

Kynnauld House Care Home Care Home Service

Kynnauld House Care Home
Commerce Street
FRASERBURGH
AB43 9LP

Telephone: 01346 519942

Type of inspection:
Unannounced

Completed on:
20 August 2025

Service provided by:
Kynnauld Care Limited

Service provider number:
SP2021000162

Service no:
CS2021000265

About the service

Kynnauld House Care Home is a purpose-built, three-storey building, located centrally in Fraserburgh. The home is close to shops, cafes and other facilities in the town.

The home is registered to provide care to 41 people. At the time of our inspection there were 37 people living in the service.

All bedrooms have en suite toilet facilities. There are shared shower and bathing facilities on all floors. There are lounges and dining rooms on all floors. The enclosed gardens has been landscaped and is accessible from the dining room on the ground floor.

The provider is Kynnauld Care Limited, part of the Meallmore group.

About the inspection

This was an unannounced type 2 inspection which took place on 12 and 14 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 17 people using the service and four of their family
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

Prior to the inspection we asked the service to send questionnaires to stakeholders. We received the following completed questionnaires back; 11 from people using the service, 13 from relatives, 34 from staff and four from supporting professionals.

Key messages

- People were very positive about the care and support they received.
- Staff were caring, kind and attentive to people.
- People were supported to pass their time with meaningful activities.
- The quality and variety of meals was praised by people.
- Relatives had high levels of confidence in the staff team and praised the standards of care and support their loved one experienced.
- The home was clean and odour free.
- People's bedrooms were well furnished and comfortable.
- People had been assisted to personalise their bedrooms to create warm and homely rooms.
- The improvements to the garden had resulted in people frequently accessing the outdoors.
- Each floor had its own lounge and dining room and this helped support smaller group living.

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?	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 appeared very well cared for. Care and attention had been taken to help people look their best by ensuring they got the right care and support with their washing and dressing needs. People had access to their jewellery, makeup and other items - these helped them retain a sense of who they were.

There was overwhelmingly positive feedback about the staff. People said, 'Staff are all nice and capable, they all are well trained,' 'Staff are very kind and compassionate' and 'Staff are lovely'. It was clear that positive relationships had formed between people and the staff and there was lots of lovely engagement and banter throughout the inspection. This resulted in positive outcomes and contributed to the high levels of satisfaction people expressed.

Relatives felt that the efforts taken by all staff helped their loved one settle into the home. For example, the cook meeting the person to discuss their food preferences, the maintenance person ensuring the bedroom was decorated and furnished to a very good standard and the care staff showing genuine interest in the person. This made people feel valued and included from admission into the home.

Staff knew people's needs. A relative said, 'They know their job they know each resident's needs and wants' and a supporting professional said, 'Staff take their time to get to know each resident and know their likes and dislikes'. This meant that people got the care and support that they wanted and helped keep them well.

People said that they were able to live the way that they wanted to. Some people preferred their own space and privacy and that this was understood and respected by staff. However, staff were mindful of still including these people in home life and giving them the opportunity to have the same experiences as others whilst respecting their right to privacy. This helped ensure that everyone enjoyed meaningful activity and engagement.

People were supported to remain as mobile as possible. Walking aids were always within reach and this enabled people to independently mobilise from area to area. There was no over reliance on motion sensors, and this demonstrated a positive risk-taking approach. This demonstrated awareness of people's right to take risks without limiting their freedom.

People were very positive about how they spent their time. The varied activities programme ensured that people had opportunities to pass their day meaningfully. It was positive that some activities were spontaneous, for example, due to the fine weather people were offered the opportunity to have lunch outside. This opportunity was very well attended and resulted in a social and positive experience for people.

Relatives said that the review process was very useful. This gave them the opportunity to contribute to the care and support of their loved one and express what was working and what needed to change. This helped relatives to feel included and recognised them as carers.

Care plans and risks assessments were detailed and reflective of the needs of people. The preferences and choices of people were used to inform care plans and this meant they could be used to inform the person-centred care and support delivered.

When there were changes to people's needs, the relevant plan was updated. This meant that the information available to staff was accurate and they could provide the care and support that people needed and wanted. One relative said, 'As a relative, I've been consistently impressed with the level of care and support provided'.

The service excels in its approach to nutrition and how people are supported to eat well. The cook meets with people to discuss the menu and establish people's preferences. This demonstrates a commitment to ensuring people are offered meals they will enjoy. Information was available to help keep people informed of how to improve their nutrition. Staff had access to an overview of people's nutritional need, and this ensured that people got the diet that helped keep them well. The taste and variety of meals were praised by people. The dining experience was relaxed and staff helped this to be a sociable occasion. The efforts taken with ensuring that people ate well ensured that people's weight was stable and contributed to ensuring that people remained well.

There were very good professional links with supporting health professionals. This contributed to pharmacy reviews taking place that ensured people only received the medications and topical applications that they needed. Referrals to health professionals were done appropriately and this meant that people received the additional input that was needed to help keep them well.

How good is our setting?

5 - Very Good

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

The home was clean and odour free. There were sufficient domestic assistants on duty to ensure that the cleanliness standards were maintained. People praised the efforts of the domestics in keeping the home, in particular their bedrooms clean and tidy.

The home was in a very good state of repair. Maintenance personnel completed the relevant checks to ensure that the fixtures, fittings and equipment were all safe for use.

The standards of décor and furnishings were of a very good standard. There were sufficient comfortable chairs available for people. Occasional tables were positioned to ensure that people had a place to put items that they may need.

Bedrooms had been personalised to a very good standard. This helped create a homely and cosy feel to bedrooms and ensured that people were surrounded by items that were familiar to them. One relative praised the fact that they were able to access their relative's room to personalise it before admission. They felt this helped their loved one settle in to the home.

The positioning of the furniture in bedrooms helped make best use of the space available. Chairs were positioned near windows and this enabled people a view of the outdoors and ensured that natural day light came into the room.

Each floor had its own lounge and dining room. This helped support smaller group living. People had formed friendships as a result of this. Two people spoken with said that their friendship had formed as a result of dining together at each meal. This friendship then carried on in other aspects of home life. The smaller group living had helped people get to know each other and had enriched people's lives.

The service had completed a project on upgrades to the garden. The resulting improvements had a positive impact on people's lives. Many people spoke about the benefits to their wellbeing of being able to have the opportunity to spend so much time outdoors. Many events took place in the gardens and these were open to the local community and families. This meant that families were included in home life and could create new memories with their loved ones, and that people felt connected to the local community.

Throughout the home there was bustle with people coming and going. Chatting and laughter could be heard throughout. Television and radio volumes were set at an appropriate level and buzzers were answered promptly. This meant there were no intrusive noises that could cause discomfort to people. The home had a happy, welcoming and vibrant atmosphere. One relative said, 'Lovely little homely place, just a really happy place to be in'.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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