

Caledonian Court Care Home Care Home Service

Victoria Road
Larbert
Falkirk
FK5 4NA

Telephone: 01324 556 322

Type of inspection:
Unannounced

Completed on:
19 August 2025

Service provided by:
Care UK Limited

Service provider number:
SP2003002341

Service no:
CS2011300795

About the service

Caledonian Court Care Home is a purpose built care home for up to 72 older people. The service is provided by Care UK. The service was registered with the Care Inspectorate on 31 October 2011.

The home is in a residential area of Larbert and close to a number of local amenities, including a train station, which is on the main Glasgow-Edinburgh line.

The care home is on two floors with lift access to the first floor. The home is split into five units. Each unit has its own lounge, dining room and kitchen. There are enclosed garden and patio areas for people to use. There is also a cinema room.

About the inspection

This was an unannounced inspection, which took place on 19 August 2025, to follow up on a requirement we made at the previous inspection. 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 five people using the service and two of their family.
- Spoke with seven staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- The service had made improvements to the way they arrange staffing.
- The service was working to further improve staffing arrangements.
- Staff communicated well with one another.
- People living in the service were treated warmly and respectfully.

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 good is our staff team?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and outweighed areas for improvement.

The provider had improved staffing arrangements since the last inspection. The leadership team worked hard to consult with staff about the way they work and together came up with a revised process of staff allocation. The leadership team collected feedback and most staff said the change in the way they arrange staffing had positive outcomes; some examples were that there was better team work and communication, staff sickness absence had reduced, there was improved skill mix and improved staff confidence. The service used a staffing tool to work out how many staffing hours they needed each week and provided enough staff to meet or exceed these hours. The manager also used professional judgement to ensure staffing arrangements met the needs of people living in the service. Staff were more visible throughout the home than at the previous inspection. This meant people could expect to have easier access to staff than they could previously.

The provider was working to further improve staffing arrangements. One person experiencing care said, "Sometimes staff come immediately and other times it takes a bit longer, for example if they are showering someone but you need to make allowances for these things. It can be a bit rushed at times, it just depends." and another person said, "I have no complaints about them. They take their time with me." Five staff had been recruited since the last inspection and a further four staff were waiting to begin employment. Staff were happy with the current progress but acknowledged there was further improvement to be made. Staff said sometimes they spent time finding towels in the morning which took them away from supporting people. We discussed this with the leadership team who were aware of this and had ordered more towels and other linen. We will review progress at the next inspection.

There were improved working relationships between staff. Staff communicated well with each other and were happy to offer support to colleagues when required. There was a calm and relaxed atmosphere in the service and people experiencing care were attended to warmly by staff. One family member said, "My relative has a very good rapport with staff; everyone likes them" and another said, "They all seem to love my relative." This meant people could be confident they would experience warmth, kindness and compassion in how they were supported and cared for because staff worked well together.

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

Requirements

Requirement 1

By 8 August 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 as to promote the provision of safe and high quality care.
- b) Demonstrate how the outcome of people's assessments are used to inform staffing levels and arrangements; and
- c) 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 15 May 2025.

Action taken on previous requirement

We reviewed this requirement and re-evaluated key question three, 'How good is our staff team?' Please refer to 'How good is our staff team?' for more information.

Met - within timescales

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 promote people's health and wellbeing, the provider should ensure that all people in the service have access to meaningful and stimulating activities. People's engagement with these activities and the activities on offer should be accurately recorded to allow effective reviews to take place.

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

1.25: '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.'

This area for improvement was made as a result of complaint inspection 2024134425.

This area for improvement was made on 30 October 2024.

Action taken since then

This area for improvement was not assessed at this inspection and will be reviewed at the next inspection.

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 good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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