

Dalweem Care Home Service

Taybridge Road
Aberfeldy
PH15 2BH

Telephone: 01887 822 488

Type of inspection:
Unannounced

Completed on:
23 August 2025

Service provided by:
Perth & Kinross Council

Service provider number:
SP2003003370

Service no:
CS2003009735

About the service

Dalweem is a care home for older people situated in a residential area of Aberfeldy, close to local shops and community services. The service provides residential care for up to 16 people. The service provides accommodation on one floor in single bedrooms, each with a wash hand basin. There are four communal seating areas, one dining room and access to a well-tended garden.

About the inspection

This was an unannounced inspection which took place on 22 and 23 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 six people using the service and two of their family/friends
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- reviewed questionnaires completed by people using the service, their relatives, staff and visiting professionals.

Key messages

- People experienced warm and compassionate care.
- The care team had effective oversight of people's healthcare needs and were responsive to changing needs.
- Detailed recruitment checks were undertaken to ensure staff were recruited safely and continued to remain suitable for working with people.
- Staff felt well supported, confident and competent in their roles.
- The quality assurance system prompted a culture of continuous improvement.

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?	4 - Good
How good is our staff team?	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?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There was a relaxed, pleasant atmosphere within the home. We saw many kind, caring and respectful interactions between staff and people experiencing care. People told us that they enjoyed good relationships with staff who they found both supportive and approachable. Comments included; "I'm really happy here" and "I'm really happy with the care so far".

People experiencing care should expect to have access to healthy meals and snacks which meet their cultural and dietary needs and preferences. People were observed enjoying their meals in the main dining area together in a relaxed, unhurried manner. People could also choose to have their meals in their own room if they wished. People spoke positively about the food. We were told "the food is very good here" and "the food is lovely, and you always get plenty to eat". People benefitted from a range of different food choices. Where people did not like the meal on offer, they were able to choose something else. The food looked and smelt appetising. The kitchen staff knew people's likes and dislikes and made further efforts to ensure the presentation of all meals including special diets was visually appealing. This meant that people were experiencing a positive mealtime experience.

People should expect their health to benefit from the care and support they receive. The home had good links with external health professionals. We could see appropriate referrals to a range of health professionals including the community mental health team, GP and dietitian. This meant that people could be confident that they received the right care at the right time.

We were assured that people were getting the correct medication that they needed for their health and wellbeing. The home had good systems and processes in place to manage and administer people's medication. This meant people could be confident that any treatment or intervention they received was safe and effective. However, we identified some issues with controlled drug record keeping. This was discussed with the manager who dealt with the matter immediately and put plans in place to reduce the potential for this happening again.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

During our inspection, we were confident that there were enough staff available to support people, including at night-time. Staff did not appear to be rushed and were able to spend time having meaningful conversations and interactions with people. Buzzers were responded to quickly, as were any instances of people asking for help or assistance.

The service regularly assessed dependency levels to ensure appropriate staffing levels. We saw that staffing levels were consistent with the assessed needs of the service. The managers of the service were confident that if people's needs were to change, this would be reflected in dependency tools and additional staff would be deployed. We could be confident that people were supported by the right number of people.

People using the service told us that staff were kind and caring and that they were very happy with their care. We observed staff to support people with warmth and kindness. Relatives felt welcomed by the staff and management team when they visited. They spoke positively about the care their family members received. People told us, "you couldn't get better than here, the staff are so good", others commented, "they are a wonderful staff team" and "the staff are brilliant". People benefitted from staff who were compassionate and caring, and they could be assured that their care and support was a priority.

Staff told us they enjoyed their jobs and demonstrated that they understood their roles and responsibilities. One member of staff told us, "this is a good place to work because staff get on well and help each other" and another commented, "this is a happy place to work." Staff felt supported by their colleagues and managers. Staff worked well together as a team and communicated well with each other. We heard from staff that they could summon additional assistance whenever required and that this would be responded to. All staff we spoke to were focussed on improving outcomes for the people they supported.

People received very good quality and responsive care because there was effective communication, good working relationships and a flexible staff team.

Recruitment files sampled illustrated that the service was following safe recruitment practices. Pre-employment and, where relevant, Home Office checks were being completed and all staff who required registration with the Scottish Social Services Council (SSSC) and Protecting Vulnerable Groups (PVG) scheme, were registered. People could be confident that the service was following safe recruitment practices which protected their safety and welfare.

How good is our setting?

4 - Good

We assessed that the care home setting offered good quality to people living in the service. While there were some areas of improvement, there were a number of strengths which had a positive impact on people's experiences and outcomes.

People benefitted from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space to meet their needs and wishes.

People told us they were able to personalise their bedrooms with photographs and items from home to help them make their own space. We saw this to be the case, as bedrooms were individual to each person.

People had the correct mobility aids to enable them to mobilise as independently as possible and there was enough signage to help people find their way around without help.

Corridors and circulation areas were clear of hazards, and a record of accidents and incidents was maintained. These measures helped to ensure people were safe and comfortable living in the care home.

People living in the home benefited from being able to access outdoor areas of the home. Garden areas were safe, accessible, well-kept and welcoming, with flower beds and pots.

There was clear, planned arrangements for regular monitoring and maintenance of the premises and equipment, to ensure people were kept safe. This included training and assessing staff competency to safely use and maintain any equipment their role required.

Staff carrying out housekeeping and cleaning duties were knowledgeable about infection prevention and control and the safe management of contaminated waste. Domestic staff were visible throughout the inspection and told us they had enough time to do their job well.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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?	4 - Good
4.1 People experience high quality facilities	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.