

## Bridge View House Nursing Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
22 August 2026

**Service provided by:**  
Sanctuary Care Limited

**Service provider number:**  
SP2019013443

**Service no:**  
CS2025000389

## About the service

Bridge View House Nursing Home is a care home service for older people provided by Sanctuary Care Limited. The home provides care for a maximum of 42 older people. Bridge View House is located to the west of the city centre in Dundee. The home consists of the original two storey house and extensions. There are attractive views over the River Tay from the front of the house.

## About the inspection

This was an unannounced inspection which took place on 20, 21 and 22 August 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 since the last inspection. In making our evaluations of the service we:

- spoke with nine people using the service and three of their family/representatives
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents

## Key messages

- Care was personalised, supporting independence, wellbeing, and positive outcomes.
- People enjoyed varied activities, outings, and nutritious meal choices.
- The management team were approachable, responsive, and encouraged open communication.
- Staff were compassionate, and provided consistent, person-centred care.
- Bedrooms and communal areas were personalised, homely, and well maintained.

## 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 |
| How good is our staff team?                | 5 - Very Good |
| How good is our setting?                   | 4 - Good      |
| How well is our care and support planned?  | 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.

Care plans provided a detailed and person centred overview of people's needs, preferences, strengths and desired outcomes. We found that care planning arrangements were focused on achieving positive outcomes and promoting quality of life, with clear information available to guide staff in delivering personalised support. This helped ensure care was responsive to individual circumstances and supported people to maintain their independence, wellbeing, relationships and involvement in meaningful activities.

The service demonstrated good systems to support people's physical health needs. Where required, wound care, fluid monitoring and general health monitoring arrangements were in place and were being carried out effectively. People benefitted from timely access to external healthcare professionals and there was evidence that referrals and communication with these professionals occurred appropriately to support positive outcomes.

People consistently spoke positively about the quality of the food, with several describing it as "amazing". During our observations, meals appeared nutritious, well prepared and appetising. People told us they were offered a variety of choices and could view menus in advance, supporting informed decision making. It was positive to hear that people's feedback on meals was being used to develop the forthcoming winter menu.

People had regular access to drinks throughout the day and we observed beverage dispensers being replenished promptly, helping to promote hydration and overall wellbeing.

The service offered a varied and meaningful programme of activities, with information clearly displayed throughout the home so that people could see what was available. We found good examples of staff adapting activities to ensure people could participate in ways that suited their abilities, preferences and needs. People also had opportunities to use the garden room for private celebrations with family and friends. We saw evidence of regular outings, including visits to cafés, the cinema and walks along the beach. People were encouraged to remain active, maintain interests and engage in activities that were meaningful to them. This contributed positively to people's social wellbeing, helping to reduce the risk of isolation, promote independence and support people to lead fulfilling lives.

Feedback from relatives highlighted the positive impact the service had on both people experiencing care and those close to them. One relative told us, "Their compassion extends beyond the residents to their families, and that kindness has meant a great deal to me." Another commented, "It gives me great peace of mind knowing she is not only well cared for physically, but that her emotional wellbeing and happiness are just as important." These comments reflected the service's person centred approach and its commitment to promoting emotional wellbeing alongside physical health outcomes.

Medication management arrangements were generally effective and people received the right medication at the right time. During our inspection, we identified some minor discrepancies in medication stock counts. These discrepancies had not resulted in poor outcomes for people, and medication remained available as prescribed. The manager had already identified the issue and provided a clear action plan outlining measures to strengthen stock checking processes and improve oversight. It is important that the service continues to monitor medication stock levels robustly to ensure records remain accurate and any potential risks are minimised.

## How good is our leadership?

## 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 experiencing care consistently told us that management were accessible and responsive. Feedback highlighted an "open door" culture, with people reporting that it was never difficult to speak with members of the management team. The quality of communication between management, people experiencing care and staff was described as very good, helping to foster trusting and positive relationships throughout the service.

Staff and people using the service benefitted from a supportive leadership team who demonstrated a clear commitment to listening to feedback and using this to improve outcomes. The manager had developed numerous opportunities for both people living in the home, their relatives and staff to share their views and experiences. This information was analysed and used to support meaningful service development, demonstrating a commitment to participation and continuous improvement. Feedback regarding the management team was consistently positive, with one person commenting, "Excellent managerial and administration staff. Very approachable. Always able to listen."

Quality assurance documentation provided good oversight of service delivery. Accident and incident records were detailed and well maintained, with clear evidence of analysis and learning. We saw that information arising from incidents informed care planning and staff discussions, supporting a proactive approach to risk reduction and improvement.

The service demonstrated a positive complaints culture. Where concerns had been raised, there was evidence of timely investigation, action planning and follow-up. Records demonstrated that learning from complaints was used to drive improvements, and systems were in place to monitor progress and effectiveness.

## 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 service benefited from a well-established workforce with very low staff turnover. This promoted continuity of care and enabled staff to develop meaningful relationships with people experiencing care.

Recruitment processes were robust and aligned with best practice guidance. Recruitment records were well organised, easy to navigate and contained all required information, providing assurance that appropriate checks were undertaken before staff commenced employment.

Feedback from staff reflected positively on both the organisation and the support they received within their roles. One staff member told us, "The majority of my employment has been in care homes and I can honestly say working at Bridgeview House Care Home, I feel so confident and competent." This reflected a workforce that felt valued, supported and equipped to perform their roles effectively.

