

NHS Highland	
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Meeting:	Health and Social Care Committee
Meeting date:	5 November 2025
Title:	Assurance Report - Commissioned and Delivered Registered Services
Responsible Executive/Non-Executive:	Arlene Johnstone, Chief Officer
Report Author:	Gillian Grant, Interim Head of Commissioning

Report Recommendation:

The Health and Social Care Committee is asked to:

- a) **note** the overview provided in respect of Care Inspectorate gradings from 1 October 2024 to 30 September 2025, with regard to commissioned and delivered (in house) care home, care at home and support services.
- b) **note** the regular oversight and reporting arrangements in place.
- c) **note** that the majority of provision in Highland is graded Very Good (grade 5) or better for one or more Care Inspectorate Key Question area.

1 Purpose

This is presented to the Board for:

- Assurance

This report relates to a:

- 5 Year Strategy, Together We Care, with you, for you.

This report will align to the following NHSScotland quality ambition(s):
Safe, Effective and Person Centred

This report relates to the following Strategic Outcome(s)

Start Well		Thrive Well		Stay Well	x	Anchor Well	
Grow Well		Listen Well		Nurture Well	x	Plan Well	
Care Well	x	Live Well	x	Respond Well	x	Treat Well	x
Journey Well	x	Age Well	x	End Well	x	Value Well	
Perform well	x	Progress well		All Well Themes			

2 Report summary

2.1 Situation

There is a total of 146 registered care home, care at home and support services in Highland, which are either commissioned from independent providers or delivered in house by NHS Highland.

This report describes the level of performance of registered services over the last 12 months since 1 October 2024 and details NHSH's engagement, involvement and oversight of this area of activity.

This report is being brought to the Committee to provide awareness and assurance on the quality of provision being delivered and on the related supporting arrangements in place.

2.2 Background

Of the 146 registered care home, care at home and support services delivered in Highland, the composition of this activity is as noted:

	Commissioned	In House	Total
Care Home	45	17	62
Care at Home	16	9	24
Support Service	54	6	60

All of these services are regulated and inspected by the Care Inspectorate who conduct regular inspections and undertake complaint investigations. The frequency of care service inspections is determined by the service's risk level but a minimum inspection of once a year is likely. Higher risk services and those with lower performance grades are inspected more often, while services that perform well may be inspected less frequently. All new services are inspected within their first year of registration.

Each Care Inspectorate inspection allocates gradings to the relevant Key Question area assessed, using a 6 point scale noted below:

6	Excellent	Outstanding or sector leading
5	Very good	Major strengths
4	Good	Important strengths, with some areas for improvement
3	Adequate	Strengths just outweigh weaknesses
2	Weak	Important weaknesses - priority action required
1	Unsatisfactory	Major weaknesses - urgent remedial action required

The status of all care home, care at home and support services as at 30 September 2025, is attached at **Appendix 1**.

In addition to the above snapshot, an overview of quality over the 12 month period from 1 October 2024 to 30 September 2025, has been summarised below. This focus is on inspections undertaken during this period and highlights any service graded Weak (grade 2) or below or a Very Good (grade 5) or above for one or more Key Question area:

Gradings From Inspections During 1 October 2024 to 30 September 2025*					
	Number of Inspections	Grade 2 (Weak) or Below		Grade 5 (Very Good) or Above	
		Commissioned	In House	Commissioned	In House
Care Home	63	3**	1	27	6
Care at Home	11	0	1	4	1
Support Service	30	0	0	18	3

*from inspections conducted and published over this period

**5 inspections to the same provider – counted as 1.

Of those services where there was a Weak (grade 2) in any key question, these are noted as follows:

	Commissioned	In House
Care Home	Castlehill Care Home Quality issues. Status: ongoing Cameron House Quality issues. Status: addressed Kintyre Care Home Environmental issues. Status: ongoing	An Acarsaid Quality issues. Status: ongoing.
Care at Home	None.	Sutherland Care at Home Quality issues: Status: addressed.
Support Service	None.	None.

The above confirms that the majority of provision across Highland is of good quality.

