

Catalina Care Home Care Home Service

Teaninich
Alness Point
Alness
IV17 0UY

Telephone: 01349 883 132

Type of inspection:
Announced (short notice)

Completed on:
1 August 2025

Service provided by:
St Philips Care Limited

Service provider number:
SP2003003516

Service no:
CS2004074211

About the service

Catalina Care Home is registered to provide a care service to a maximum of 28 adults with mental health problems of which up to four places may be used for short break or respite care.

The home is located near the village of Alness, in Easter Ross, which has a range of local amenities, shops and links to train and bus routes. Catalina has accommodation on ground and first floor levels. The service has 28 bedrooms with en-suite facilities. The premises include lounge areas, a large dining area and a central kitchen. Another kitchen is available for those residents who wish to prepare their own meals. Catalina has large, attractive grounds that people enjoyed and helped to maintain.

About the inspection

This was a short notice announced, follow up inspection which took place on 1 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 two staff and management
- Reviewed documentation for incidents and accidents at the service

Key messages

- People usually felt respected, listened to and valued living here
- Staff were good at forming trusting and meaningful relationships with people
- The service had improved how it responded to protection concerns for people
- The service worked closely with partner agencies to ensure the best outcomes for people

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

Requirements

Requirement 1

By 9 July 2025, the service provider must ensure people are supported to keep safe and keep good health and wellbeing.

To do this the service provider must, at a minimum:

- a) report any protection concerns for a person immediately to the relevant adult protection teams
- b) put in place suitable arrangements for minimise any risk to a person's safety and create or update any safety plan in place for a person as necessary
- c) collaborate closely with key partner agencies in the protection of people and
- d) notify the Care Inspectorate immediately of any protection concern incident for a person

This is to comply with Regulation 4(1)(a) and 5(2)(b)(ii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I might harm myself or others, I know that people have a duty to protect me and others, which may involve contacting relevant agencies.' (HSCS 3.24)

This requirement was made on 16 April 2025.

Action taken on previous requirement

This requirement was met. Since the last inspection, we found the service was more robust in it's response to incidents and events that could be considered a protection concern for a person. The service was promptly contacting the lead agency for adult support and protection and completing the necessary formal referral to them. Also, the service communicated well with other key agencies and appropriate parties to help ensure a safe and beneficial outcome for the person subject to the protection concern. The Care Inspectorate received notifications of these matters as appropriate.

The service had also reached out more widely to gain advice, information, and, in some instances, technology, which they could use to support people well. Suitable discussions took place with people, or their representative, and, when appropriate, family members. People can have confidence in the service's response to matters that could be a safety or protection concern for them.

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.

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.