

Arrdeir Care Home Service

Arrdeir House
Oakdale Terrace
Aberdeen
AB15 7PJ

Telephone: 01224 358 555

Type of inspection:
Unannounced

Completed on:
7 August 2025

Service provided by:
Aberdeen Association of Social
Service, a company limited by
guarantee, trading as VSA

Service provider number:
SP2003000011

Service no:
CS2003000168

About the service

Arrdeir is a care home for people with mental health conditions. It is situated in a residential area in the West End of Aberdeen. The service is close to local amenities and has good public transport links to the city centre. The service provider is VSA (Aberdeen Association of Social Services). The service provides residential care and support for up to 11 people.

The service provides accommodation over two floors within a large, detached house with single bedrooms, each with an en-suite shower-room, toilet and wash hand basin. Each bedroom also has a small kitchenette area. There is a spacious sitting room, dining room and conservatory, as well as access to a well tended garden to the front and back of the property.

At the time of the inspection 11 people were living at the service.

About the inspection

This was an unannounced inspection which took place on 4 and 5 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 and complaints information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 10 people using the service
- spoke with 11 members of staff and the management team
- received online surveys sent out prior to the inspection. We received feedback from nine people who use the service, four relatives, three external professionals and six staff members
- observed practice and daily life
- reviewed documents.

Key messages

- People and their relatives were happy with the care and support provided.
- People were supported in a person-centred way and staff knew them well.
- The management team had very good oversight of the service and there were a range of quality assurance tools and processes in place which meant the service was led well.
- Staff worked well together as a team, and they felt supported.
- The house was clean, tidy and homely and people told us they enjoyed living there and felt safe.

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 staff team?	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.

1.3 People's health and wellbeing benefits from their care and support

People and their relatives said they were happy with the care and support the service provided. We observed kind and friendly interactions between staff and the people they supported. There was a homely atmosphere and people told us they felt safe.

People received person-centred care informed by their needs and preferences. An external professional told us that staff provided "excellent care and support". Staff knew people well and there was clear information in people's personal plans about their needs. Personal plans included a wellness recovery action plan, which people were actively involved in developing. The recovery action plans focused on empowering people to be in control of their mental health and provided information about what helped keep people well. People were supported to develop goals which were regularly discussed and reviewed. Personal plans included "about me" information, life maps and personal stories. This approach to personal planning meant that people felt involved and gave staff the right information about how to support them.

External professionals told us that the service was responsive to people's needs and contacted them if they needed to. This meant that people received support with their health and wellbeing when they needed it.

Procedures were in place to ensure staff were kept up to date. These included handovers and daily records. Relatives also said they were kept up to date when they needed to be. Each person had an identified key worker and co-keyworker, which promoted continuity of care.

People received individualised support with their medication. There was a clear assessment in place which detailed what support people required. Medication was stored and administered safely. The service was using an electronic medication management system which staff said was working well. As a result, people received safe and effective support with their medication.

People's nutritional needs were supported well. There was a daily breakfast time that people could join, and an evening meal was also provided. People told us they really enjoyed the food. The service supported people with any dietary requirements and staff worked hard, in discussion with individuals, to introduce healthy meal choices. Outside of set mealtimes, people could prepare their own snacks. Personal plans clearly detailed people's nutritional needs and support where this was required.

People actively engaged in a variety of activities both at home and within the community. Daily social times encouraged people to get together and catch up, while regular activities reflected personal interests such as gardening and growing vegetables in the greenhouse, arts, crafts, and shopping. This meant that people were able to spend time doing the things that they enjoyed.

Service user meetings took place regularly and people said they could ask questions and raise any concerns they had. These meetings gave people the opportunity to be involved in how the service was run.

1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedures

The service retained a homely feel whilst also ensuring the environment was cleaned to a good standard.

There were effective systems and processes in place to manage infection prevention and control in line with national guidance and there were quality assurance processes in place to monitor these.

Staff had access to sufficient cleaning supplies and personal protective equipment (PPE).

Staff supported people to clean their bedrooms and do their laundry on designated days which minimised risks from cross contamination.

As a result, people's health and wellbeing benefited from safe infection prevention and control procedures.

How good is our staff team?

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, their families and external professionals gave positive feedback about staff. They said staff treated them well, they listened when they needed to and were very helpful. One relative said that staff were "extremely professional and caring". External professionals said senior staff were "proactive and responsive" to people's needs.

The service benefited from having a consistent and stable staff team, including regular relief staff who covered shifts when needed. This meant that people received support from staff who knew them well.

There was a rolling rota in place and staffing levels were planned according to people's needs and scheduled activities. Staff said they had time to provide care and support. This meant people's needs were being met.

Staff worked well together. There were regular staff meetings and staff were kept up to date with information about the service and the organisation.

Staff received an induction when they started in the service and completed relevant training. Although some training had not been completed within expected timescales, the manager made plans to address this during the inspection. Staff received regular supervision in line with the provider's procedure, which included observations of practice. This meant that staff had the knowledge, skills and support to carry out their role and that people's needs were being met.

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 people, therefore we evaluated this key question as very good.

People gave very positive feedback about the environment. They enjoyed living in the house and being able to use the garden. The garden included several seating areas and a greenhouse which people used.

The house was clean, tidy and homely. Visitors all agreed the environment was clean and well maintained, one said the setting was "warm and friendly. Safe and secure". There was plenty of fresh air and natural light. There were communal areas that people could use, such as the conservatory, lounge and dining room.

This meant people could choose where to spend their time, either on their own or with others.

People had their own bedrooms which they could decorate and furnish how they wanted. Each bedroom had an en suite shower room, a kitchenette area, and space for a table and chairs. This meant people felt at home and had their own space when they wanted it.

People had been involved in choosing colours and artwork for the areas that had been recently decorated, this included the living room and dining room. The service had also benefited from having the kitchen and laundry refurbished since the last inspection.

Essential and routine maintenance was carried out within required timescales, this meant that the service was well maintained and people could be assured it was safe.

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
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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