

Persley Castle Care Home Service

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Type of inspection:
Unannounced

Completed on:
12 September 2025

Service provided by:
Renaissance Care (No1) Limited

Service provider number:
SP2011011731

Service no:
CS2011303083

About the service

Persley Castle provides residential accommodation, nursing care, and support to a maximum of 40 older people. Five of these places can be used for adults with physical impairment. The service is situated in Aberdeen, adjacent to the River Don, in a peaceful woodland setting. Arranged over three floors, there are single rooms with either ensuite or washing facilities. There are two communal lounges, dining room, a sensory area, and an enclosed garden. There were 35 people being supported at the time of the inspection.

About the inspection

This was an unannounced inspection which took place on 9 and 10 September 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 seven people using the service and two of their family.
- Spoke with staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Received 36 responses to questionnaires from people using the service, families, staff, and external professionals.

Key messages

- The home was very clean, bright, and welcoming.
- People were happy with the care and support they received.
- The communal spaces had been redecorated with new furniture, creating an open space.
- The garden areas had improved and provided a pleasant place to be.
- People's health and wellbeing was well managed with comprehensive clinical oversight.
- People were benefiting from a wide range of activities within the home and in the community.

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 setting?	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.

People were supported by a kind and caring staff team. Staff clearly knew people well, and we observed respectful and personal conversations. People said they were 'happy and delighted' with their care. One relative told us, 'my [relative] has built up good relationships with the staff and gets on well with them.' As a result, people benefited from warm, comfortable relationships.

Each person had a named wellbeing companion. The service had taken care to match companions with people, considering the likes, and interests of both, thus creating meaningful relationships. The service had considered their ethos of person-led support and felt that the term 'key worker' did not reflect the relationship-based support. The role of a companion is based on continuity, shared interests, and trust. The meant people received individualised care and support.

People's health and wellbeing were managed well. We were able to track any concerns being escalated appropriately, whether this required a referral to the GP or other professionals. For example, staff made a referral to a dietician when a person had lost weight, ensuring appropriate support was given. There were good relationships with visiting professionals, with one telling us 'we are confident staff know how to and who to make referrals to.'

The management and prevention of accidents, incidents and falls was very good. Appropriate actions were taken immediately after a fall and there were ongoing follow-up and a review undertaken. Leaders analysed trends in falls, which led to increased staffing numbers at key times in the day. Therefore, this proactive approach kept people safe.

People's medication was well managed and as such, people received the right medication at the right time. We reviewed covert protocols and as and when medication and found these to be well written, ensuring staff knew when and how to give these medications.

People enjoyed their meals and were positive about the quality of food and drink. If people did not like what was on the menu, there was a 'light bite' menu for people to choose from. People who needed support with eating and drinking were supported in a respectful manner, with staff ensuring people were part of the conversations around the table. The meant people benefited from the companionship of mealtimes. Fluids and snacks were available at all times, whether in the communal area or in people's rooms. Staff were very knowledgeable about people's diets, for example, altered diets or if someone needed to gain weight. As a result, people had a good, nutritious diet.

The approach to managing stress and distress had improved, and we did not observe any stress and distress during our inspection. Staff had undertaken a lot of training in dementia and felt more confident in how to de-escalate a situation. Staff used personalised strategies, such as engaging people in their interests and activities to reduce stress. This had led to a decrease in the use of 'as and when' medication for stress and distress. Due to this, people benefited from a staff team who were well-trained to support them.

People were positive about how they spent their days. People were observed taking part in group activities and staff were seen engaging in meaningful conversations with people. There were plenty of different

activities for people to join in if they wished, for example exercise classes, trips out and entertainment within the home. One person was being supported to learn the guitar. This meant people were able to enjoy life.

Everyone had a care plan which was person-led and provided clear information on people's needs and how staff should support them. This included people's preferred daily routine, for example, when they would like to get up and how they would like to spend their day. This meant people's wishes were respected, and care and support were person-led. Families were able to access the digital plans, enabling them to see how and what their loved ones were doing which fostered open and transparent relationships.

How good is our setting?

5 - Very Good

We made an evaluation of very good for this key question, as the significant strengths with the environment supported positive outcomes for people.

People were able to personalise their rooms with their own belongings, which reflected their likes and interests. As such people benefitted from a homely place to live.

People were involved in choosing the new décor and furniture, which created a more open environment within the communal lounges. We observed people being more engaged with what was happening around them and with each other. A relative said, "the care home is looking much brighter since the work has been undertaken." There were a number of areas where people could choose to spend their day, for example, the larger communal area or a smaller quieter lounge. As a result, people were able to choose where they spent their day.

The service had made improvements to the garden with a sensory area and vegetable patch, which had been developed with feedback from people. Raised beds enabled people help in the garden with growing vegetables and flowers. The vegetables were then used in the home-cooked meals. The garden was accessible, and we observed people using the garden independently. This meant people were able to enjoy the outside space.

Leaders had improved oversight of maintenance. There was a digital system for recording maintenance issues and regular maintenance checks, for example water temperatures and firefighting equipment. We could easily track from the initial recording to completion. Equipment, for example hoists, were clean and serviced appropriately. This meant people could be confident of a safe and well-maintained environment.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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