

Ballumbie Court Care Home Service

Ballumbie Road
Dundee
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Type of inspection:
Unannounced

Completed on:
13 May 2026

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300849

About the service

Ballumbie Court is a care home for older people situated in a residential area of Dundee. It is close to local transport links, shops and community services. The service provides nursing and residential care for up to 58 people and at the time of inspection, there were 57 people living at the service.

Accommodation is arranged over two floors, in single bedrooms with en-suite facilities. There are two lounges, two dining rooms, a cinema room and a bar for people to use. There is also a secure, established garden with paved patio areas and seating.

About the inspection

This was an unannounced inspection which took place on 12 and 13 May 2026. 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 four people using the service and 10 of their families
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- gathered feedback questionnaires from relatives and visiting professionals

Key messages

- People experienced high quality care and were supported by staff that knew them well.
- People benefited from meaningful opportunities that promoted independence, choice, and a sense of purpose.
- Staff developed warm, respectful relationships that clearly enhanced wellbeing and reduced social isolation.
- People experienced safe, effective care supported by robust clinical oversight and detailed care planning.
- The leadership team demonstrated a proactive approach to improvement and maintaining high standards.
- Staff felt valued and supported, contributing to a positive, motivated, and person-centred culture.

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 leadership?	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 have evaluated this key question as very good. We identified multiple important strengths which significantly outweighed any areas for improvement. Any areas for improvement that were identified, were unlikely to have a significant impact on people's experiences.

People were supported by staff who knew them very well, which resulted in care that felt personal, responsive and meaningful. This was evidenced through many warm, relaxed and genuine interactions. People told us, "I would give them 5 stars!". We observed positive communication and a strong focus from staff on promoting people's choice and independence.

People were supported to spend their time in ways that mattered to them. There were examples of people accessing the local community, such as visiting shops or choosing activities based on personal preferences, reflecting a clear commitment to promoting independence and positive risk-taking.

A wide range of activities were available within the service, and the dedicated well-being team demonstrated enthusiasm and creativity in delivering engaging experiences. Facilities such as the cinema were particularly enjoyable for people. Supporting meaningful connection was also prioritised; staff took time to engage with people both individually and in groups, contributing to emotional well-being and reducing the risk of loneliness. People told us there was "always something going on", and there was a clear sense of inclusion, with families warmly welcomed and important events celebrated. This created a homely and inclusive atmosphere.

There were opportunities to build on these strengths. While group activities were well established, further development of meaningful options for those who prefer to spend time in their own rooms or do not enjoy group settings would be beneficial. Increasing opportunities for physical activity could also impact on mobility, reduce the risk of falls, and support overall wellbeing, further strengthening already positive outcomes.

People benefited from well-organised mealtimes, with knowledgeable kitchen staff who understood individual needs, including allergies and nutritional requirements. Meals were varied, adaptable and well received. One person told us "The food is amazing; it is definitely 5 stars". Hydration was promoted effectively, with regular encouragement and easy access to fluids throughout the service.

Medication was managed safely and responsibly, with extensively detailed care plans in place to support best practice. Clinical oversight was strong, with effective monitoring systems in place to identify and respond to changes in people's health, including wound care and ongoing health reviews.

Care plans were detailed, person-specific and clearly reflected what mattered to the individual. They demonstrated a strengths-based approach and showed a good understanding of personal preferences, needs and triggers for stress or distress. This supported staff to deliver proactive and compassionate care and support. There was also good evidence that future planning was in place, with people's wishes understood and appropriately documented.

How good is our leadership?**5 - Very Good**

We have evaluated this key question as very good. We identified multiple important strengths which had a positive impact on people's experiences and outcomes.

Leadership within the service was strong, supportive and had a focus on continuous improvement. The leadership team had implemented a range of effective systems and tools which provided robust oversight of the service. These systems were well established and actively used to monitor service performance and drive improvements. We heard how recent developments, such as the introduction of night time walkarounds, were already making a positive difference.

The service benefitted from a culture of openness, learning and reflection. The use of lessons learned logs and a clear focus on continuous improvement demonstrated that the service was committed to changing and improving practice. This culture was embedded across all levels of the staff team, contributing to a shared sense of responsibility and overall goals.

Communication and engagement both within the team and with stakeholders were effective. Regular staff meetings ensured that staff were informed, involved and able to contribute to service development. This was reinforced through relative meetings and meetings with people who live in Ballumbie, where feedback was actively sought and acted upon. The variety of approaches used ensured that people could meaningfully share their views and be involved in service development.

The service demonstrated a clear commitment to planning and improvement. There was an established improvement plan in place, and while this was effective, there was an opportunity to make it more service-specific, reflective and clearly linked to feedback and quality assurance processes. This would have further strengthened the impact of ongoing improvements and ensured they were clearly understood by all stakeholders.

Staff told us they felt well supported and valued. They shared that the leadership team were approachable and responsive, which contributed to a positive working environment. Staff demonstrated a clear understanding of their roles and responsibilities and were well organised in their practice. Staff spoke positively about the opportunities available to them and felt encouraged to continually develop their skills and knowledge, which had an impact on the quality of care they provided.

Regular observations of staff practice were carried out and provided detailed, constructive feedback, including the impact on people using the service and areas for further development. Safe staffing arrangements were clearly documented, with good consideration given to staff wellbeing and the environment. Staffing levels were maintained above required levels, which supported safe and effective care, although staff could be busy at peak times such as mealtimes. The service had responded positively to this through initiatives such as the new dementia group and trialling new shift patterns.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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