keep people well.
- People living with dementia experienced excellent outcomes due to the staff's commitment to therapeutic care and support.
- People felt valued and were included in all aspects of home life.
- The standards of décor and furnishings were of the highest order.
- Additional rooms and areas had been created and this gave people a wide choice of where to spend their time.
- Information was available throughout the service and this helped them to make their own choices.
- People felt valued and respected because they were included and consulted about any considered changes to 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?	6 - Excellent
How good is our setting?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

People were very positive about the quality of their lives and the standards of care and support in the home. People appeared very well cared for, receiving the right care and support to help them look their very best. Each person retained their identity by the attention to their clothes and grooming. Relatives praised the care of people's clothing and felt this demonstrated the respect staff have for people.

People had formed strong friendships with their peers. People would call out a morning greeting to their neighbour as they made their way to breakfast. One person said, 'we all get on and look out for each other'. People lived in a home that had a real sense of community where they had formed very good friendships with others. This had enriched their lives.

People were very positive about the staff team. They said they were 'very kind', 'do a good job', 'supportive', 'courteous and understanding' and 'excellent'. At every opportunity staff took time to engage with people. Positive and trusting relations had formed. When people required assistance, staff attended to their needs with dignity and respect, mindful that people were often sat with their peers. Relatives said, 'staff go above and beyond to make people feel at home', 'the staff are the home's biggest asset' and one relative referred to the 'small gestures that make all the difference'.

People's health and wellbeing had improved since moving into the home. Relatives said that when their loved one moved into the home, there was a focus and commitment to helping them be as well as they could be. Robust assessment of people's mobility took place, and a detailed person-centred plan was compiled to inform how best to help them be more mobile. This improved their wellbeing, their mental health, their independence and made it easier for them to take part in home life. When people were admitted underweight, there was a focus on supporting them to eat well. The resulting weight gain improved their health, wellbeing and as relatives said, 'they looked themselves again'. The commitment to ensuring that everyone was assessed and plans put in place to help improve their health, meant that people were supported to live well.

People were supported to live very well with dementia. Consultation with people, relatives, professionals and comprehensive research ensured that the sensory room would benefit people's wellbeing. When people spent time in the sensory room, they spoke positively about the impact this had on them. Relatives used this room when visiting and this made them feel as valuable contributors to their loved one's care. Managers had assessed the impact of the sensory room on people's health and wellbeing. They found that the numbers of falls had reduced by almost 40%. This greatly reduced the risk of injury. The use of as required anti-psychotic medication had reduced significantly. This demonstrated that there was a benefit of therapeutic input rather than reliance on medication to reduce levels of distress. The numbers of incidents that could result in harm to people had reduced by almost 50%. The service's drive to ensuring that people live well with dementia, had resulted in a resource that had sector leading impact and outcomes.

There was recognition of the importance of the moving in process and reducing the anxiety caused by unfamiliarity. The excellent St Modans information booklet ensured that prior to people moving in, people had access to information on what home life was like. This included, for example, information on the staff, meals, activities, health professional support and the local community. This resulted in people settling in quickly because they had very good knowledge of their new home, what life was like in the home and of the wider community.

People were included in all aspects of home life. Information was accessible and easy to read in all areas of the home. This helped keep people informed and enabled them to make their own decisions. Meetings were very well attended and were led by people. People's contributions to these meetings were wanted and acted upon. Upgrades or changes to the environment were discussed with people to ensure that changes were reflective of their wishes and needs. People felt valued, respected and were recognised as experts.

Mealtimes were very relaxed and sociable. People praised the quality of the meals provided. There was a domestic feel to mealtimes, and this enhanced the social feel. People spoke with their friends about the meal and offered to 'top up their glass'. Staff were available, however, there was a focus on enabling people to be independent. Staff recognised when people had not eaten well and promptly offered an alternative meal. It was important for people to have an enjoyable experience and for them to eat well.

