

Wheatlands Care Home Service

Larbert Road
Bonnybridge
FK4 1ED

Telephone: 01324 814 561

Type of inspection:
Unannounced

Completed on:
16 July 2025

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Service no:
CS2010272088

About the service

Wheatlands is part of Balhousie Care Group, which owns a number of care homes throughout Scotland. The care home is situated in Bonnybridge, near Falkirk and provides care for older people. The service is registered for 59 older people and is close to local amenities and public transport.

The accommodation is provided in a large sandstone building, with two additional extensions. The bedrooms are all single with the majority having ensuite toilet facilities.

Wheatlands has been registered as a care home since October 2010.

About the inspection

This was an unannounced inspection, which took place on 16 July 2025, to follow up on one requirement made at our last full inspection in May 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. In making our evaluations of the service we spoke with people using the service, staff and management, observed practice and daily life and reviewed documents.

Key messages

- The service met one outstanding requirement about the supply of hot water and bathing facilities.
- One bath was not working at the time of the inspection and was waiting to be repaired but this was not related to the supply of hot water.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 July 2025, to ensure people's care and support needs are met, the provider must ensure staffing arrangements are safe and effective. To do this the provider must, as a minimum:

- a) Ensure staff are present in such numbers to promote the provision of safe and high quality care.
- b) Use quality assurance mechanisms including, but not limited to, observations of practice to ensure there are consistent and effective work processes throughout the home.
- c) Demonstrate how, along with professional judgement, the outcome of people's assessments are used to inform staffing levels and arrangements; and
- d) Monitor staff wellbeing to promote the health, wellbeing and safety of people living in the service.

This is in order to comply with section 7(1) of the Health and Care (Staffing)(Scotland) Act 2019.

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

'My needs are met by the right number of people' (HSCS 3.15).

This requirement was made on 30 May 2025.

Action taken on previous requirement

This requirement was not assessed at this inspection as the timescale had not yet ended.

Not assessed at this inspection

Requirement 2

By 14 July 2025, in order to promote the safety and wellbeing of people living in the service, the provider must ensure hot water is available to all bathing, showering and washing facilities and that any repairs are completed as soon as possible.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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).

This requirement was made on 30 May 2025.

Action taken on previous requirement

The provider had worked hard to ensure hot water was supplied to all bathing, showering and washing facilities. The water system supplying the home was very old and complicated. The provider employed the services of an external contractor who identified and resolved the cause of the issue. The supply of hot water to two baths was resolved. On the day of the inspection only one bath was working as the other required a separate repair. We were assured this was a new issue, unrelated to the hot water supply, and the service was waiting on a date for contractors to make the repair. Although there was only one working bath in the home, we were satisfied a repair would soon be made to the other bath and people also had access to showering facilities in the meantime.

One tap in the visitors toilet was faulty, which the service agreed to replace. One bedroom had only a trickle of water coming from the hot water tap but it was unoccupied, and the service intended to fit a small water tank under the sink to increase the pressure before this bedroom is occupied in the future. All people living in the service had access to hot and cold water in their bedroom which meant they were at a reduced risk of infection.

Met - within timescales**Requirement 3**

By 5 January 2026, in order to promote the dignity and wellbeing of people living in the service, the provider must produce an indoor and outdoor environmental audit and carry out any actions identified. This must include but is not limited to:

- a) Redecoration of all private and communal areas.
- b) Replacement of any damaged flooring.
- c) Replacement of damaged or foul smelling chairs and sofas with new, matching furniture.
- d) Include the views of people living in the service when planning the refurbishment.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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).

This requirement was made on 30 May 2025.

Action taken on previous requirement

This requirement was not assessed at this inspection as the timescale had not yet ended.

Not assessed at this inspection**Requirement 4**

The provider must ensure that people experiencing care have opportunities to participate in appropriate social, recreational and stimulating activities, which are meaningful to them and consider their identified interests, needs, choices and preferences. This will provide an opportunity with the aim for people to fulfil

their potential and promote a good quality of life.

To do this, the provider must, as a minimum:

- a) Identify what is important to people and for support to be available for people to participate in activities which are meaningful to them.
- b) Ensure staff have a person-centred approach to care, which supports peoples physical, mental and emotional wellbeing and improves their quality of life.
- c) Ensure care staff have an understanding and knowledge of how meaningful activities can have a positive impact on people's health and wellbeing.

To be completed by: 27 February 2025.

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

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011(SSI 2011 / 210)

This requirement was made on 27 November 2024.

This requirement was not met at the previous inspection on 6 March 2025 and we extended the timescale to 9 May 2025 nor at the inspection on 30 May 2025 and we further extended the timescale until 31 July 2025.

This requirement was made on 27 November 2024.

Action taken on previous requirement

This requirement was not assessed at this inspection as the extended timescale had not yet ended.

Not assessed at this inspection

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

In order to protect the health and wellbeing of people experiencing care, the service should ensure the labels on topical medicines are clearly readable and each medicine is signed and dated when opened.

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

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 30 May 2025.

Action taken since then

This area for improvement was not assessed at this inspection.

Previous area for improvement 2

People should be assured they will be supported to the toilet as per their assessed needs, to ensure continence is promoted and their dignity is being maintained. The service should ensure staff are aware of people's continence management plan and how this is to be implemented.

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

'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 29 October 2024.

Action taken since then

This area for improvement was not assessed at this inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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