

Birch House Care Home Care Home Service

9-12 Brighton Court
Brighton Place
Peterculter
AB14 0UG

Telephone: 01224 734 400

Type of inspection:
Unannounced

Completed on:
13 April 2026

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378607

About the service

Birch House is a modern purpose-built home situated in a quiet residential area of Peterculter, Aberdeen.

The service provider is Sanctuary Care Ltd.

The care home is registered to provide 24-hour nursing care for up to eight adults with learning disabilities. Seven people were living in the care home at the time of the inspection. The home has two self-contained flats on the first floor with six bedrooms on the ground floor. Communal areas are open plan with access to a sensory garden to the back of the home.

The aim at Birch House is to provide a safe homely environment where people are treated with respect and supported to live their best lives.

About the inspection

This was an unannounced inspection which took place on 07 and 08 April 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 four people using the service and three of their family
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were treated with dignity and respect, promoting their sense of self-worth.
- People took part in activities that were meaningful to them, supporting choice and independence.
- The staff team worked well together and knew people well, promoting continuity of care.
- Personal plans reflected people's choices and preferences, promoting their wellbeing.
- People experienced very good levels of care, resulting in better outcomes.

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
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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 treated with dignity and respect. Staff knew people well, supporting their choices and preferences. For example, people chose where to spend their time and took part in activities that mattered to them. This promoted their sense of control and independence.

People told us staff were kind and helpful and they could ask for help if needed. This meant people felt safe and well supported.

People were supported to achieve their goals. For example, taking part in planning activities within the home and going on holiday. This helped build confidence. Staff supported people to maintain links within the community. For example, joining social events in the community and groups coming into the home. This helped promote social inclusion and feeling valued.

People were encouraged to take the lead in organising activities, contributing to home life and evaluating the quality of staff. This promoted self-worth, autonomy and empowerment

Staff communicated well with people and each other. Individual skills within the team were recognised and used to enhance people's care. For example, offering people massage and bringing therapists into the home. This added to people's sense of wellbeing.

The team worked together to ensure the best outcomes for people. For example, changing shifts to cover absences. This meant no agency staff were used, promoting continuity of care. This resulted in people feeling confident in the care they received.

People benefitted from good communication. Staff used a person-centred approach to communicate with people. For example, using visual aids and personalised planners to share information. This meant people felt understood and promoted inclusion.

Family members were very happy with the care provided. Staff used different ways to communicate with family members to ensure they were involved in people's care and knew what was happening in the home. This meant they could plan to join in with activities. This helped maintain and strengthen relationships that mattered to people.

Personal plans were person-centred and detailed. Valuable information was easy to find and plans were well organised. People were involved in reviews, and plans reflected what was important to them. For example, managing health issues or highlighting important dates. Staff used the plans to inform care.

People were supported to take their medication as prescribed. Staff were knowledgeable and demonstrated good practice when giving medication. For example, taking time to give medication in a way that best suited the person. Medication reviews and audits were happening regularly with input from other professionals. This meant people experienced better health outcomes.

People's physical and mental health was promoted by all staff. Staff knew people well and were responsive

to any changes. For example, recognising changes in mood or appetite. Referrals to specialist services were done promptly meaning people benefitted quickly from their input. This meant people could be confident they were getting the right care at the right time, reducing stress and anxiety.

People benefitted from working with staff to manage their health. For example, using new ways to help manage stress or having a better understanding of their illness. This meant people felt in control and promoted autonomy.

People enjoyed a varied and healthy diet. Meals were freshly prepared and options were offered. People told us they enjoyed the food. Snacks and drinks were available. Staff supported people in their choices and differing needs were accommodated. For example, some people needed a softer textured diet. This meant people were supported to maintain a healthy diet. People were supported with meals with skill and understanding. For example, they benefitted from a calm quiet dining area and had plenty of time to eat.

People told us they were happy in the home. Staff and management worked to ensure people experienced a high level of care, meeting their individual needs. For example, having extra training sessions and encouraging feedback from people, their families and professionals. This meant people felt valued, respected and involved in their care and the home.

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

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