

Muirton House Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
11 March 2026

Service provided by:
Woodroyd Care Ltd

Service provider number:
SP2010010907

Service no:
CS2025000476

About the service

Muirton House Care Home is located in Blairgowrie, Perthshire and is owned by the independent care provider Woodroyd Care Ltd. It has been under new ownership and management since November 2025 and is now the sister home to Northlands Care Home, also in Blairgowrie.

Muirton House Care Home provides care for older people with dementia, general nursing needs and learning disabilities. Their philosophy of care is to provide person centred, compassionate care and support in a warm family like environment.

The home is of a traditional build and is situated within large grounds. There are 59 spacious single bedrooms set out over 2 floors with lift access to the upper floor. Upstairs there are Alder and Beech units, which support people living with more advanced dementia, and Erich View unit which provides support for adults with a learning disability. On the ground floor, Maple and Rowan units support older frail adults. All bedrooms have ensuite toilets and there are communal baths and showers located on each floor.

About the inspection

This was an unannounced inspection which took place on 5 and 9 March 2026. 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. In making our evaluations of the service we:

- spoke with 7 people using the service and 8 of their representatives
- spoke with 7 members of staff and management
- observed practice and daily life
- reviewed documents, and
- spoke with 2 visiting professionals.

Key messages

- People and their representatives told us that care was kind, respectful and supportive.
- People felt listened to and involved in decisions about their care.
- Staff worked as a team and had good working relationships.
- The management team were visible and demonstrated a clear understanding about what was working well and what improvements were needed.
- There was a warm, welcoming and friendly atmosphere.

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 leadership?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good
How well is our care and support planned?	4 - Good

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 made an evaluation of good for this key question, where several strengths impacted positively on outcomes for people and clearly outweighed any areas for improvement.

People told us that they were treated with compassion, dignity and respect, and we observed warm, trusting relationships between staff and those they supported. This helped contribute to a supportive atmosphere and positive outcomes for people.

The service had good links with the local GP practice and other allied health professionals. We saw that staff were responsive to changes in people's health and made appropriate referrals to relevant professionals when people's needs changed. Allied professionals we spoke with told us that communication was very good and that changes to people's health and wellbeing needs were recognised and responded to effectively. This helps ensure that people receive timely and effective intervention, and helps keep people well.

People and their representatives spoke positively about changes within the service, a happy atmosphere, familiar faces and a more consistent staff team. They told us that staff and management were visible and approachable, and they were assured that any concerns they raised would be dealt with promptly and effectively.

One family told us that the care their parent received was "second to none and that staff had gone above and beyond". They spoke about the sensitivity and support extended to them when their loved one was at end of life and the difference this had made. The feedback we received demonstrated the values of the service and an emphasis on ensuring dignity for people in their last days.

We observed people taking part in a range of activities and an activity planner detailing planned activities for the week was displayed in each unit. People who preferred not to join in group activities or spent time in their room, benefitted from one to one time. These personalised approaches contribute positively to people's wellbeing, sense of purpose, and quality of life. The service was keen to increase people's access to activities and improve the range of activities offered; we were advised that someone had been recruited to provide an additional 18 hours of activities each week and was due to start the following month.

People's nutritional and hydration needs were well met and drinks and snacks were readily available through out the day. Kitchen staff were knowledgeable about people's dietary needs and menu planning supporting good dietary intake. Meals were appetising and well-presented, and people who required assistance were supported with patience and sensitivity.

The service had implemented new and improved processes for the management of medication. This included improved protocols for the administration and recording of PRN 'as required' medication, and we were assured of good oversight and safe practice. This meant that people received the right medication at the right time.

Staff had plentiful access to Personal Protective Equipment (PPE) and we observed staff using and disposing of PPE in line with guidance and best practice.

How good is our leadership?**4 - Good**

We made an evaluation of good for this key question, where several strengths impacted positively on outcomes for people and clearly outweighed any areas for improvement.

The management team had a clear understanding of what was working well and where improvement was needed. We were assured that the service was led and managed well.

People's relatives and professionals we spoke with told us about a change in culture, one of trust, respect, openness and transparency. This was reiterated when speaking to staff who told us that they felt supported and part of a team. It was clear that management recognised the importance of supporting staff and the strong link between a skilled and valued staff team and positive outcomes for people receiving support.

A significant amount of work had been undertaken in strengthening quality assurance processes and implementing regular audits across the service. These included daily walk rounds, observed practice and equipment checks. We saw evidence of how these helped monitor performance and had identified additional areas for development. There was a detailed and extensive plan in place covering areas such as care planning, medication management, consultation and communication as well as improvements to both the interior and external areas of the home. People, their representatives and staff were fully appraised and involved in development plans for the service. This is good practice and helps ensure that everyone is working towards a shared purpose and vision.