People and relatives also spoke highly of the staff team and the care they provided. One relative described staff as, "Absolutely amazing. They are kind, compassionate and genuinely caring, treating every resident with dignity, warmth and respect." This feedback was consistent with what we observed throughout the inspection.

Staff spoke positively about their roles and the culture within the service. Staff consistently described enjoying their work and demonstrated a genuine commitment to improving people's experiences and quality of life. It was evident that a positive and supportive culture had been embedded throughout the service.

Throughout the inspection, we observed staff working collaboratively and supporting one another effectively. There was clear evidence that staffing levels were sufficient to meet people's needs. Call bells were responded to promptly and staff maintained a visible presence throughout the home. Staff regularly acknowledged and interacted with people in corridor, reflecting a culture of kindness and respect.

There were effective arrangements in place to support staff development and performance. Staff told us they received regular supervision, competency observations and annual appraisals, which they found valuable and supportive. These processes provided opportunities for reflection, professional development and continuous improvement.

Training records showed that staff completed learning relevant to their roles and responsibilities, with mandatory and specialist training maintained at a good level. This helped ensure staff had the knowledge and skills required to provide safe and effective care.

Staffing resources were deployed using professional judgement and were adjusted appropriately to respond to changing needs within the service. This helped ensure people continued to receive the right support at the right time, including during periods of increased demand or change.

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

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People benefitted from an environment that was safe, comfortable and well maintained. The service demonstrated a commitment to providing surroundings that supported people's wellbeing while continuing to invest in improvements designed to enhance people's experiences and quality of life.

The service had effective maintenance oversight arrangements in place. Documentation relating to maintenance, servicing and environmental safety was readily available and well organised, providing assurance that systems were monitored appropriately. Equipment checks were up to date and completed in line with required safety standards, helping to ensure risks were minimised and people were supported in a safe environment.

During the inspection, the home presented as bright, fresh and homely, with a welcoming atmosphere throughout. People appeared confident navigating the environment independently and were observed moving freely around communal areas, making use of handrails and other environmental supports where appropriate. The environment promoted comfort, familiarity and independence, contributing positively to people's daily experiences. Feedback reflected this, with one person telling us, "I'm proud to call this my home." This demonstrated the sense of belonging and satisfaction people experienced within the service.

People's bedrooms were personalised and reflected individual preferences, interests and aspects of their life history. Bedrooms were clean, comfortable and furnished in a way that promoted a homely atmosphere, helping people to feel relaxed, settled and at home within the setting. People spoke positively about their bedrooms and told us they were happy with their personal living spaces.

The service was making positive use of King's Fund environmental design principles to enhance orientation and accessibility for people living with dementia, including improvements to signage and door design. We also heard about plans to refurbish the hairdressing room and transform the garden room into a themed 1940s café. These developments demonstrate a commitment to continually improving the experience of people living in the home, and it will be positive to see the impact of these enhancements over time.

Some people told us that parking could be challenging during particularly busy periods. Whilst this did not impact the quality of care provided or outcomes for people experiencing care, it may be an area for consideration as part of future service development.

Whilst the home did not have a secure garden area, people had access to outdoor seating and communal outdoor spaces. The seating area at the front of the home offered pleasant views and provided an opportunity for people to spend time outdoors in a comfortable environment. The service was transparent about the absence of a secure garden, and people and families were aware of this when choosing the setting. Arrangements were in place to support people to access outdoor spaces safely and regularly, helping to promote wellbeing and quality of life.

**How well is our care and support planned?****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 benefitted from care planning arrangements that were personalised, reflected their individual preferences and aspirations, and were clearly focused on achieving positive outcomes. Care plans provided a meaningful picture of who people were, capturing personal histories, relationships, interests and the aspects of life that mattered most to them. As a result, people received care and support that recognised their individuality, helped them maintain their identity, and supported them to achieve outcomes that were important to them.

The language used throughout care plans was respectful, dignified and appropriate to the person. Information was recorded in a way that upheld people's rights, promoted positive outcomes and reflected a culture of person centred care.

Stress and distress plans were detailed and focused on helping staff identify and respond to early signs of distress. They clearly outlined potential triggers and preventative strategies to reduce anxiety and minimise escalation. This helped staff provide timely, effective support and promoted positive outcomes for people experiencing distress.

Future care planning was another area of notable strength. Plans contained a significant level of personal detail about people's wishes and preferences for future care. We saw thoughtful information relating to aspects that were important to people. This level of detail helped ensure that important information was captured and respected, enabling staff to provide care and support that remained person centred during significant life events

People's care and support arrangements were reviewed regularly. There was evidence that reviews involved the appropriate people, including relatives, representatives and professionals where required. The service worked to ensure people were supported to participate in reviews, promoting involvement in decisions that affected their lives and future care.

Legal documentation was clearly organised and easily accessible within care records. Information relating to Adults with Incapacity (AWI) legislation, Power of Attorney arrangements and other relevant legal frameworks was located at the front of files, enabling staff to quickly identify who was authorised to make decisions on behalf of people when required. This supported lawful decision making and helped to protect people's rights.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.scot](http://www.careinspectorate.scot)) for details of complaints about the service which have been upheld.

## 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 |
| How good is our staff team?                                                | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together           | 5 - Very 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?                                  | 5 - Very Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 5 - Very Good |

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