

# Isobel Fraser Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
13 May 2026

**Service provided by:**  
Isobel Fraser Home

**Service provider number:**  
SP2017012984

**Service no:**  
CS2017360080

## About the service

Isobel Fraser Care Home is a large, listed building set in attractive grounds, providing people with a quiet, pleasant environment close to all amenities in the city of Inverness.

There are 28 bedrooms, two of which can be used for shared occupancy. 26 bedrooms are provided with an ensuite toilet and wash-hand basin. The two rooms which can be used for shared occupancy also have ensuite showers. There is a large assisted bathroom in each wing.

The service is registered to provide a care service to a maximum of 30 older people.

The provider is Isobel Fraser Home, a Scottish Charitable Incorporated Organisation.

## About the inspection

This was an unannounced inspection which took place on 12 and 13 May 2026 between 08:30 and 16:00. One inspector carried out the inspection. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; the setting; and planned care/support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights. We knew this because we:

- spent time with six people using the service
- received feedback from one visitor, eight staff and management.
- reviewed survey responses from nine people using the service, 13 staff members, one visiting professional and 15 family members
- observed practice and daily life
- sampled relevant documents.

## Key messages

### Legal assurances

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and could have confidence in the organisation providing their care and support.

### Wellbeing

People felt safe and well supported. We observed caring and compassionate support towards people living in the home and staff knew individuals' needs and preferences. There was evidence of good involvement with other health and care professionals. Medication systems were well managed, and staff competence meant that people could have confidence that they were being supported with their medication in line with their prescription and best practices.

The environment was consistently clean, tidy, and welcoming. Infection prevention and control practices were embedded, and staff had received the necessary training; this reduced the risks of cross-infection.

People stayed connected with their family and friends, and visitors were welcomed. Staff supported individuals to participate in community activities, helping them build local relationships and maintain meaningful connections. People had opportunities to remain active, with a wide range of daily activities on offer. Individuals and their families provided positive feedback of their experience in Isobel Fraser Home:

- 'Excellent care and support and, as above, I am made to feel welcome when I visit'.
- 'I feel this is one of the best care homes in Inverness and the day to day carers and staff are wonderful'.
- 'This service focus at all times on person-centred care'.
- 'There is a relaxed and warm atmosphere between residents and health carers and between employees'.

### Leadership

The service benefitted from a strong management team who demonstrated very good skills and values. Families reported that leaders were approachable and receptive to their ideas and suggestions. People experiencing care and their families and other stakeholders had regular opportunities to comment on the service provided. This meant that people were confident giving feedback and raising any concerns because they knew leaders would act quickly and use the information to help improve the service. Some comments received from relatives included:

- 'There is a relaxed and warm atmosphere between residents and health carers and between employees'.
- 'The staff are well led. There is a clear definition of roles and staff appear well supported and led'.

The service had robust procedures to record and manage accidents, incidents and complaints. The manager and staff understood their responsibilities to report and record incidents. The management had commenced the development of their self-evaluation and improvement plan.

## Staffing

People were supported by a stable staff team; this contributed to consistent care and positive outcomes. Safe recruitment practices were followed, and new staff received a thorough induction. This helped them develop the skills and confidence needed for their roles. Staff were trained and confident in their responsibilities.

Staff demonstrated strong knowledge and competency, and the manager had clear oversight of training and development needs. A culture of open communication and regular supervision enabled staff to share ideas, raise concerns, and reflect on their practice. Staff told us they felt valued, supported and happy in their roles.

People benefitted from a compassionate and well-trained staff team who knew them well. The staff team were clearly motivated to improve the quality of life for the people that they support.

## Setting

People benefitted from an environment which was well maintained and with regular safety checks. The environment benefitted from lots of natural light and good outlooks to a beautifully maintained garden. It was clean, warm and welcoming. We encouraged the management to consider how best to introduce 'small group living' to enable a more homely living and dining experience.

## Planned care/support

People received responsive care and support because their health and social care needs were assessed and regularly reviewed with them and/or their families or legal representatives. This helped the service provide the right support at the right time and adapt when needs, choices and decisions changed.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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