

## Kirknowe Nursing Home Care Home Service

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Telephone: 01698 360 557

**Type of inspection:**  
Unannounced

**Completed on:**  
28 July 2025

**Service provided by:**  
HC-One No. 1 Limited

**Service provider number:**  
SP2016012770

**Service no:**  
CS2016349819

## About the service

Kirknowe Care Home is owned and managed by HC-One No. 1 Limited providing accommodation for up to 90 people. All bedrooms are single, with partial ensuite facilities. The spacious grounds are well maintained and provide safe, enclosed areas for people to enjoy.

There is a sizeable car park and the home is easily accessible by public transport and close to local amenities.

The service registered with the Care Inspectorate on 23 November 2017.

On the date of the inspection there were 90 people living in the home.

## About the inspection

This was an unannounced inspection which took place on the 23 and 24 July between 07:00 and 15:30.

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, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with five people experiencing care
- reviewed responses to questionnaires from three relatives of people experiencing care, 18 staff and four external professionals
- spoke with a number of staff and the management team
- sampled service documentation
- observed practice and daily life for people experiencing care and staff.

## Key messages

- People were very happy with the care and support they received in the service.
- It was anticipated that staff would adopt the newly introduced care planning system more effectively
- Positive and caring interactions were seen between staff and residents.
- A staff rotation system had been implemented across all units, with staff regularly engaged in consultation to support collaborative decision-making.
- The environment people lived was of a very good quality.

## 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

Our overall evaluation for this key question was very good. We found the service had significant strengths in keeping people safe and meeting their needs.

Throughout our inspection visits, we consistently observed that people were treated with dignity, respect, and genuine care. Staff interactions across all units of the home were warm and supportive, reflecting a deep understanding of each resident's individual needs. A formal observation in one unit reinforced these findings, with similarly caring and attentive engagement noted. When speaking to residents comments shared included: 'Staff are wonderful.' 'Love the place'. 'It is as near to home as you can get.' 'Staff can't do enough for you.' 'Food has good and bad days but you can't please everyone all the time.' 'Staff look after me well.' This positivity and high regard for staff further evidenced the very good quality of care people were receiving.

Residents appeared well kempt, comfortable, and positively engaged with both care and support staff. Staff members we spoke to expressed pride in the high standards of care provided. The relaxed and friendly atmosphere, combined with the very good levels of observed care, clearly contributed to the wellbeing of those living in the home.

Care planning was generally carried out effectively. A new online care planning system had recently been introduced within the home, and staff were still in the process of adapting to the updated procedures. As a result, some care plans and daily records showed inconsistencies in the level of detail and could benefit from greater clarity and completeness. Despite this transitional phase, it was evident that the service maintained strong engagement with external professionals when required. This collaborative approach ensured that individuals' day-to-day needs were being met, and that treatments were having a positive impact on their overall wellbeing.

Staffing levels and the mix of staff were appropriately maintained to meet the needs of individuals using the service. A staff rotation system had been implemented across all units, which appeared to be functioning effectively. Staff reported that they were consulted regarding staffing arrangements, and while certain times of day could still be busier than others, the majority felt that current staffing levels supported the delivery of high-quality care. A small number of staff, responding to our questionnaires, indicated that they occasionally felt rushed when providing care and support. This feedback was shared with the management team during the inspection feedback meeting for further consideration.

## How good is our setting?

5 - Very Good

We assessed this key question as very good based on the significant strengths observed across the service, which clearly outweighed any areas for improvement.

The service was consistently clean, tidy, and free of clutter. Communal areas were spacious, welcoming, and well-maintained, with environmental hygiene upheld to a high standard. Several areas displayed particularly impressive décor, including modern furnishings and new flooring. Improvements had been noted since the previous inspection, reflecting ongoing investment in the quality of the environment.

While the environment was generally well-kept, some scuff marks were observed on walls and doors, which impacted the overall appearance. However, discussions with staff confirmed that when such issues were reported, the maintenance team responded promptly to carry out the necessary repairs. This highlights an effective system in place for managing upkeep and ensuring the service remains safe and visually pleasant for residents.

Residents benefited from large, secure, and well-maintained garden spaces, which they could access independently when the weather permitted. The home offered ample, well-lit communal areas, allowing residents the freedom to choose where they wished to spend their time comfortably. Comments from relatives responding to our questionnaires included: 'The care home is well set in grounds which are looked after and neat and tidy.' 'The setting both inside and externally, offers our family member the opportunity to feel, happy, relaxed and safe their new care home setting.'

A dedicated maintenance team was in place to address environmental upkeep and ensure compliance with health and safety requirements. Maintenance records were current, verifying that equipment such as hoists and water systems were safe and of good quality.

## 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 ensure people's needs are properly met and staff wellbeing is considered, the service should investigate, monitor and resolve staff concerns regarding staffing levels.

This is to ensure that care and support is consistent with Health and Social Care Standard (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15); and 'People have time to support and care for me and speak to me' (HSCS 3.16).

**This area for improvement was made on 18 September 2024.**

#### Action taken since then

Staff across all units reported that the staff rotation process introduced since the last inspection has had a positive impact, benefiting both employees and residents. There was a consistent view that current staffing levels are sufficient to meet operational demands. Furthermore, staff expressed confidence in their ability to raise staffing concerns with management, who remain approachable and responsive to such discussions.

This area for improvement had been 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?	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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