

Creggan Bahn Court Care Home Service

2 Seafield Road
Ayr
KA7 4AA

Telephone: 01292 263 723

Type of inspection:
Unannounced

Completed on:
14 July 2025

Service provided by:
MMCG (2) Limited

Service provider number:
SP2018013105

Service no:
CS2022000165

About the service

Creggan Bahn Court is a care home for older people situated in the coastal town of Ayr. The service provides nursing and residential care for up to 58 people. The main building has been extended with double storey extensions at both sides.

Bedrooms are en-suite and vary in size and style, some of the ground floor bedrooms have patio doors opening into a safe garden. Upper floor bedrooms are accessed by a lift.

People have access to various lounge and dining areas, of different sizes, to accommodate social interaction.

The garden areas and grounds of the care home are well maintained and the home benefits from having easy access to the local town centre of Ayr and the beach front, only a short few minutes walk.

The service was supporting 56 people at the time of inspection.

About the inspection

This was an unannounced inspection, which took place on 15,16 and 17 of July 2025 between 10:30am and 20:20pm. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with seven people using the service and four of their friends and family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents including 47 returned questionnaires 11 from people supported, 16 from relatives and 16 from staff members

Key messages

- The staff were respectful and kind in their interactions with people supported
- Staff use their very good knowledge of people to provide person centred support
- Families felt included in their loved ones care
- Mealtimes were relaxed and sociable
- People benefitted from a clean and comfortable environment that was well maintained and equipped.

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.

Staff engaged with individuals in a respectful and compassionate manner. They demonstrated a strong understanding of the people they supported, which translated into high-quality, person-centred care. Individuals' preferences were acknowledged and, wherever possible, acted upon. People shared positive feedback, stating, "The staff are kind," and "They let me live my life the way I want to." This contributed to individuals feeling valued and respected.

Appropriate referrals to external professionals were made when necessary, and the guidance provided was followed effectively. Any changes to care were promptly reflected in the care documentation. Support plans were personalised and demonstrated that staff had a thorough knowledge of each individual's needs and preferences.

Health conditions were clearly documented within support plans, offering staff detailed guidance on both the nature of the conditions and their impact. The management team maintained strong oversight of individuals' medical needs, ensuring timely and appropriate treatment and support. One family member remarked, "My mum's diabetes has never been so well managed."

Medication procedures were well-organised and effectively managed. The use of electronic medication records enabled real-time checks and supported efficient auditing processes. This contributed to improved health outcomes and ensured individuals' wellbeing was safeguarded.

Mealtimes were calm, sociable, and supportive. Individuals received assistance in a dignified and appropriate manner. Recent improvements to the dining experience for those requiring additional support were evident. Table settings were consistent across all dining areas, and meals were attractively presented. People commented, "The food is excellent and there is plenty of it," which enhanced their overall sense of wellbeing.

Care records were completed electronically and in real time. A robust system was in place to monitor and address weight loss. Kitchen staff had recently received updated training in food fortification, and small, high-calorie desserts had been added to the tea trolley. These measures ensured that individuals' nutritional needs were met effectively.

A varied and engaging activities programme was in place. Individuals expressed their enjoyment, saying, "I like keeping busy and there is always plenty to do." A family member added, "I am astonished at the variety and range of activities on offer." These opportunities supported skill maintenance and social interaction.

Care reviews were conducted regularly, and families were kept informed of any changes. Feedback from relatives was overwhelmingly positive, with comments such as, "Staff have been wonderful, cannot fault them," and "They go above and beyond." This fostered a sense of inclusion and reassurance among families, who felt welcomed and involved in their loved ones' care.

How good is our setting?

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.

The environment was clean, fresh, and maintained to a high standard, with evidence of ongoing improvements such as the installation of wet rooms. Bedrooms were observed to be well-presented, clean, and personalised, contributing to individuals feeling valued and respected.

The maintenance team operated efficiently and collaboratively, ensuring that all routine tasks were completed as required. Maintenance records were comprehensive and demonstrated that regular checks were consistently carried out. Where tasks fell outside the remit of the in-house team, appropriate risk assessments and service agreements were in place, supporting a safe and well-maintained environment.

The electronic reporting system provided a transparent and trackable method for logging repairs that could not be completed internally. This enabled effective management oversight and ensured timely follow-up, reducing the risk of outstanding issues being overlooked.

The gardens were extensive, well-maintained, and accessible from several rooms via patio doors. While individuals could access the outdoor space, they were required to request that doors be unlocked. It is recommended that options be explored to enable more independent access to the gardens, which could further enhance individuals' wellbeing.

Multiple communal areas were available throughout the home, offering opportunities for both private time and social interaction with friends and family. Further development of these spaces to support small group living could enhance individuals' sense of purpose and wellbeing. The recently appointed Dementia Ambassador was actively exploring ways to adapt the environment to better meet the needs of individuals living with dementia, supporting greater independence and quality of life.

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
1.3 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.