

# Miltongrange Nursing Home Care Home Service

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Carluke  
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**Type of inspection:**  
Unannounced

**Completed on:**  
3 July 2025

**Service provided by:**  
Popular Care Ltd

**Service provider number:**  
SP2006008208

**Service no:**  
CS2006117311

## About the service

Miltongrange Nursing Home is a care home registered to provide a care service to a maximum of 37 older people. The provider is Popular Care Ltd.

The home is situated near the centre of Carluke and is close to local amenities and shops and has good public transport links.

The accommodation available is over two floors with single en-suite bedrooms provided. There are communal areas within the building for people supported to access as well as a dining area for meals.

A lift is available between floors and there is a secure garden area, available for people supported, at the rear of the building to access the outdoors.

At the time of our visit, 36 people were being supported in the service.

## About the inspection

This was an unannounced inspection which took place on 30 June and 1 and 2 July 2025. 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.

To inform our evaluations of the service we:

- spoke with 14 people supported by the service and six relatives
- spoke with 15 staff and management
- received feedback from two visiting professionals
- observed practice and daily life
- reviewed documents
- reviewed online questionnaires returned by three people supported, four relatives and two visiting professionals.

## Key messages

- People supported, and their relatives, were happy with the care and support received and of the staff who provided the support.
- People benefited from positive relationships with staff who knew them well.
- Systems were in place to assess and monitor people's health and wellbeing needs.
- Some improvements are needed to ensure formal six monthly care reviews take place.
- Improvements to the environment were made and further refurbishment work was planned.

## 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 setting?	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 several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People living within the service benefited from positive, genuine and warm relationships with staff. Interactions we observed with people were respectful, considerate and caring. This ensured people felt valued and respected.

Staff had a sound knowledge of the needs and wishes of each person which enabled them to discreetly offer care and support when required. Staff helped support people to remember and celebrate important occasions and life events of those important to them.

People being supported, and their relatives, had confidence in the staff team. This meant that they felt safe, secure and well-cared for. One person supported told us: "Staff are great." Another person commented, "The staff are kind and caring" and another told us "I really could not ask for anything more."

Relatives we spoke to told us they were made to feel welcomed when they visited. Staff kept them well-informed and involved in their relative's care. Several relatives told us they were always contacted if anything changed in their relative's health or wellbeing. Comments from relatives included: "Some staff changes but see familiar faces" and "Any issues or concerns we have had have been dealt with appropriately."

Access to regular and meaningful activities is important for keeping well and having a sense of wellbeing. Staff helped people celebrate important events including birthdays and anniversaries. A varied activities programme had been developed and shaped by people's interests and included chair-based activities, bingo, outings, art and quizzes. People, staff and families took an active part in the recent local gala day, and people spoke very positively about the day. This meant people had been given opportunities to engage in activities within the home and connect with their local community.

We observed the mealtime experience and found staff to be overall positive. People were encouraged to eat independently whilst ensuring that gentle support was provided when needed. One person told us, "The food was good" and another told us "I look forward to the meals." A menu and visual choice of meals was available which enhanced people's experience. Drinks and snacks were available between mealtimes. We suggested that the management team continue to monitor mealtimes to ensure a more consistent approach is achieved by staff on each floor.

Having the right medication at the right time is important to help keep people well. Overall, medication administration and recording followed good practice. When medication was prescribed on an "as required" basis, protocols to guide staff in its safe use was in place which promoted the rights of people. The management team should continue to monitor records completed by staff to ensure that appropriate signatures are always in place. When medications are administered on an "as required" basis, the effectiveness of these should be consistently recorded.

A range of assessments meant staff detected changes in each person's health. Staff made appropriate referrals for support from external professionals when a specific need had been identified. Feedback from visiting professionals indicated that staff strived to provide good standards of care. There were good links with external health professionals and weekly visits from the GP practice. This helped to keep people well.

The service used an electronic care planning system. This had been effective for monitoring if the support needs of people were being carried out as planned. This included ensuring the hydration and nutritional needs of people who had been identified at risk were being met. The plans created a strong sense of the identity of each person and reflected how their levels of independence should be promoted. Regular evaluations were taking place.

However, we found formal care reviews were not consistently taking place with the person supported and/or their representative every six months. This helps to provide opportunities for people to get meaningfully involved in shaping and evaluating the personal plans (see area for improvement 1).

### Areas for improvement

1. To ensure that personal plans support good outcomes for people, the provider and manager should ensure that:

Six monthly reviews are used to accurately reflect all the person's current needs. This should include all aspects of health, social and emotional care, and include the views of any appointed relative/representative involved in people's care.

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) and "I am fully involved in developing and reviewing my personal plan, which is always available to me" (HSCS 2.17).

## How good is our setting?

## 4 - Good

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

Since the last inspection, there has been significant investment in the home including new boilers, rear garden space, new furniture, redecoration across the home and improved security.

People should expect that their environment is well-looked after with clean, tidy and well-maintained premises, furnishings and equipment. Cleanliness was of a good standard and effective systems were in place to assess and check the cleanliness of the home in terms of infection prevention and control.

People's rooms were personalised to their own taste with some people bringing specific items of furniture to make their room feel more individual. We carried out an environmental inspection of bedrooms and communal areas and found the overall standards of cleanliness to be good.

People could move around freely and had a choice about where to spend their time. Signage for orientation and seating was in place for people to stop for a rest if needed. This reassured us that residents were not restricted in their movements.

The home had an improved enclosed rear garden with points of interest and seating areas for people to use. These were accessible from the communal spaces in the home. People and families spoke to us positively of their involvement in the revamped garden and outside spaces. Regular access to fresh air and outdoor spaces can support people's physical and mental health.

A full-time maintenance person was employed in the service and a range of contracts were in place. Equipment had been serviced and maintained aligned to manufacturers' recommendations. We did identify some areas where the environment should be improved such as the Calder unit lounge television, waste collections and an updated fire risk assessment. The management team was proactive in responding to these during the inspection and we were assured that these actions would be completed.

## 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

To include people experiencing care and other stakeholders in developing the service, the provider should ensure that their views and opinions are reflected in the service's improvement plan. Where improvements are identified clear action plans, with timescales for completion, should be recorded. Regular reviews of the progress made should be undertaken and recorded.

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 16 July 2024.**

#### Action taken since then

There was evidence of the service using a range of ways including resident and relatives' meetings, care reviews and surveys/questionnaires to gather views and feedback to help improve the service. The service's improvement plan was being updated regarding the progress and any further actions needed and identified from stakeholder involvement.

**This area for improvement was met.**

#### Previous area for improvement 2

The manager should introduce a system of checking and recording the registration requirements and status of staff who require to be registered with professional bodies such as the Scottish Social Service Council (SSSC). Staff should be familiar with these registration requirements and codes of conduct.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

**This area for improvement was made on 16 July 2024.**

#### Action taken since then

There was evidence of a system and process in place for the management team to continually monitor staff members' professional registration. Monthly checks of the relevant staff members' nursing and social care professional registrations were taking place. Staff were aware of the professional codes of conduct. Registration was also part of the service's staff supervision agenda.

**This area for improvement was 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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