The planned activities were informed by what people wanted to do. People spoke about their 'day going quickly' because of the opportunities to be meaningfully engaged. Although there was a set programme, there were multiple unplanned events and activities that occurred. These would be in response to people's requests or spontaneous, for example taking a member of staff's dog out for a walk. People had opportunities to enjoy fulfilling and meaningful days.

St Modans' ethos demonstrated an ongoing commitment of putting people at the heart of home life. People were valued, respected and loved. The staff team had a drive to improving people's mental and physical health and wellbeing, and this had contributed to the sector leading outcomes that were evident.

How good is our setting?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

The home was very clean and free from odours. People praised the domestic staff and their commitment to ensuring the home's cleanliness was maintained. Relatives said, 'the home is a lovely kept place', 'immaculate' and 'demonstrated the respect they have for people'. Staff were committed to ensuring people lived in a consistently clean home.

People's bedrooms had been personalised to a very good standard. Care had been taken to help people position photographs and personal items to a height or area where they could be seen and accessed. Many people took pride in showing us their family photographs. The care taken recognised the meaningfulness and importance of these items to people.

People had a wide choice of areas to spend time. Each room or area had a different feel and appearance, and this fitted in with people's preferences. For example, the activity lounge had a reminiscence feel with a piano and photographs of the town in bygone years. The lounge in the Noble Suite was furnished and decorated to fit in with the younger adults that lived there. Occasional seating was positioned in corridors and in nooks throughout the home, and these were used frequently by people to take a break whilst walking or to sit and chat with relatives or friends. The upgraded café was utilised by small groups of people or families when visiting. A visit to a café was something that relatives said they were glad to be able to do again. People had the freedom to choose where they wanted to spend their time and for this to be enriching.

A new family room had been created to give relatives an area to use when their loved one's health had deteriorated. This enabled families a place to go and take a break from a stressful and upsetting time. Testimony from one family informed managers of how having the use of this room had made this sad time more bearable.

The sensory room, as discussed in *How well do we support people's wellbeing?*, had benefitted people's emotional and physical wellbeing. People were aware of the room and spoke about the benefits of spending time there. The time taken with researching and consulting prior to the creating of this room, contributed to its clear impact on people's health and wellbeing. The service had a focus and commitment that people's outcomes were the driving force behind change.

There was access to the gardens from each wing. People were supported to access the outdoors and because the doors were left open, people could independently spend time in the gardens. Some people spoke about the view of the gardens and flower beds from their own rooms; they spoke about how much pleasure this brought them. One person had created their own indoor garden and spent time tending their plants and flowers. They said that they were able to continue their 'passion for gardening'. Staff had recognised the importance to people's health and wellbeing of time spent outdoors and the benefits of staying connected with nature.

The approach to upgrades and changes in the home were thought of and thoroughly researched and planned. For example, the planned upgrades and changes to the lounge and dining area in the Fraser and Torridon wing. People were involved from the start and asked for their input about, for example, colours and furnishings. Staff reviewed how the space was used to assess any changes to the layout that would benefit people. This meant that the planned upgrades to this area would be accepted and effective. The driving factor to change was to enrich people's lives.

We found that the environment supported people to live well with dementia or with sensory loss. There was space to move freely around and choose where to spend time. Signage and information were clear and informative and supported people to make choices. The addition of the sensory room and quiet lounges helped support a therapeutic approach to the care and support of people. Throughout the home, there was chatter and laughter however there were no loud and intrusive noises. This meant that people could converse with each other easily and reduced the risks of people becoming distressed by loud noises.

The service demonstrated that people's needs were at the heart of home life. The care and attention taken to including and consulting with people about changes to their home, showed that people were valued, respected and listened to. Any change was measured and informed by how people would benefit. One supporting professional said 'St Modans provides a homely environment that gives people a sense of belonging'.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our setting?	6 - Excellent
4.1 People experience high quality facilities	6 - Excellent

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