

Camphill Blair Drummond Care Home Service

Blair Drummond House
Cuthil Brae
Stirling
FK9 4UT

Telephone: 01786 841 573

Type of inspection:
Unannounced

Completed on:
1 September 2025

Service provided by:
Camphill (Blair Drummond) Trust
Limited

Service provider number:
SP2003002681

Service no:
CS2003011474

About the service

Camphill Blair Drummond is a care home service situated in Stirlingshire. It is registered to provide a service to a maximum of 48 adults with a learning disability. This may include eight young adults aged 17-18. The service has been registered with the Care Inspectorate since April 2002.

The provider of the service is Camphill (Blair Drummond) Trust Limited.

Camphill Blair Drummond sits in extensive garden grounds which are accessible and well maintained. People live in seven houses which are located throughout the grounds. A maximum of seven people live in each house. Camphill provides a day service located on-site. This is an integral part of the day to life of the people who live at Camphill. Another key aspect of life at Camphill Blair Drummond is the long standing tradition of international volunteers living in the community for a set period of time.

About the inspection

This was a follow up inspection which took place on 01 September 2025. The inspection was carried out by an inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations we:

- Met with the registered manager and other members of the management team.
- Met with two volunteers.
- Reviewed a variety of documents including the service improvement plan; information and guidance for volunteers; staff skills matrix; staff rota, and communication with families.

This inspection was carried out specifically to follow up on the requirement made in the inspection report dated 23 May 2025. This related to staffing levels; staff deployment, and the use of volunteers in the service.

Key messages

- The provider had responded well to the requirement we made in May 2025.
- The assessment of staffing levels had improved.
- The deployment of staff had improved.
- There was clarity and guidance around the role of volunteers in the care home service.

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 good is our staff team?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our staff team?

4 - Good

When we inspected Camphill Blair Drummond in May 2025, we made a requirement around the role of volunteers. There was a lack of clarity around the duties they were carrying out in the majority of houses we visited. This placed people at risk of harm. The provider needed to explore whether assessed staffing levels, the deployment of staff, or skills mix of staff was contributing to how volunteers were being utilised in the care home service.

During this inspection, we found leaders had made significant improvements in this area.

As the improvements had reduced the risk of harm to people, we decided to re-evaluate from "Adequate" to "Good" in Key Question 3 - How good is our staff team?

Please see the section, "What the service has done to meet any requirements made at or since the last inspection" for more information.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must ensure that the service has safe staffing levels in place where appropriately trained employees carry out key support tasks. There must be clear and consistent guidelines for volunteers on their role and function in the service.

By 29 August 2025 the provider must ensure people experience support in a service where staffing levels have been assessed to ensure the right number and skill mix of staff are in place, and there is guidance on the role and function of volunteers.

In order to achieve this, the provider must, as a minimum:

- a) Carry out an audit of assessed staffing levels in each of the seven residential houses. This must include assessed overnight support needs.
- b) Liaise with relevant funding authorities in the event assessed staffing levels are not reflective of people's current individual support needs.
- c) Carry out an audit of staff deployment (including rota management) to ensure safe staffing levels are in place at all times. This must include both the number of staff and the skills mix of staff.
- d) Ensure there is clear and consistent guidance for volunteers on the scope of their role. Use quality assurance mechanisms including but not limited to observations of practice and feedback from volunteers to ensure they are not carrying out duties out with their agreed role.

This is in order to comply with section 7 (1) (a) (Duty on care service providers to ensure appropriate staffing) and 8 (1) (a) (training of staff) of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14)

And

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This requirement was made on 23 May 2025.

Action taken on previous requirement

Leaders and the staff team in general had responded well to this requirement.

Assessment of people's support needs was on-going. The majority of people living at Camphill Blair Drummond had been assessed that their staffing levels were appropriate to meet their needs and wishes. Leaders were working with funding authorities when people's assessed staffing levels were not reflective of their current support needs. Where additional funding was needed, leaders had improved their recording and evidence gathering to demonstrate why it was needed. People had been risk assessed, with priority given to ensuring the right funding was in place for those assessed as being as having the most pressing need for an increase in staffing.

The deployment of staff had improved. Leaders could evidence that people were receiving their assessed staffing hours. The organisation of staff rotas had improved. Leaders had easier access to staff rotas in order to ensure there was consistency in staffing levels. We were confident that the scheduling of staff was being done to meet the needs and wishes of people living in the care home service.

Leaders had carried out an evaluation of staff skills and experience in every area of the care home service. Where it was identified by leaders that there were gaps in skills and experience in some areas, they had consulted with staff and a process had recently been completed where some staff had moved to another location to support a good skills mix in the service.

Leaders had completed significant work around the role of volunteers in the care home service. There was greater clarity around their role, with clear guidelines around the areas they should actively support people, along with those areas where support must be provided by employed staff. This information was shared with volunteers during their induction period. There were on-going opportunities for volunteers to provide feedback on their role to ensure this was maintained. Volunteers we spoke with were clear about their role, and stated they felt very well supported by the provider. Leaders had also worked alongside support staff to ensure they were aware of the appropriate role of volunteers.

Taken together, these measures had reduced the risk of harm to people living in the care home service.

Met - within timescales

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 good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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