The management team had carried out individual meetings with all staff and these sessions had helped inform a comprehensive training plan to upskill and enhance staff competence, knowledge and practice. Regular meetings, staff handovers and better recording had led to improved communication. Adverse events were documented and analysed and there were systems in place for assessing accidents with appropriate actions taken to identify and minimise any risk of reoccurrence. These measures support the development of a safe environment, safe work practices and improved outcomes for people receiving care.

How good is our staff team?**4 - Good**

We made an evaluation of good for this key question. There were several important strengths which clearly outweighed areas for improvement. The strengths identified had a significant and positive impact on people's experiences and supported positive outcomes for people.

We observed people being supported by a dedicated team of staff and there was a sense of people working as a team to the benefit of those they supported. Staff spoke warmly about their work, describing a supportive and positive team culture. They were aware of their individual role and responsibilities and we heard how recent appraisals had been positive and supportive.

We observed staff interactions with people, and these were friendly and compassionate. Staff spoke warmly of the people they supported and residents and people's loved ones confirmed that staff were kind and caring. Positive relationships between staff and people help to achieve good outcomes and experiences for people receiving support.

People should expect to have their needs met by the right number of people. We looked at staff rotas and were satisfied that staff were appropriately deployed throughout the home in a way that took account of people's needs and staffs skills and experience. Throughout the inspection staff were visible and accessible and there were sufficient staff on duty to attend to people's needs and to engage in meaningful interactions with people. This was appreciated by residents and their families and meant that people felt valued and listened to.

We sampled staff recruitment files and found that pre-employment and, where relevant, Home Office checks had been completed. All staff who required registration with the Scottish Social Services Council (SSSC) and Protecting Vulnerable Groups (PVG) scheme, were registered. This illustrated that the service was following safe recruitment practices. These checks help protect people's safety and welfare.

How good is our setting?

4 - Good

We made an evaluation of good for this key question. There were several important strengths which clearly outweighed areas for improvement.

Significant work had been carried out to the environment with several areas having undergone upgrading and refurbishment. The main dining room had been upgraded with new equipment bought and all exits had been secured with key pads. New signage had been purchased to support people's independence and improve safety. Effective signage provides visual cues for people and can help promote people's dignity and confidence.

Staff hours for maintenance and gardening had been increased and there were plans in place to create a dementia-specific nursing unit on the ground floor that would provide access to an outdoor safe and secure garden area. Having access to outdoor spaces can have a positive and enabling effect on people's health and wellbeing.

Both the nurses' office and nurses' station had been upgraded and there were plans to create an additional nurses' station in the Maple unit downstairs as well as moving the manager's office to a more central position. This will make the manager more accessible and also provide improved daily oversight. Staff facilities that were previously in poor condition had been refurbished and reflected the services desire to recognising and value staff for their work.

People should be confident of living in a clean, tidy and well maintained environment. We observed a high standard of cleanliness throughout the home, corridors and communal areas were free from clutter and enabled people to mobilise safely. There were regular deep cleans taking place including regular mattress checks. Where people were assessed as requiring aids and other equipment, these were regularly checked for wear and tear. We looked at the maintenance book and saw that any requests for repairs were actioned promptly. Downstairs communal areas were nicely decorated and people's bedrooms were personalised with family pictures, ornaments and other items important to them.

The upstairs of the home required attention in order to bring it up to standard and make it more attractive and homely for people living there. We noted areas of scratched and chipped paintwork which affected the ability for these surfaces to be adequately cleaned.

We were pleased to see that there were plans in place for the refurbishment of the upstairs area and we look forward to seeing the progress made at the next inspection.

How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question. There were several important strengths which clearly outweighed areas for improvement.

We identified inconsistencies and variations in the quality and recording of information in people's care plans and we were encouraged that this had been highlighted as a priority area for improvement, and was being acted on.

Over the following months all care plans are being transferred to a digital system and the service had begun the process of auditing each person's individual support plans. This will ensure that all information is up to date and that people's support is recorded and documented accurately and reflects their individual needs and wishes. This includes assessing and identifying potential risks to ensure appropriate and effective interventions are in place. We were pleased to see that people and their families/representatives were central to this process and that where people lacked capacity, the appropriate legal documentation was in place. This ensures people's rights are upheld.

We acknowledge the work undertaken thus far and the service's commitment to ensuring support plans accurately reflect people's needs and demonstrate person-centred and strengths based care.

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
1.1 People experience compassion, dignity and respect	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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