The use of the regulator's quality determination is a key component of the wider monitoring oversight undertaken by NHS. As part of this, NHS attends Care Inspectorate feedback meetings (both contractual and operational representative where possible) and has full, current and ongoing oversight of the quality of services across the area in terms of Care Inspectorate assessment.

The following wider arrangements are in place:

- Attendance at Care Inspectorate feedback meetings.
- Timeous internal reporting on issues arising from feedbacks.
- Supported Improvement Plans if required, are developed alongside the service / provider.
- The Collaborative Care Home Support is directed to support a service, where needed and there is capacity available.
- There is a 4 weekly internal RAG review of care home, care at home and support activity (across commissioned and in house services), with issues escalated as appropriate.
- There is close and ongoing contractual and operational contact with those providers / services presenting as highest risk. These arrangements escalate in seniority and frequency as needed, to appropriately respond to any deteriorating situation.
- There are Care Inspectorate feedback summaries provided to Partnership Chief Officers (normally within 5 working days).
- There is oversight reporting to the Joint Officer Group of RAG status.

2.3 Assessment

As at 30 September 2025, **the majority of services in Highland (68%) are Very Good (Grade 5) or higher**, for one or more Care Inspectorate Key Question area.

There are 30% of services considered to be Adequate (Grade 3) or Good (Grade 4).

A small number of services in Highland (3 services, comprising 2% of activity) are Weak (Grade 2) or less, for one or more Care Inspectorate Key Question area. Where this is the case or where there are other areas of concern, these are identified quickly and there are clear organisational arrangements in place to support, oversee and escalate as appropriate.

There are established and ongoing internal processes to ensure visibility and awareness of quality issues and to escalate and respond appropriately.

2.4 Proposed Level of Assurance

There is a moderate level of assurance as to the arrangements in place for awareness of the quality of registered care home, care at home and support services being delivered or commissioned.

Substantial	☐	Moderate	☒
Limited	☐	None	☐

Comment on the level of assurance

The above level of assurance would improve to substantial, where in house services have more robust pre-inspection audit arrangements in place. This is an area under development.

3 Impact Analysis

3.1 Quality / Patient Care

The majority of services in Highland deliver good or very good care within commissioned and delivered registered services. There are, however, situations where this is not the case. In such situations, NHSH act quickly to identify these issues and minimise risk to individuals.

3.2 Workforce

There are no specific workforce issues identified, other than training and support needs that may arise as part of quality oversight and resources to support services where this is needed.

3.3 Financial

There are no specific financial issues identified.

3.4 Risk Assessment/Management

There are arrangements in place to regularly review activity and risks across commissioned and in house services.

3.5 Data Protection

There are no specific data protection issues identified.

3.6 Equality and Diversity, Including Health Inequalities

An impact assessment has not been completed as no specific equality or diversity issues have been identified.

3.7 Other Impacts

There are no other impacts identified.

3.8 Communication, Involvement, Engagement and Consultation

No specific issues or actions identified.

3.9 Route to the Meeting

This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.

- As noted above, there are internal processes and reporting arrangements with regard to the quality of commissioned and in house provision.

4.1 List of appendices

The following appendices are included with this report:

Appendix 1

Care home, care at home and support services as at 30 September 2025

Care Homes in North Highland - Care Inspectorate Grades Effective

30/09/2025

Registered Support and Housing Support providers in North Highland

Care Inspectorate							Quality Inspection Framework Evaluations ***				
CS number (Care Inspectorate Registration number)	NHS Highland Operational Unit	Service Name	Service Town	Service Type	In-House or Independent Sector	Last Inspection Date	How well do we support people's wellbeing?	How good is our Leadership?	How good is our staff?	How good is our setting?	How well is care and support planned?
CS2004076940		British Red Cross- Support at Home		Support	Independent	17/04/2025	5	5	5	0	5
CS2004073103		British Red Cross- Support at Home		Housing Support	Independent	17/04/2025	5	5	5	0	5
CS2004076981		Cantray Square Care at Home Service		Support	Independent	10/06/2025	5	4	5	0	5
CS2004073116		Cantray Square Housing Support Service		Housing Support	Independent	10/06/2025	5	4	5	0	5
CS2012306141		Carr Gomm North		Support	Independent	04/05/2023	5	5	4	0	4
CS2013322101		Castle Care (Scotland) Ltd		Support	Independent	26/08/2024	4	4	4	0	4
CS2013322100		Castle Care (Scotland) Ltd		Housing Support	Independent	26/08/2024	4	4	4	0	4
CS2013317495		Centred Care at Home Service Inverness		Support	Independent	06/06/2024	5	3	5	0	4
CS2004073101		Centred Housing Support Service		Housing Support	Independent	06/06/2024	5	3	5	0	4
CS2009216845		Cheshire House		Housing Support	Independent	27/06/2025	4	4	4	0	4
CS2003017730		Cheshire House (Support Service)		Support	Independent	22/02/2024	4	4	4	0	4
CS2016347523		Community Integrated Care		Support	Independent	18/08/2025	5	5	5	0	5
CS2016347522		Community Integrated Care		Housing Support	Independent	18/08/2025	5	5	5	0	5
CS2015342597		Contrast Care Limited		Support	Independent	05/07/2023	5	5	0	0	0
CS2022000059		Contrast Care Limited		Housing Support	Independent	05/07/2023	5	5	0	0	0
CS2005087104		Crossroads Care - Skye & Lochalsh		Support	Independent	04/09/2025	5	4	5	0	5
CS2012308692		Eildon Ltd - Support Services		Housing Support	Independent	02/12/2024	4	3	4	0	4
CS2017361507		Gateway Housing Support Service and Care at Home Service		Support	Independent	22/06/2023	5	4	4	0	5
CS2017361507		Gateway Housing Support Service and Care at Home Service		Housing Support	Independent	22/06/2023	5	4	4	0	5
CS2016348196		Gold Healthcare		Support	Independent	03/06/2025	4	5	5	0	4
CS2016348195		Gold Healthcare		Housing Support	Independent	03/06/2025	4	5	5	0	4
CS2003054082		Highland Home Carers		Housing Support	Independent	13/07/2023	4	5	4	0	5
CS2017362258		Highland Home Carers - Supported Living		Housing Support	Independent	09/02/2024	5	4	5	0	5
CS2017362260		Highland Home Carers Ltd - Housing Support		Housing Support	Independent	09/02/2024	5	4	5	0	5
CS2017362257		Highland Home Carers Ltd - Ross-shire		Support	Independent	21/03/2025	5	4	4	0	4
CS2017362256		Highland Home Carers Ltd - Ross-shire		Housing Support	Independent	21/03/2025	5	4	4	0	4
CS2021000308		Home Care (Scotland) Housing Support		Housing Support	Independent	22/05/2023	5	5	5	0	4
CS2004073195		Keltic Care Limited		Housing Support	Independent	07/06/2023	5	5	5	0	5
