

# Thistleknowe Care Home

## Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
16 May 2025

**Service provided by:**  
Scotcare LLP

**Service provider number:**  
SP2008009523

**Service no:**  
CS2007152799

## About the service

Thistleknowe Care Home is a privately owned service under the company name of Scotcare LLP. The care home is situated in a residential area of Beith, North Ayrshire close to local amenities and transport links. The service is registered to provide care to 16 older people who do not require nursing care. Of the 16 places, two can be used to provide respite care.

The accommodation comprises of a detached stone built villa, with a newer extension to the side of the original building. The older part of the building is over two floors, accessible by stair lift and consists of a small lounge, laundry, shower rooms and bedrooms, some of which have ensuite facilities. The newer extended part of the building includes the kitchen, lounge/dining area, assisted bathroom and bedrooms with en-suite toilet facilities.

## About the inspection

This was an unannounced inspection which took place on 15 and 16 May. 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 seven people using the service and one of their relatives
- Spoke with 11 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with one visiting professional

## Key messages

- Some improvements have been made to the environment but this needs to continue with an ongoing programme of improvements and refurbishment.
- Consistent management with good oversight of people's needs.
- Small service provides more personalised care.
- Feedback from people living in the care home and relatives are happy with the service provided.

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

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

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

People experiencing care should be supported in a kind and compassionate manner, by treating them with dignity and respect. As this is a small sized service. The staff are able to provide a more personalised standard of care and support. This helps to build up good supportive relationships. This also helps to ensure that the care know recognise individual's presentation and notice and respond to any changes or deterioration. This meant staff were able to access external medical/health professionals for assistance when required. Staff were then able to demonstrate evidence in care files of their input and response to any prescribed treatment regimes.

The care home medication administration procedures operates using individual, lockable storage cupboards known as 'pods' in each person's bedroom. This allows for a more individualised and dignified way to administer medication. We saw that the topical cream application records and the PRN of 'as required' medication forms were completed well with good detail. This was helped by the identification of a medication champion who was instrumental in implementing and monitoring the medication administration documentation. This helped to ensure good oversight of these procedures.

We also saw good audits checking the controlled medications and other high risk drugs. All staff undertaking involved in the administration of medication were suitable trained and supervised through competency assessments.

We observed the mealtime experience and note that the small room adapted for a dining area cannot accommodate everyone. Therefore some people remain in the lounge with tray tables in front of them. This limits the choices and opportunities for people. We note however that the feedback from people about the standard of nutrition was good and people were generally satisfied with this. The kitchen staff were flexible and responsive to people's choices and preferences. Including good knowledge of any specialised or adapted dietary requirement.

Feedback from people in the care home and relatives we spoke said the were satisfied with the care and support provided by the staff in Thistleknowe. They said the staff were friendly and caring providing a good standard of care and this gave comfort and reassurances regarding the standard of service provided.

**How good is our leadership?****5 - Very Good**

We evaluated this key question as very good, there were several strengths that helped to impact positively on people's outcomes.

The management and owner/provider of this care service has remained the same for several years. This has helped them build up a collaborative approach and continuity to the oversight and quality assurance procedures.

The manager has a well stocked folder of evidence and documentation covering all aspects of managing and running a care home facility. This allows the manager and deputy to maintain a very good standard of recording and evidence to support their implementation of a continuous improvement programme. The information in the folders were accessible and relevant to the job of providing analysis and interpretation of data, which in turn helps to improve outcomes for people by identifying risks and assessment of the care and support provided.

The folder contained evidence of regular reviews and evaluations from the audit data, covering areas such as pressure care, falls risk, accidents and incidents, staff training needs and care planning to mention a few. Overall, the manager had ensured that any issues relating to the quality assurance procedures were well addressed.

This positive leadership ethos was evident throughout the practices of the staff team within the care home. They worked well together and demonstrated a good understanding of their individual roles and responsibilities in maintaining good standards of practice.

The manager ensured that staff support and supervision sessions were up to date and this helped to maintain a good team spirit and culture within the service.

**How good is our staff team?****4 - Good**

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

People experiencing care can be assured that staff are skilled, knowledgeable and able to reflect on their practice. The manager has a good overview of the staff training requirements and these were printed out and displayed on spreadsheets. This helps to ensure that all staff have undertaken suitable training prior to working in the care home with vulnerable adults and have regular on going up dates and refresher training when required.

There was also a good support and supervision procedure for staff in place, as this is a small service the manager has regular face to face contact with most staff on a daily basis and this helps to build good working relationships and provides an opportunity for staff to be involved in the development of the service by sharing ideas, suggestions and being part of the process.

