

St. Aubins Care Home Service

87 South Anderson Drive
Aberdeen
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Telephone: 01224 358 551

Type of inspection:
Unannounced

Completed on:
14 May 2026

Service provided by:
Aberdeen Association of Social
Service, a company limited by
guarantee, trading as VSA

Service provider number:
SP2003000011

Service no:
CS2003015268

About the service

St. Aubin's is registered to provide accommodation for eight people who have experienced problems with their mental health. Residents either no longer need full-time hospital care and have the potential to move on to more independent community living, or have experienced difficulties managing to live independently in the community and require a period of rehabilitation and assessment. The accommodation is on two floors of a large traditional granite building, with individual bedrooms and spacious communal facilities. The house is two miles from the city centre with a bus route nearby.

Six people were living at St. Aubin's at the time of the inspection.

The service provides a personalised service, in a homely relaxed environment, for the people living there. It works to a recovery focussed model with service users.

About the inspection

This was an unannounced inspection that took place on 13 May 2026. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; the setting and planned care/support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights.

We knew this because we:

- Spent time and spoke with three people using the service.
- Received feedback from one relative, four staff and management and one visiting professional.
- Observed daily life.
- Sampled relevant documents.

Key messages

Legal Assurances

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. Legal documentation was available in people's support plans, who required representation from others to safeguard their interests, such as guardianship orders. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

People living at the service told us, 'This is the best place ever, all the staff are all great, they have really helped me'. Staff worked at a pace that suited people and supported the development of skills to support more independent living. We saw that people were developing skills of cooking, budgeting, and preparedness for work through voluntary activities.

The service collaborated effectively with external professionals, including community psychiatric nurses (CPNs), social workers and substance misuse workers, who told us, 'this service is good, we have very good relationships with all the staff, especially here. They are dealing with some very complex issues; however, the staff are excellent and have good professional relationships with people'. This meant that working effectively with other professional staff supported the service to achieve good outcomes for people.

Medication systems were well managed and supported independent administration where possible.

Some areas of the service were not as clean as it should be, for example; cluttered cupboards, dusty bathrooms and some kitchen equipment that needed to be replaced due to wear and tear. These issues made the service difficult to as keep clean as it should be. We discussed these concerns with staff and the manager, who agreed that they would address these issues immediately. We will continue to monitor this at our next inspection.

Leadership

The management team had an improvement plan for the service, which set out the priorities for the development of the service. Action points were reflected in discussions in resident and staff meetings, and in service audits used to monitor the performance of the service at regular intervals. Most action points had been appropriately followed up where this was necessary, and managers acted promptly when concerns were raised. This gave us confidence that management systems were effective in driving improvement, and gave us confidence that required improvements would be addressed.

Staffing

Staffing levels were appropriate for the size of service and had been consistent for some time. This meant that there was a stable staff team who understood the needs of people living in the service well.

Training for staff was available online and face to face, which ensured that different learning styles were accommodated, and which were relevant to the service. Staff competencies were evident in the respectful manner in which they interacted with people during our inspection and in the feedback we received from people, who told us, 'The staff help me with my medication, cooking, and I have been learning to make pasta, scrambled eggs and pizza as that's what I like to do with them, they are nice'.

Staff recruitment checks were conducted in line with current guidance, and regular checks were made to ensure that staff registration requirements were kept up to date.

Setting

The service required some upgrading and some areas required re-painting to ensure all areas were easily cleaned and cleanable. We noted that the manager had raised these issues recently with senior managers, however, a date to address these matters had not been agreed at the time of this inspection. We will continue to monitor this at our next inspection. Overall, the service provided a comfortable environment for people to live and provided communal and private areas for people to enjoy.

Planned care/support

Care plans sampled, described the support needs of people, and risk assessments were in place which clearly set out how risks for people were managed to keep people as safe as possible. We could see how other professionals were involved and represented at regular six-monthly reviews of people's care and support. This meant the service engaged well with other external professionals to ensure the wellbeing of people.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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