CS2004077170		Keltic Care Limited Support Service - Care at Home		Support	Independent	07/06/2023	5	5	5	0	5
CS2004079342		Key - Highland (Caithness and Sutherland)		Support	Independent	19/12/2022	4	4	4	0	4
CS2015337672		Key - Highland (Easter Ross)		Support	Independent	17/03/2023	4	4	4	0	5
CS2004079340		Key - Highland (Lochaber, Inverness and Nairn)		Support	Independent	24/07/2024	5	4	5	0	5
CS2004073228		Key Community Supports - Highland (DM)		Housing Support	Independent	04/11/2016	5	5	5	0	5
CS2003008504		Kyleakin Connections		Support	Independent	31/03/2017	6	5	5	5	6
CS2003008513		L'Arche Highland		Support	Independent	29/04/2024	4	5	5	5	5
CS2011301685		L'Arche Highland		Support	Independent	21/05/2025	5	5	5	0	5
CS2010274868		L'Arche Highland		Housing Support	Independent	21/05/2025	5	5	5	0	5
CS2009235248		Lifeways Community Care (Inverness) Limited		Support	Independent	23/10/2024	5	4	5	0	4
CS2009235245		Lifeways Community Care (Inverness) Limited		Housing Support	Independent	23/10/2024	5	4	5	0	4
CS2015336311		Nansen Highland Care at Home Services		Support	Independent	01/08/2025	5	4	5	0	4
CS2011299270		Nansen Highland Housing Support Service		Housing Support	Independent	01/08/2025	5	4	5	0	4
CS2004073210		Oakridge		Housing Support	Independent	26/09/2024	5	6	5	0	5
CS2013317609		Pulteney Peoples Project		Housing Support	Independent	18/05/2023	4	5	5	0	5
CS2013316026		Sense Scotland Highland and Lochaber Care at Home Service		Support	Independent	26/04/2023	5	5	5	0	5
CS2013315347		Sense Scotland Highland and Lochaber Housing Support Service		Housing Support	Independent	26/04/2023	5	5	5	0	5
CS2004061429		The Richmond Fellowship Scotland - Highland A		Housing Support	Independent	14/03/2025	4	4	4	0	4
CS2004061430		The Richmond Fellowship Scotland - Highland A Care at Home		Support	Independent	14/03/2025	4	4	4	0	4
CS2016348346		The Richmond Fellowship Scotland - Highland Service B		Support	Independent	16/12/2024	4	4	4	0	4
CS2016348343		The Richmond Fellowship Scotland - Highland Service B		Housing Support	Independent	16/12/2024	4	4	4	0	4
CS2016348349		The Richmond Fellowship Scotland - Highland Service C		Support	Independent	01/09/2025	4	4	4	0	4
CS2016348348		The Richmond Fellowship Scotland - Highland Service C		Housing Support	Independent	01/09/2025	4	4	4	0	4
CS2016348355		The Richmond Fellowship Scotland - Highland Service D		Support	Independent	17/01/2025	4	4	4	0	4
CS2016348351		The Richmond Fellowship Scotland - Highland Service D		Housing Support	Independent	17/01/2025	4	4	4	0	4
CS2004056339		Trust		Housing Support	Independent	17/03/2025	5	4	5	0	5
CS2012308102		Inverness Learning Disabilities		Housing Support Service	NHS Highland	15/08/2025	5	5		5	4
CS2017356523		S.I.L.C. Support Service (Skye & Lochalsh)		Housing Support Service	NHS Highland	23/01/2025	4	4		3	3
CS2012307254		Seaforth House (Support Service)		Support Service	NHS Highland	09/08/2019	4	4	5	5	5
CS2012307284		The Montrose Centre		Support Service	NHS Highland	08/03/2016	4	4	5	5	5
CS2012307286		Thor House (Support Service)		Support Service	NHS Highland	12/08/2025	4	4	4	4	4
CS2024000081		West Highland Housing Support Service		Housing Support Service	NHS Highland	17/09/2024	4	3		4	4

