

Allachburn Care Home Service

5 Low Road
Tarland
Aboyne
AB34 5GW

Telephone: 01339 267 762

Type of inspection:
Unannounced

Completed on:
9 June 2025

Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Service no:
CS2003000301

About the service

Allachburn is a care home registered to provide a care service to a maximum of 30 older adults. At the time of our inspection there were 24 people living in Allachburn. The provider is Aberdeenshire Council.

Allachburn Care Home is a purpose-built, single storey building set in its own grounds in a quiet area near Aboyne town centre. The home is divided into three wings and a range of shared dining and lounge areas. All bedrooms are single rooms, and the home has a number of shared bathrooms and toilets. There was easy access to safe and appealing outdoor areas.

About the inspection

This was an unannounced inspection which took place on 4 June 2025. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection, we reviewed information about the service. This included previous inspection findings, registration information, information by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with 13 people using the service.
- Spoke to three families.
- Received questionnaires from five people who use the service, 13 families, two staff and six other professionals.
- Spoke to members of staff and the management team.
- Observed proactive and daily life.
- Reviewed documents.

Key messages

- People enjoyed living at Allachburn.
- They enjoyed the garden and views from the building.
- There were plenty of activities for people to enjoy.
- Staff were praised for their care.
- Recording outcomes of as and when medication needed to improve .
- People having access to the internet needed to improve.
- Management of topical medication needed to improve.
- Environmental audits needed to reflect issues with the environment.

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 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.

People shared how much they enjoyed living at Allachburn and said they were happy with the care and support they received. One person said, 'it's great' and another said they, 'loved staying in the home and that all of the staff are amazing.' We saw people being treated with dignity and respect by staff who knew people well. As a result, people felt safe and comfortable.

Staff made appropriate referrals to other professionals, for example district nurses and GPs, when they identified changes in people's health. This helped ensure people got the right support. One visiting professional told us, 'staff are well informed and able to provide me with the information required during my visits and another said, 'very skilled and compassionate staff.'

Whilst the majority of medication was well managed, we identified improvements were needed to the management of topical medications. Creams and ointments were not all dated when they were opened. This increased the risk that they were past their best by date (**see area for improvement 1**). We reviewed the recording of the effectiveness of the 'as and when' medication and found this was not consistently recorded and needed to be improved (**see area for improvement 2**). Recording the effectiveness of this medication should allow for continual review of the medication's suitability. This would mean people were confident they would receive medication which was right for them

Mealtimes were a sociable and calm occasion, and people very much enjoyed their food. We observed a lot of laughter and chatting amongst people. There was plenty of choice, and the food was homemade, served fresh and hot. People told us, 'meals are lovely' and, 'I get plenty to eat', and people praised how good the cook was. People were able to provide feedback on their meals. Catering staff were proactive in getting feedback from people. We observed the catering staff speak with people during the meal service, ensuring meals were being enjoyed. This meant people had the opportunity to provide feedback on the quality of food. Information on altered diets, for example, fortified diets, was clear. As a result, people received a good, nutritious diet.

There were many activities for people to attend, for example, outings and a social cheese and wine evening. We observed a music quiz, which people enjoyed and benefited from the activity. This contributed to people leading active lives.

Residents' meetings were well attended, and people had the opportunity to discuss any issues they might have, and suggesting activities, for example learning to crochet or visiting garden centres. These meetings also kept people up-to-date about changes in the service, for example, if staff were leaving. Therefore, people had an opportunity to be involved in the development of the service.

Everyone had a care plan which was person-centred and reflected people's wishes and choices. Anticipatory care planning had improved, and we could see discussions with people and their families about this, for example, how people wished to be cared for. There were appropriate risk assessment in place, for example, for falls, and these were reviewed regularly. As such, people benefited from clear information as to how they were to be supported.

Areas for improvement

1. To support people's wellbeing, the provider should review the procedure for the safe management of medications.

This should include but not limited to ensuring that all topical medications are dated when opened and are in keeping with the manufacturer's guidance for the length of use after opening.

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

'My care and support meets my needs and is right for me' (HSCS 1.19).

2. To support people's wellbeing, the provider should ensure there is a record of the effectiveness of as and when medication.

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

'My care and support meets my needs and is right for me' (HSCS 1.19).

How good is our setting?

4 - Good

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

People's rooms were personalised, reflecting people's interests and choices. Rooms were not en-suite however there was wash basins in each room. There were sufficient spacious toilets and bathrooms which were easily accessed. There was suitable equipment, for example, assisted baths. This enabled people to remain independent or supported with personal care.

Communal areas were comfortable and nicely decorated, for example, fireplaces creating a homely environment with quieter areas for people to spend their time. People were able to move freely around the home, with dementia friendly signage. This meant people retained their independence.

The home had large garden areas with access from the communal areas. We observed people being supported to have a walk around the garden. People told us they enjoyed 'getting outside' and helping grow the vegetables. Therefore, it is of benefit for people that this continues to be a welcoming and accessible area.

Maintenance logs, such as for legionella and fire risk assessment, were up-to-date. This meant people could be confident their environment was safe.

We identified a few areas which required attention, for example, paint splatters on the floor in people's rooms and the floor covering in one toilet was peeling away. However, when we reviewed the environmental audit, we could not see that these issues had been identified. We raised this with the manager and provider and received evidence that these issues had now been reported and there was an action plan for rectifying the deficits (**see area for improvement 1**).

The internet was not available throughout the home. As a result, people were not able to benefit from meaningful connections, for example, with families who lived further afield, or the online resources online

that are available to support people's wellbeing such as online exercise classes (**see area for improvement 2**).

Areas for improvement

1. To support people to experience a high quality environment, the provider should ensure the audit process identifies any deficits and record action taken.

This should include but not be limited to review all flooring for damage.

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

'I experience an environment that is well looked after, with clean, tidy and well maintained premises, furnishings and equipment' (HCSC 5.24).

2. To support meaningful connection and to support people's interests, the provider should ensure there is access to digital services.

This should include but not limited to, access to the internet.

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

'If I experience 24-hour care, I am connected, including access to a telephone, radio, TV and the internet' (HSCS 5.10).

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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 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.