

Pitkerro Care Centre Care Home Service

146 Pitkerro Road
Dundee
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Telephone: 01382 214 520

Type of inspection:
Unannounced

Completed on:
22 May 2025

Service provided by:
Pitkerro Opco Ltd

Service provider number:
SP2011011698

Service no:
CS2011301452

About the service

Pitkerro Care Centre is situated in large grounds near to a residential area in Dundee.

The home benefits from a secure garden area accessible from the ground floor units of the home. Accommodation is provided in four units set over two floors, with each unit having a sitting room, kitchenette, and dining areas. The upper floor is accessed via a passenger lift, however this was out of order during the course of the inspection.

All rooms are single and have en suite facilities. Local amenities are available a short distance from the home and the home itself is easily accessible using public transport.

The home provides both residential and nursing care for up to 70 older people with a range of care needs and is operated by Pitkerro Opco Ltd.

About the inspection

This was an unannounced inspection which took place on 12, 13, 15, and 22 May 2025. The inspection was carried out by three 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 four people using the service and three of their family/friends/representatives
- reviewed survey responses from eight people using the service and nine relatives
- spoke with 10 staff and management
- reviewed 17 surveys from staff
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People benefitted from compassionate interactions of caring staff.
- Clinical oversight was effective.
- The leadership team were keen to support a positive culture of care where people were supported to have fun experiences.
- The garden had been thoughtfully developed to provide meaningful opportunities for people to enjoy. However, people living upstairs were currently unable to access outside space due to the lift being out of order. A new lift had been ordered.

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?	3 - Adequate

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, with several strengths that positively impacted outcomes for individuals using the service. These strengths clearly outweighed the areas identified for improvement.

Staff were kind, professional, and respectful. Residents were treated with dignity and interactions were warm and supportive. One resident shared, "I get on well with them now that I know them". The majority of family members expressed satisfaction with the service, with one commenting, "Staff are always up for fun and willing to go the extra mile. Communication with the home is great" and another noting, "My friend is cared for with respect and understanding". Another person told us, "From the minute you enter the building you are greeted with a smile. Admin, cleaning staff, cooks, maintenance, carers, nurses etc. all take time to get to know my mum and the family. They all have time to talk. I know that when I leave my mum she is being well cared for, this is a huge relief".

The leadership team promoted a shared responsibility among all staff to support people in engaging with activities. A variety of group and one-to-one activities were available, including regular physical exercises that helped people to maintain mobility to promote their independence. People living on the ground floor made good use of the enclosed garden and outings into the community were regularly arranged.

Efforts were made to ensure that people had access to meaningful engagement, with a strong emphasis on enjoyment, fun, and inclusion. Further development of the activity programme could enhance its focus on individual goals and personal outcomes.

There was good clinical oversight within the service. A range of tools and regular meetings ensured that clinical information was effectively shared and analysed. This provided confidence that staff were responsive to residents' changing health needs.

Medication management was robust. A new electronic medication system had recently been introduced. It was regularly monitored, ensuring that errors and omissions were minimal and promptly addressed. The service should ensure that all relevant protocols for 'as required' medication are moved to the new system. Wound care was also well managed, with clear oversight and regular reviews, giving assurance that treatment plans were followed diligently.

Residents expressed satisfaction with the food and drink provided. Mealtimes were calm, well staffed, and supported with dignity. Assistance was provided, where needed, in a respectful manner.

However, improvements should be made in the recording and monitoring of fluid intake. It was not always clear which people required monitoring or whether the records maintained were being effectively analysed. This has been identified as an area for improvement (see area for improvement 1).

People were supported to maintain meaningful relationships within the home. Families reported feeling welcomed and valued, and there was a steady presence of visitors throughout the inspection.

The service supported people and their families to celebrate special occasions, such as private parties and dinners, which were important for creating lasting memories. Good links had been developed with the local community, including partnerships with a nearby school and nursery. Residents were encouraged to participate in community life.

However, due to the lift being out of order at the time of inspection, only residents living on the ground floor were able to benefit from using the garden or going on outings. A new lift had been ordered and a permanent stair lift was being installed on the day following the inspection. Please see further details in key question 4 ('How good is our setting?').

The service made effective use of social media to share updates on events and activities which families appreciated and engaged with. A comment included, "I enjoy looking at the Facebook page to see what activities they have been doing. It makes the care home feel like it is part of the community".

Infection prevention and control measures were well established. Staff had completed relevant training, which contributed to reducing the risk of cross-infection.

Hand hygiene was well managed, with alcohol-based hand rubs available throughout the home and clear signage directing individuals to handwashing facilities. Staff had access to adequate supplies of personal protective equipment (PPE) and cleaning materials and were observed using and disposing of PPE appropriately. Waste management practices aligned with best practice guidance.

Environmental monitoring systems were in place and staff reported feeling supported in their roles. Access to resources and training was readily available, contributing to a clean, safe, and well maintained environment.

Areas for improvement

1. To promote people's health and wellbeing, the provider should have a clear approach to the monitoring and analysis of fluid intake. It should be evident when recording of intake is required and charts and documents should be consistently completed for the required period.

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?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The service was clean and fresh smelling throughout. Individual bedrooms were well maintained and we observed staff actively working to support cleanliness across the home.

The layout of the building could benefit from enhanced signage to support orientation and independence navigating the space. Most people's bedroom doors did not have their name on them to signify that this was their space. We discussed the importance of this to support people's identity and sense of belonging and the management team agreed to put appropriate signage in place.

The service had recently refurbished their furnishings and décor and created some welcoming spaces where people could relax and spend time. Each unit had a large sitting/dining room which served as a central hub for socialising, while smaller communal areas offered quieter spaces for connection and comfort. One person told us, "The home is always clean and well maintained. It is comfortable and well decorated". Another person commented, "Pitkerro is bright and welcoming with lots of activities and events for all the residents to enjoy".

The outdoor area was well maintained, with a variety of seating and activity spaces available, including a duck pond, pet rabbits, and children's play equipment. People living downstairs in the home and their families made good use of the garden throughout the course of our inspection and it was clear that this outdoor space contributed positively to their wellbeing. However, people living upstairs were unable to enjoy being outside in the sunshine in the garden due to the lift being out of order.

Although the provider acted promptly to repair the lift, replacement parts were unavailable. As a result, a new lift was ordered, with delivery expected to take several weeks. During this period, the lift remained out of service. To address the issue in the interim and provide a reliable alternative for future disruptions, the provider arranged for the installation of a stair lift.

People living upstairs were unable to freely access being outside. This limited their choice and their independence and had an impact on their wellbeing and lifestyle. We have made a requirement (see requirement 1).

The on-site maintenance team was regularly maintaining the building. One person noted, "It's clean, although some areas could do with a freshen up of paint". Maintenance included ongoing painting and decorating, with further improvements planned throughout the home. These developments will help enhance the environment, ensuring that everyone can enjoy their surroundings.

Requirements

1. By 30 July 2025, the provider must ensure that people living upstairs are able to access outdoor space as they wish.

To do this, the provider must, at a minimum ensure that:

- a) The lift is replaced and is fully functioning.
- b) Implement effective contingency measures to reduce the impact of the lift being out of order.

This is to comply with Regulation 10(2)(b) and (d) (Fitness of Premises) 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: 'I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support' (HSCS 5.1); and 'If I live in a care home, I can use a private garden' (HSCS 5.23).

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
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	4 - Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good

How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	4 - Good
4.2 The setting promotes people's independence	3 - Adequate

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