Grading Legend	
0	Not inspected
1	Unsatisfactory
2	Weak
3	Adequate
4	Good
5	Very Good
6	Excellent

* Source of Data: Grades as published on Care Inspectorate datastore as at 30/09/2025 (www.careinspectorate.com).

** Quality Inspection Framework Evaluations is the new grading system based on the 2017 Health and Social Care Standards, which the Care Inspectorate began rolling out as of July 2018

Care at Home in North Highland - Care Inspectorate Grades Effective

30/09/2025

Registered Care at Home providers in North Highland

Care Inspectorate						Quality Inspection Framework Evaluations ***				
CS number (Care Inspectorate Registration number)	Operational Area	Service Name	Service Town	In-House or Independent Sector	Last Inspection Date	How well do we support people's wellbeing?	How good is our Leadership?	How good is our staff?	How good is our setting?	How well is care and support planned?
CS2004076940	Inv, MR	British Red Cross – Support at home		Independent	17/04/2025	5	5	5		5
CS2012306141	ER	Carr Gomm		Independent	04/05/2023	5	5	4		4
CS2013322101	Inv, Nairn, Loch	Castle Care(Scotland) Ltd		Independent	26/08/2024	4	4	4		4
CS2013317495	Caith, ER, Loch	Centred (Birchwood Highland)		Independent	06/06/2024	5	3	5		4
CS2015342597	MR	Contrast Care Limited		Independent	05/07/2023	5	5	0		0
CS2012313843	Caith, Inv	Eildon Limited		Independent	02/12/2024	4	3	4		4
CS2020381764	MR	Eilean Dubh Home Care		Independent	04/08/2025	5	4	4		4
CS2025000147	Loch	***Enable Scotland (Leading the Way) Highland Support Service - Lochaber		Independent	00/01/1900	0	0	0		0
CS2015336319	Inv E	Fraser Home Care Limited		Independent	07/08/2024	5	5	5		5
CS2018369773	Suth	Highland Croft Home Care		Independent	11/07/2023	5	4	4		5
CS2004077123	Inv, ER, MR, Nairn	Highland Home Carers		Independent	13/07/2023	4	5	4		5
CS2014332235	Inv E, Nairn, WR	Highland Homeless Trust - Gateway		Independent	30/05/2023	5	5	4		5
CS2019374387	Inv W, Loch	Sunflower Home Care (Highland Hospice)		Independent	26/06/2023	4	4	4		4
CS2018370470	ER, MR	Home Care (Scotland)		Independent	22/05/2023	5	5	5		4
CS2018367318	Inv	Jude's Homecare Limited		Independent	26/09/2023	4	4	0		0
CS2014325747		West Highland Care at Home Service		NHS Highland	17/09/2024	4	4	4		3
CS2023000229		Lochaber Care at Home Service		NHS Highland	05/12/2024	4	4	4		4
CS2016347514		Caithness Care at Home Service		NHS Highland	06/02/2025	4	4	4		4
CS2024000133		Sutherland Care at Home Service based on recent inspection		NHS Highland	20/10/2025	3	3	3		3
CS2019377296		Care at Home and Enablement Service Nairn		NHS Highland	04/07/2025	5	4	5		5
CS2019377297		Care at Home and Enablement Service Badenoch and Strathspey		NHS Highland	09/09/2024	5	5	5		5
CS2019377299		Care at Home and Enablement Service Mid Ross		NHS Highland	08/09/2023	5	5	5		5
CS2019377300		Care at Home and Enablement Service East Ross		NHS Highland	01/09/2023	5	4	4		4
CS2012307268		Care at Home and Enablement Service Inverness		NHS Highland	17/11/2023	5	4	4		4

Grading Legend	
0	Not inspected
1	Unsatisfactory
2	Weak
3	Adequate
4	Good
5	Very Good
6	Excellent

* Source of Data: Grades as published on Care Inspectorate datastore as at 30/09/2025 (www.careinspectorate.com), except for services noted below.

**Quality Inspection Framework Evaluations is the new grading system based on the 2017 Health and Social Care Standards, which the Care Inspectorate began rolling out as of July 2018

***N.B. On 31st October 2024, CS2014332298 Crossroads Caring Scotland - Lochaber became a part of CS2025000147 Enable Scotland - Lochaber. Source of Data: Grades as published on CI website 21/10/2025

