

# Strathtay House Care Home Service

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Perth  
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Telephone: 01738 632 343

**Type of inspection:**  
Unannounced

**Completed on:**  
26 June 2025

**Service provided by:**  
HC-One Limited

**Service provider number:**  
SP2011011682

**Service no:**  
CS2011300762

## About the service

Strathtay House is a care home for older people situated in a residential area of Perth, close to local transport links, shops and community services. The service provides residential care for up to 40 people.

Strathtay House is a purpose built, single floor building comprising of two units. All bedrooms are single occupancy and have ensuite toilet and wash hand basin. There are three sitting areas and two dining areas. Outside there are well kept, accessible, enclosed garden areas.

## About the inspection

This was an unannounced which took place on 25 and 26 June 2025. The inspection was carried out by two inspectors 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 ten people using the service and two of their family/friends/representatives
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals.

## Key messages

- People experienced warm and compassionate care.
- Mealtimes were relaxed and staff supported people with dignity and kindness on a one-to-one basis where required.
- 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.

## 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

The service was very good at supporting people's health and wellbeing. This means it demonstrated major strengths in this area and there are very few areas for improvement. While opportunities are taken to strive for excellence within a culture of continuous improvement, provision evaluated as very good does not require significant adjustment.

Throughout the inspection we observed people being treated with dignity and respect. There were warm interactions between people and staff who appeared to know them well. We observed staff taking their time to speak to people and engaging in one-to-one support. Staff demonstrated a good level of knowledge about each person's individual needs and preferences, and how these should be met.

There was a relaxed atmosphere in the care home. Careful consideration was given to what was important for a person, what their wishes and needs were. A person-centred approach was in place and people felt respected. Some comments from people were: "the staff are so kind", "everyone looks after me very well", "the food is lovely, we get plenty to eat" and "the home is managed very well".

Whenever possible, people were supported to keep up with close others such as family and friends. This was very important for people and there were some very good examples of how the service made sure arrangements were working well for people. Strathtay House had a newsletter which also let everyone know what had been happening. It had many positives, such as celebrating important events for people like birthdays, reporting on new activities, staff achievements and what groups from the local community had been visiting.

The service was alert to what could pose a risk to a person, how their health was and any significant changes for them. When needed, discussions would happen with the person and relevant others, including family and other health and social care professionals. The service was responsive, keen to make sure people were getting the right care and support. People's care and support plans were regularly reviewed and updated as necessary. Communication was very good. People were supported to keep safe and well. Visiting healthcare professionals spoken with commented on how good the communication was in the service.

Within people's own care and support folders, many key health and wellbeing matters were covered. The format helped make sure the service had assessed and planned for all of people's main health and wellbeing needs and wishes. The information provided guidance for staff to follow. People can have confidence staff have the right information to meet their individual needs and wishes.

There was recognition of people's abilities and independence with people doing what they could for themselves. People had their own routines and preferences, and these were understood and respected.

Medication was generally well managed. Staff took their time when providing support with a person's medication. They read each person's specific instructions for their medication, properly recorded any medication given and followed the service's procedures well. There was guidance available for staff on the administration of 'as required' medication. This helped ensure individuals were supported to take the right medication at the right time.

People using the service were consistently involved in the development and improvement of the service. Regular meetings took place, and these were well attended by people using the service.

People had given their views on a range of topics including activities, meals and decoration. There was evidence that changes were frequently made because of these views. We were confident that people's needs and wishes were the focus when decisions and improvements were being made.

## 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 benefited from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space and comfort to meet their needs and wishes. The environment was relaxed, clean, tidy, well maintained and designed to enable and promote people's independence.

People living in the home benefited from ensuite bathrooms and were encouraged to bring in personal items. One person told us "I like my bedroom; it's always kept very clean and tidy."

People benefited from various areas out with the main areas to enjoy a drink or snack, reading and relaxation. People living in the home have access to outdoor areas and gardens from various locations within the home. Garden areas were safe, accessible, well-kept and welcoming, with raised flower beds and pots. When weather permitted, activities were held outside which enabled people to feel more connected to their local community.

The service benefitted from a dedicated maintenance staff member who had good working relationships with the care staff team. Communication was good and this gave confidence that any matters of concern would be promptly addressed. Maintenance records were well kept, and oversight of these documents was in place.

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](http://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

  

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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