

Murdostoun Neurological Care Centre Care Home Service

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Telephone: 01698 384 055

Type of inspection:
Unannounced

Completed on:
22 July 2025

Service provided by:
Active Neuro Ltd

Service provider number:
SP2021013626

Service no:
CS2021382526

About the service

Murdostoun Neurological Care Centre is a service that specialises in providing care to a maximum of 26 adults living with long-term neurological conditions and/or a long-term traumatic brain injury. The provider is Active Neuro Ltd, which is part of Active Care Group.

The care home is purpose built. All bedrooms are ensuite with showers. The main living areas are on the ground floor, with smaller lounges throughout both floors.

The home is situated amongst vast grounds which are shared with another service. The service has daily access to a minibus and this is well used to support people to go out in the local community.

At the time of inspection, 24 people were living here.

About the inspection

This was an unannounced inspection which took place on 21 - 22 July 2025 between 07:00 and 18:15. The inspection was carried out by two inspectors 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 nine people using the service. We also obtained feedback via a pre-inspection questionnaire from five people.
- Spoke with 24 staff and management, along with feedback via a pre-inspection. questionnaire from one staff.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from seven visiting professionals.

Key messages

- People experienced warmth, kindness and compassion in how they were supported and cared for.
- Peoples rights, choices and support to maintain their independence was strongly advocated for through discussions at reviews and multi disciplinary meetings.
- A dedicated activity team of three staff had started since the last inspection. People spoke very highly of them and the improvements they had made to enhance their wellbeing.
- People benefited from access to a tasty, varied diet. They could choose from a variety of meals, snacks and drinks.
- The environment was clean and tidy with no evidence of intrusive smells.
- There were clear planned arrangements for the regular monitoring and maintenance of the premises and the equipment to ensure people were safe.

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 setting?	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.

People experienced warmth, kindness and compassion in how they were supported and cared for. People living in Murdostoun Neurological Care Centre were very happy with the care and support and spoke of how their experiences had been enhanced since our last inspection. One person told us, "Staff are good and speak with respect", whilst another explained, "Staff are great."

People felt they were talked to in a dignified way which made them feel valued. One person explained, "I appreciated the manager asking me for my views and that they trusted what I was saying to them". People's preferences and choices were recorded in relation to their care and support.

People's rights, choices and support to maintain their independence was strongly advocated for through discussions at reviews and multi-disciplinary meetings. These have resulted in people gaining confidence and independence through a non-restrictive approach where possible.

A dedicated activity team of three staff had started since the last inspection. People spoke very highly of them and the improvements they had made to enhance their wellbeing. They supported people to get involved in a range of activities and interests. They supported people with both their physical and mental health. One resident explained, "I'm getting out so much more", whilst another told us, "I've now been to places that I've never been before". Other comments included, "I'm now going to the local pub weekly and the people there now know me", "I enjoyed the safari park and seeing the monkeys" and "I like the new pool tournament that's started".

We found that people benefited from daily activities that were taking place to places such as beaches, safari park and Strathclyde park for walks. There were pictures and videos to support how people had spent their time. People pictured were smiling, laughing and enjoying the activity they were taking part in. Staff talked about people's faces lighting up when they went to such places as the Botanic Gardens, and seeing the colour and the size of the gardens.

People who preferred to spend time in their rooms or needed one to one support also benefitted from visits from the activity team to their individual rooms. This included reading out the newspaper and discussing the news from that day. People enjoyed these and appreciated the effort being made to ensure they felt included.

The atmosphere across the care home was welcoming and friendly and the strong values and aims of the service were demonstrated and visible at all levels. People knew the staff team well and we witnessed strong and positive relationships, humour, fun and respectful interactions between people and the staff. There was a whole team approach. Time was taken by care staff during personal care to promote their dignity and self-esteem.

People benefited from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from their in-house and external healthcare professionals. One professional told us, "The unit manager always provides regular updates and responds to any queries on a timely basis",

whilst another explained, "Murdostoun have a good grasp of my clients complex health and care needs and are well equipped to respond to them sufficiently".

People benefited from access to a tasty and varied diet. They could choose from a variety of meals, snacks and drinks. One person said, "The food is good and there's plenty choices", whilst another said, "I can always go and have more if I'm still hungry". We observed mealtimes to be relaxed and well organised, with home cooked meals. The service arranged to have a take away every second Saturday, which people really looked forward to. People were very well supported by staff as needed.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the environment and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

People benefited from a comfortable, warm and homely environment where residents were able to sit and chat to each other. They were supported by staff to choose where to spend their day.

There were various areas for people to use out with the main lounge and dining room. These were cosy and homely.

The environment was clean and tidy with no evidence of intrusive smells.

The setting had recently benefitted from some new seating and furniture, with plans for further refurbishment going forward.

People were encouraged to personalise their bedrooms to ensure that they were individual to their taste by adding home comforts including photographs and other memorabilia.

The care home is set in vast open grounds with farmland surrounding it. People were very well supported to access the local community using the service's minibus. Some people went for long walks around the grounds and driveway.

There were clear planned arrangements for the regular monitoring and maintenance of the premises and the equipment to ensure people were safe.

Staff were aware of environmental cleaning schedules and clear about their specific responsibilities. Staff carrying out housekeeping and cleaning in the service were familiar with required environmental and equipment decontamination.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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