Care Homes in North Highland - Care Inspectorate Grades Effective

30/09/2025

Care Homes in North Highland

Care Inspectorate								Quality Inspection Framework Evaluations ***				
CS number (Care Inspectorate Registration number)	NHS Highland Operational Unit	Service Name	Service Town	Subtype	In-House or Independent Sector	Number of Registered Places	Last Inspection Date	How well do we support people's wellbeing?	How good is our Leadership?	How good is our staff?	How good is our setting?	How well is care and support planned?
CS2003008460	West	Abbeyfield Ballachulish (Care Home)	Ballachulish	Older People	Independent	37	19/09/2025	5	5	6	6	6
CS2003008467	South	Aden House (Care Home)	Inverness	Older People	Independent	24	21/02/2025	4	4	4	4	4
CS2003008471	South	Ballfeary House	Inverness	Older People	Independent	24	05/08/2025	4	4	4	4	4
CS2003008466	South	Beechwood House	Inverness	Alcohol & Drug Misuse	Independent	15	16/08/2022	4	4	4	5	5
CS2003010543	South	Birchwood Highland Recovery Centre	Inverness	Mental Health Problems	Independent	23	12/08/2024	4	3	4	4	3
CS2008168451	South	Bruach House	Nairn	Older People	Independent	22	27/02/2025	5	4	5	4	4
CS2003008463	South	Cameron House (Care Home)	Inverness	Older People	Independent	30	20/02/2025	3	3	3	3	3
CS2004081848	South	Carleton Care	Nairn	Older People	Independent	20	19/12/2024	4	4	5	4	4
CS2019375425	South	Castlehill Care Home (grades from 02/10/2025 publicly awaited)	Inverness	Older People	Independent	88	13/08/2025	3	2	3	3	2
CS2004074211	Mid	Catalina Care Home	Alness	Mental Health Problems	Independent	28	01/08/2025	4	3	4	4	4
CS2003008524	South	Cheshire House (Care Home)	Inverness	Physical and Sensory Impairment	Independent	16	27/06/2025	4	4	4	3	4
CS2016352149	South	Culduthel Care Home	Inverness	Older People	Independent	65	01/09/2025	4	5	4	4	4
CS2010249586	South	Daviot Care Home	Inverness	Older People	Independent	94	05/12/2024	4	4	5	5	4
CS2021000001	Mid	Eilean Dubh	Fortrose	Older People	Independent	40	30/09/2024	5	5	5	5	5
CS2003010539	Mid	Fairburn House	Muir of Ord	Learning Disabilities	Independent	40	08/08/2022	5	4	5	5	5
CS2007152586	Mid	Fodderty House	Dingwall	Older People	Independent	16	07/11/2024	4	4	5	4	4
CS2003008526	Mid	Fram House	Beauly	Learning Disabilities	Independent	5	01/08/2025	5	4	5	5	5
CS2008189589	South	Hebron House Nursing Home Ltd	Nairn	Older People	Independent	22	14/11/2024	4	4	4	4	4
CS2007142927	South	Highview Care Home	Inverness	Older People	Independent	83	03/10/2024	5	5	5	5	5
CS2011298905	South	Hillcrest House	Nairn	Mental Health Problems	Independent	23	24/03/2025	5	5	5	5	5
CS2012310801	Mid	Innis Mhor Care Home	Tain	Older People	Independent	40	28/08/2024	5	5	5	5	5
CS2010269904	West	Isle View Care Home	Achnasheen	Older People	Independent	25	13/06/2024	5	4	5	4	4
CS2017360080	South	Isobel Fraser Home	Inverness	Older People	Independent	30	25/04/2025	5	5	5	5	4
CS2019378593	South	Kingsmills Care Home	Inverness	Older People	Independent	60	29/08/2025	5	5	4	4	5
CS2021000270	South	Kinnymies Lodge	Inverness	Mental Health Problems	Independent	18	02/05/2025	5	5	4	5	4
CS2003008482	Mid	Kintyre House (Care Home)	Invergordon	Older People	Independent	41	01/10/2024	4	4	4	2	5
CS2017356220	South	Lynemore	Grantown-on-Spey	Older People	Independent	40	04/07/2025	4	5	5	5	5
CS2018367220	South	Maple Ridge Care Home	Inverness	Learning Disabilities	Independent	18	05/10/2023	4	4	4	4	4
CS2005094660	South	Mayfield Lodge	Inverness	Learning Disabilities	Independent	12	27/06/2025	3	3	3	3	3
CS2025000390	Mid	Mull Hall (Care Home) New registration - previous grades	Invergordon	Older People	Independent	42	06/05/2025	5	4	4	4	4
CS2003008465	North	Oversteps (Care Home)	Dornoch	Older People	Independent	24	30/07/2025	4	4	4	4	4
CS2007142977	North	Pentland View - Highland	Thurso	Older People	Independent	50	17/10/2024	5	4	5	4	5
