

# Kirklea Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
20 March 2025

**Service provided by:**  
Parkcare Homes No.2 Ltd

**Service provider number:**  
SP2003000147

**Service no:**  
CS2003000774

## About the service

Kirklea is registered as a care home for 11 adults with learning disabilities, some of whom may have physical disabilities.

Kirklea care home is a Victorian style, detached villa with parking situated close to Kilmarnock town centre, with easy access to bus and train links and to local amenities including shops, cafes and community resources. The service's main building has ten bedrooms over two floors, with one bathroom and one shower room on each level. There is a well maintained garden area at the rear of the building and next to the main house is another building with a further self contained flat.

The house has a comfortable living room, a laundry room, kitchen and dining room. At the time of this inspection, there were 11 people living at Kirklea .

## About the inspection

This was an unannounced inspection which took place on 17 and 19 March 2025. Two inspectors carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 11 people using the service and six of their family members#
- spoke with 16 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

## Key messages

- The service used their knowledge of people to offer very good person centred support
- Staff reported that they were happy and felt supported
- People were supported to take part in activities they enjoyed
- The service had strong links with external professionals

## 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 staff team?	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.

Staff knew people well and used this knowledge to offer very good person centred support. Any stress and distress behaviours were considerably and holistically managed. An inclusive and kind culture was promoted by the management team. Guidance was provided to people supported and staff to understand people's distress which resulted in tolerance and acceptance. We saw warm and respectful relationships with lots of laughter and fun. Family members told us "My sister has thrived since moving to Kirklea and is content and happy". This helped people to feel valued while respecting others.

People were encouraged to pursue their own interests and take part in the day to day tasks within the home. Individual wishes were respected, while still providing encouragement to try new things. People told us "I can spend my day listening to music or doing what I want." We were told of trips to shops, coffee places and supermarkets as well as attendance at clubs, events and trips out in the minibus. This helped people to stay active and develop new skills.

The importance of family connections to people's well being was recognised and facilitated using phones, video calls and visits to keep in touch. We saw people marking important events for family members. People told us "I have a brother in Aberdeen who I talk to on phone."

Mealtimes were informal and homely with people supported involved in the process. This was a sociable time with people enjoying each other's company. There were several choices on offer and the food was home cooked. People told us that they could be involved in cooking if they wished and that "I help with the shopping twice a week and can make a chicken curry from scratch." People's dietary needs were catered for in a discrete and respectful manner.

We saw that people were appropriately referred to external professionals and services. Feedback from these professionals reported that "the staff team follow support plans and specific support strategies that are in place." and that "communication is excellent, both when asked for information and if there are any concerns."

Staff knew people so well that they were able to pick up on any changes quickly and the positive relationships between staff and people supported meant that they felt comfortable to report any issues. Medication administration systems were robust and personalised. Regular audits take place. This helped to keep people safe.

## 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 children/people, therefore we evaluated this key question as very good.

There had been a degree of staff turnover within the home. The induction process for new staff was both comprehensive and flexible, with increased shadowing opportunities if required by either the staff member

or person supported. There was comprehensive on line and face to face training in all key areas and regular check in and progress reviews throughout. This ensured that people were supported by appropriately skilled staff.

Staff training completion averaged 90 -95% across all mandatory courses. Staff reported that they feel that the training is both useful and relevant. External professionals told us " I would comfortably state that staff are some of the best trained in any of the care homes that I visit in East Ayrshire. This can be seen in their approach and interactions with clients, which is compassionate and professional.." and people reported "Staff are nice and know what they are doing."

People supported took part in the recruitment procedure and safer staffing guidance was followed . People told us " Staff reported that they felt supported by the management team. Regular supervision sessions and staff meetings took place, with staff reporting that they felt able to put forward suggestions for service development. Staffing was consistent and could be flexed to meet any additional requirements such as hospital appointments, outings or other events.. This helped to meet people's needs.

The staff team demonstrated both warmth and respect within their interactions with people supported and each other. Staff told us that they all worked well together. Staff reported "this is a happy place both for residents and staff." Successes and achievements were celebrated both at home and company level. Families told us " the team that work with my brother show a greater level of maturity, care and understanding than any of the previous placements he has been in. " This helped to make people feel safe and confident.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The provider should obtain feedback from staff and external professionals to support care improvement within the quality assurance process. The provider should progress with a development plan based on their overall audit findings. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

**This area for improvement was made on 2 June 2022.**

#### Action taken since then

Staff questionnaires are distributed annually and the feedback used to inform service improvements. Regular staff meetings are held and review of the minutes show staff feedback being obtained. Staff report that the management team will listen to any ideas and are approachable.

We received 100% positive feedback from Professionals who report any suggestions or recommendations are acted upon.

There is a development plan in place which utilises feedback received .

This area for improvement is met.

### 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).

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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