

# Inchmarlo Continuing Care Retirement Community - Housing Support Service Housing Support Service

Inchmarlo  
Banchory  
AB31 4AL

Telephone: 01330 824 981

**Type of inspection:**  
Unannounced

**Completed on:**  
8 July 2025

**Service provided by:**  
Skene Enterprises (Aberdeen) Limited

**Service provider number:**  
SP2003002326

**Service no:**  
CS2009216658

## About the service

Inchmarlo Retirement Community is situated on the outskirts of Banchory. The Retirement Community is set in extensive grounds with mature trees, wildlife and stunning views over the surrounding countryside.

The service is registered to provide a housing support and care at home service to the people who live on the Inchmarlo estate. The housing support service is available to everybody in the community, with some people also receiving a care at home service. The care at home and housing support service are closely linked to the care home service and the nurse agency. Two community liaison coordinators provide the housing support service and a small team of care assistants provide care at home. People have the option of having additional support from other care agencies.

## About the inspection

This was an unannounced inspection which took place on 08 July 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 people using the service and one of their family
- spoke with three staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- People used support from this service on a response basis.
- The support people received enabled people to remain living in their own homes for longer.
- Staff were described as diligent and efficient.
- People felt safe and reassured support was available when they required it.

## 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 staff team?	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

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.

The service responds to emergency calls from homeowners living on the estate of the retirement village. An information pack provided details about the services and what they could expect from them. This helped them understand the support available and the circumstances in which they could access it to help meet their needs.

Staff understood their role in supporting people to access appropriate healthcare. Staff were diligent in ensuring people received the support they required from an appropriate professional. This helped people to maintain their health and wellbeing with as much independence as they were able.

People could choose to have meals delivered to their homes. People told us the quality of food was good and they looked forward to this delivery.

Two community liaison officers were part of the retirement village support team; they performed some duties as part of the registered support service. These were generally welfare checks after a fall or significant event. This helped people regain their confidence and feel safe about mobilising again.

It was important to people that they could live in their own homes as long as they are able to. The support provided enabled people to do this. People had the reassurance of regular contact from the 'big house' for welfare checks and queries. In the event someone had an emergency unplanned event such as a fall or health emergency, staff from the main house were described as 'prompt' and 'efficient' at attending people who were grateful for the follow up from community liaison officers. People felt safe and cared for.

Peoples' information about their needs and wishes was reviewed and updated at least annually. Documentation could be organised better to ensure it was dated and information was current. Some 'care plans' had been updated by hand and again it would be good to agree a frequency when these will be rewritten for/with people to ensure information is clearly presented.

Peoples views were respected and routinely sought following contact with the service. This included feedback about staff, response times, communication and outcomes.

**How good is our staff team?****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.

The staff team in this service were the same staff team as worked in the care home situated in the retirement village. Staffing arrangements were influenced by a dependency assessment tool that was regularly reviewed and updated. Staffing numbers looked consistent throughout the week and included the availability of staff to respond to people who required it in the wider community of Inchmarlo Retirement Village.

Staff described flexibility within the staff team and across departments. We saw that staff from all departments were known to people and responded appropriately to requests for support or assistance. This included maintenance and security staff as well as care staff from the care home.

People who used the service told us that staff were reliable and prompt in their responses. Staff were kind and respectful when attending to people in their homes.

Staff wellbeing was being considered. There were a variety of events which brought staff together as a group and made them feel involved. For example, there was a staff sports day arrangement and a staff baking competition arranged. Cash prizes!

Staff had received a range of training to support them in their roles. Staff told us they felt valued and listened to. Regular supervision provided planned events for staff to meet with their managers to reflect on their practice and discuss any development needs.

All staff who are involved in providing support through this service should update their employment details with the Scottish Social Services Council (SSSC). This would ensure a more accurate reflection of their roles.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To support a culture of continuous improvement the provider should ensure that the service improvement plan is regularly reviewed and updated to provide a structured approach to promoting positive outcomes for people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This area for improvement was made on 23 March 2023.**

#### Action taken since then

A service improvement plan had been developed and was reviewed regularly. The manager should ensure that the plan is developed as a dynamic tool that is informed and influenced by feedback from stakeholders and robust quality assurance processes going forward.

This area for improvement has been met.

### 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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