CS2021000266	Mid	Redwoods Care Home	Alness	Older People	Independent	42	06/08/2024	5	5	5	5	5
CS2003010537	North	Riverside House Care Home	Wick	Older People	Independent	44	09/09/2025	5	4	5	4	4
CS2003010541	Mid	Seaforth House Ltd (Care Home)	Dingwall	Learning Disabilities	Independent	22	14/11/2024	4	4	4	4	4
CS2007142989	North	Seaview House Nursing Home	Wick	Older People	Independent	42	17/10/2024	5	5	5	4	5
CS2003010544	South	Southside Care Home	Inverness	Older People	Independent	33	21/03/2025	5	4	5	4	4
CS2021000268	South	St Olafs Care Home	Nairn	Older People	Independent	44	11/09/2024	5	4	4	5	4
CS2003008490	Mid	Strathallan House (Care Home)	Strathpeffer	Older People	Independent	32	10/06/2024	5	4	5	4	4
CS2010249582	South	The Manor Care Centre	Nairn	Physical and Sensory Impairment	Independent	43	25/08/2025	5	4	4	5	4
CS2025000388	North	The Meadows (Care Home)	Dornoch	Older People	Independent	40	20/06/2023	4	4	4	4	4
CS2008187641	Mid	Tigh-na-Cloich	Muir of Ord	Learning Disabilities	Independent	4	01/08/2025	5	4	5	5	5
CS2012310891	Mid	Urray House	Muir of Ord	Older People	Independent	40	18/09/2023	5	5	5	5	5
CS2003008464	South	Whinnieknowe (Care Home)	Nairn	Older People	Independent	24	19/02/2025	5	4	4	4	4
CS2008188661	Mid	Wyvis House Care Home	Dingwall	Older People	Independent	50	23/07/2024	4	4	4	4	4
CS2012307176	South	Ach-an-Eas (Care Home)	Inverness	Older People	NHS Highland	24	10/01/2025	3	4	4	4	3
CS2012307181	West	An Acarsaid (Care Home)	Isle of Skye	Older People	NHS Highland	10	29/05/2025	3	2	2	4	3
CS2012307182	North	Bayview House (Care Home)	Thurso	Older People	NHS Highland	23	30/09/2025	4	5	4	3	5
CS2012307211	West	Dail Mhor (Care Home)	Acharacle	Older People	NHS Highland	6	21/09/2022	4	3	4	4	5
CS2012307231	South	Grant House (Care Home)	Grantown-on-Spey	Older People	NHS Highland	20	17/07/2025	4	4	4	4	4
CS2021000126	West	Home Farm Care Home	Portree	Older People	NHS Highland	35	10/01/2025	4	3	4	3	3
CS2012307238	West	Invernevis House (Care Home)	Fort William	Older People	NHS Highland	32	07/08/2023	5	4	4	4	4
CS2012307242	West	Lochbroom House (Care Home)	Ullapool	Older People	NHS Highland	11	05/11/2024	5	5	5	5	5
CS2012307246	West	Mackintosh Centre (Care Home)	Mallaig	Older People	NHS Highland	8	18/07/2025	5	4	4	4	5
CS2023000319	South	Mains House	Newtonmore	Older People	NHS Highland	25	11/07/2025	4	4	4	3	4
CS2012307250	North	Melvich Community Care Unit (Care Home)	Thurso	Older People	NHS Highland	6	28/05/2025	5	4	4	4	3
CS2012300755	West	***Moss Park Nursing Home (under Invernevis Reg)	Fort William	Older People	NHS Highland	40	24/07/2023	4	4	4	4	4
CS2012307252	North	Pulteney House (Care Home)	Wick	Older People	NHS Highland	18	07/03/2025	5	4	5	5	5
CS2012307253	North	Seaforth House (Care Home)	Golspie	Older People	NHS Highland	15	24/04/2025	5	5	5	5	5
CS2012307262	West	Strathburn (Care Home)	Gairloch	Older People	NHS Highland	13	20/05/2024	4	3	4	4	3
CS2012307272	West	Telford Centre (Care Home)	Fort Augustus	Older People	NHS Highland	10	04/06/2025	4	3	3	5	4
CS2012307290	South	Wade Centre (Care Home)	Kingussie	Older People	NHS Highland	40	30/01/2025	5	4	5	4	4

Grading Legend	
0	Not inspected
1	Unsatisfactory
2	Weak
3	Adequate
4	Good
5	Very Good
6	Excellent

Improvement Notice 07/10/25

* Source of Data: Grades as published on Care Inspectorate datastore as at 30/09/2025 (www.careinspectorate.com), except for services noted below.

** Quality Inspection Framework Evaluations is the new grading system based on the 2017 Health and Social Care Standards, which the Care Inspectorate began rolling out as of July 2018

*** N.B. On 1st April 25 NHS/THC acquired CS201300755 Moss Park Nursing Home and is currently under Invernevis Registration. Source of Data: Grades as published on CI datastore 21/10/2025

*** Mull Hall and The Meadows reregistered by provider. Source of Data: Grades as published on CI website 21/10/2025