

Elderslie Project Care Home Service

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Type of inspection:
Unannounced

Completed on:
25 July 2025

Service provided by:
The Mungo Foundation

Service provider number:
SP2003000182

Service no:
CS2004060920

About the service

Elderslie Project is a care home registered for nine adults with learning disabilities who may also have a physical impairment.

The home is in the residential area of Elderslie in Renfrewshire. Local amenities and transport are within walking distance of the home.

Accommodation consists of two purpose-built bungalows, one of which is for five people and the other for four people. Each bungalow provides single bedrooms. There are no en-suite facilities in the bedrooms, in each bungalow there is a shower wet room and an assisted bathroom, a lounge/dining room and domestic kitchen.

The larger bungalow has a sensory room, and a laundry room. A staff office is in the smaller of the bungalows.

Shared garden areas surround each bungalow and car parking is available directly outside the home.

Nine people were living at the home at the time of the inspection.

About the inspection

This was an unannounced inspection which took place on 22 July 2024 between 10:00-18:30 and 23 July 2024 between 07:30-14:30. 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 and two of their family
- Spoke with five staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with one visiting professional

Key messages

- Care planning was person-centred and reflected individual needs.
- Staff had a good understanding of the people they supported.
- Environmental upgrades created a more engaging and welcoming space.
- People had access to meaningful activities and the wider community.
- Families were actively involved in care and decision-making.

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 experiencing care should expect that their health and wellbeing are actively promoted through safe, compassionate and person-centred support. We found the service had a clear and positive impact on the health and wellbeing of people who were being supported. Staff demonstrated a strong understanding of individuals' needs and care was delivered in a way that promoted dignity, independence and meaningful outcomes. One professional fed back to us that the support was "the best we've seen," noting the positive impact of consistent key working and effective communication.

Person-centred planning was a strong area. Plans were regularly reviewed and updated. They included key elements such as one-page profiles, life stories, communication plans and relationship circles. Each personal plan was clearly linked to individual outcomes and goals for people. Key workers had good oversight of people's needs and always responded in a kind, caring and respectful way. This approach helped people feel seen, heard and supported in ways which were meaningful to them.

Staff used a range of non-verbal communication styles and knew how each person responded. We saw that families were actively encouraged to be involved in their loved ones' lives and regular feedback was sought from them. Families felt respected and listened to. They felt comfortable about approaching staff and management to discuss anything, and this helped ensure good relationships and emotional connections between the service, people using the service, and their families. One relative told us they felt reassured knowing their family member was happy and well cared for "We have built a great relationship with the staff. It really makes a difference".

Physical health was well supported by the service. Risk assessments for mobility and falls were thorough, and people were encouraged to stay active with the right aids and input from occupational therapy and physiotherapy. Staff focused not only on keeping people safe, but also on enabling them to remain as active as possible. Preventative care around skin integrity was effective, with no pressure ulcers reported. Skin checks were routine and well documented.

Nutritional needs were assessed and monitored appropriately. People with swallowing difficulties had specialist assessments, and staff followed guidance carefully. Mealtimes were calm and inclusive, with staff joining residents at the table. Menu planning reflected individual preferences, and dietary changes were communicated clearly between staff. This ensured people enjoyed their meals, were well nourished and felt safe.

Personal care was delivered respectfully and privately, tailored to each person's preferences. We saw that medication was well managed for people. This ensured that people were kept safe by receiving the right medication at the right time.

Mental and emotional wellbeing were treated as equally important as physical health. Staff used a positive behaviour support approach and understood individual triggers for people. There was clear guidance on how people expressed discomfort or distress, and this helped staff respond in the right way, ensuring that people were comfortable, calm and emotionally satisfied. People's emotional needs were met with empathy and skill, which reduced any distress and enhanced wellbeing.

There were a variety of activities for people based on their individual interests, and people were engaged, relaxed and motivated.

Handover meetings between staff were detailed and consistent, and weekly updates helped staff stay informed. As a result, staff felt confident about any changes in care and how it was provided.

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.

People should expect to experience care in a setting that is welcoming, well-maintained, and designed to support both comfort and dignity. The environment had improved in ways that positively affected people's wellbeing and engagement. Communal areas had been redecorated with calming, modern decor, and a new sensory room had been introduced. Staff shared that these changes had "lifted people's mood" and increased engagement. These changes made the areas feel more welcoming and helped people to feel relaxed and enjoy a better quality of life.

Bedrooms were personalised and reflected individuals' tastes, with families having input into the decoration to help make the space feel familiar and homely. The secure garden was attractive and well used. It featured sensory-friendly plants which added to the appeal of the space. Staff spoke positively about the contributions made by family members in designing and maintaining the garden. These personalised and well-kept spaces helped people feel at home, and provided them and their families with relaxing, enjoyable places to spend time.

Shared spaces were used flexibly, with staff and people interacting naturally. The layout supported choice and movement, and a calm, relaxed atmosphere was observed.

Cleanliness and safety were well managed. All areas were tidy and odour-free. Equipment had been correctly serviced, and all safety checks were up to date, ensuring that people were safe.

As a result of housekeeping vacancies, cleaning was mainly carried out by night-shift staff. Although we observed no negative impact at the time of our inspection, the priority of night-shift staff is to provide care. As a result, staff may not always be able to give their full attention to cleaning tasks. We suggested to the manager that this was something that should be closely monitored to ensure that all infection prevention and control measures were consistently met.

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

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