Recruitment and interview procedures were in place to ensure anyone coming to work in the care home is suitably vetted and checked prior to commencing employment. References, police checks, right to work, and other registration requirements were all in place and completed prior to the person working there. This ensures people are safe and secure and that staff are properly selected.

The various staff such as domestic, kitchen and laundry demonstrated they worked well together as a team and supported each other, as this is a small care home, the staff team is small and able to build good supportive positive working relationships. This helps to create a nice, welcoming and friendly atmosphere. This was evident in the good communication between the staff regarding any person's presentation or changes in health. Staff were able to respond promptly and access external medical/health professional support if required. This meant staff knew people well and could identify changes in how they presented.

## How good is our setting?

### 4 - Good

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

We reviewed the health and safety requirements covering the care home environment. The owner/provider undertakes most of these actions and responsibilities in relation to the monitoring of the annual servicing and maintenance checks. We sampled several folders with documentation and certificates in relation to the health and safety requirements and regular maintenance checks and found them to be of a good standard.

We saw they had invested in upgrading the interior decor of the care home, with people involved in the process of selection and choice. We noted the front driveway had been re-surfaced which improved the external appearance of the home as well.

We would encourage the owner/provider to continue to demonstrate their commitment to continually invest and maintain the environmental standards as best they can given the limitations of this small care home environment. (See Area of Improvement 1)

We will continue to make this an on-going area of improvement as the home continually requires investment and upgrading to ensure the environment is safe secure and offers good standards, that meets the needs of the people living there.

The home was clean and free from any odours and the domestic staff worked hard to keep the home looking fresh and welcoming. This helps to ensure people are living in a safe, secure and comfortable environment which has been maintained well.

## Areas for improvement

1. The provider needs to continue to invest in the upgrading and refurbishment of the care home environment. This should include updating and ensuring that all necessary servicing records and documentation is easily available. The provider needs to streamline the documentation in relation to the servicing and maintenance records and archive older documentation.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24)

**How well is our care and support planned?****4 - Good**

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

We reviewed the care and support plans, there were some good details and information that was person focused and provided good details of the individuals and their care and support needs. This also helped to provide a good picture of that person and their personality, character, life history and preferences. This meant people were not just seen by their level of need and support, but also respected and cared for as an individual person.

We saw that people in the care home and their relatives were involved in the care planning process by participating in the development of the content of the care plans. This helped to give reassurances about the way the person is supported. This was evident in the interactions we witnessed during our visits where staff knew people well and we received positive feedback from relatives we spoke to as well.

Care and support plans were audited by the manager and deputy to ensure these documents were kept up to date. This helped the staff team to provide a consistent level of support. This helped to keep people safe and reduce, minimise risks or potential dangers. There was good information regarding individual's choices and preferences which helped to maintain individuals sense of being.

The manager and deputy maintained good oversight of the care planning processes with regular reviews and discussion about individuals physical, health and clinical risks. This ensured that individual's healthcare needs were effectively monitored. The staff knew people really well and were able to develop good supportive relationships with people which helped them to identify when any concerns or issues arose. There was evidence of regular communication with external medical/health professionals to ensure people in the care home were properly supported. The service need to ensure that all the care plans are of a consistent standard across the board (See Area of Improvement 1)

**Areas for improvement**

1. The service should ensure that the information and content of the care planning is of a consistent standard and includes information such as life history, preferences, likes, dislikes and hobbies. This helps to create a more person centred approach and also ensure consistency of approach, in particular when responding to individual's physical presentation and also taking account of individual's choices, preferences and abilities. We saw that some re-organisation of the files would also make them flow better.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15)

## 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

We raised this area of improvement at the last inspection and work has only just started on addressing this. We discussed these issues again at length during the feedback meeting and encouraged the provider to speed up this process of refurbishment and ensure that all works are completed fully. We have continued this as an area of improvement to provide an opportunity for the provider to continue to upgrade these areas of need.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: "I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment" (HSCS 5.24)

**This area for improvement was made on 28 May 2024.**

#### Action taken since then

We saw that the owner/provider had invested in the internal decor of the care home and had resurfaced the driveway which helped to create a more welcoming external presentation of the care home.

This will be an ongoing area of need due to the age of the building and changing needs of people who require care.

We have therefore taken into account the work already done but recognise that this needs to continue. We consider this area for improvement to have been met, based on the work done to date, however will continue to monitor this to ensure the ongoing improvements are maintained.

### 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - 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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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