

Kyle Court Nursing Home Care Home Service

23 Lochore Avenue
Paisley
PA3 4BY

Telephone: 01418 491 889

Type of inspection:
Unannounced

Completed on:
21 August 2025

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300847

About the service

Kyle Court Nursing Home is in a quiet residential area of Paisley and provides nursing care for older adults. It can support up to 60 residents, including 30 people living with dementia. At the time of our inspection, the home was fully occupied. The provider is HC-One Ltd.

The building is a purpose-built two-storey building. Each resident has their own bedroom with a toilet and wash hand basin. There are shared bathrooms and showers throughout the home.

Each floor has a choice of lounges and dining areas. There is a large, enclosed garden that residents can access from the ground floor. Two lifts help people move between the floors.

About the inspection

This was an unannounced inspection which took place on 19, 20 and 21 August 2025. 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 12 people using the service and six of their family members.
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- reviewed 17 survey responses from people using the service, family members and staff
- spoke with one visiting professional.

Key messages

- Staff showed kindness, skill and responded quickly when people needed help with their health
- Staff worked closely with external health professionals to give people the right care at the right time
- People took part in a range of activities that helped them stay active
- Families were involved in everyday life at the home
- The home was clean, comfortable and well maintained but some areas could be improved for people living with dementia

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?	4 - 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 evaluated this key question as very good because we found significant strengths that had a positive impact on people's health and wellbeing.

A compassionate, dedicated and knowledgeable staff team supported people. We saw many positive and caring interactions that showed staff knew people well. One family member said staff were "absolutely amazing," and another said they go "above and beyond".

Staff provided responsive and high-quality health support. The service used recognised health assessment tools, worked closely with health professionals, and kept accurate records. Staff worked closely with health professionals to support people with a range of health needs including stress and distress symptoms, falls, and skin health issues. The service was moving from paper records to an electronic system. Staff had made a strong and focused effort to transfer people's information. Staff said the new system made paperwork quicker to complete, which gave them more time to spend with people. Some records such as food and fluid charts had not been fully transferred to the new system. We discussed the importance of keeping records consistent in one system to help keep care safe for people.

Staff managed medication well and made sure people received the right medicines at the right time. Nursing staff understood their role and responsibilities in relation to safe medication practice. Regular internal and external audits, along with competency checks, helped build staff confidence in giving the right medicines safely. This support helped people stay well and provided useful information for health assessments.

People benefited from a varied and well-balanced diet. Staff supported people at mealtimes in a kind and discreet way that respected their dignity. People could choose from a range of snacks and drinks throughout the day. Staff helped people make food choices at mealtimes. Some improvements were needed for those who have difficulty communicating their preferences. We suggested using pictorial menus and/or visual show plates and regularly offering alternatives. Supporting people to have more meaningful choice over what they eat can bring quality to their life.

Staff kept clear records of food and fluid intake for people who needed it to support their health. They shared information about dietary needs with well-trained kitchen staff, which helped keep people safe when eating and drinking. There was a relaxed and unhurried atmosphere during most mealtimes. We observed one mealtime that was not well organised. This meant some people with higher support needs may not have had enough to eat or an enjoyable dining experience. The management team responded to feedback promptly during the inspection, and we saw improvements in people's experiences. We asked the service to prioritise leadership during mealtimes so that staff feel more confident in their roles.

Dedicated activity workers and the staff team worked hard to help people get the most out of life. Staff offered a varied schedule of group and individual activities. An external provider delivered exercise classes that supported people's physical wellbeing. Through conversations with relatives and our observations, it was clear that the service fostered a warm, open-door atmosphere that helped people stay connected to their loved ones. The recent repair of the minibus enabled more community outings, which were having a positive impact on people's activity levels and wellbeing.

How good is our setting?

4 - Good

We evaluated this key question as good because we saw several strengths in the environment that supported positive outcomes for people. These strengths clearly outweighed the areas that needed improvement.

The layout of the home supported people's comfort, independence and wellbeing. Wide corridors and accessible spaces made it easier for people to move around safely. People chose to spend time in a mix of private and shared areas, and staff supported them to use these spaces throughout the day. The service had improved the upper floor by adding new flooring and decorating a family room, which created a welcoming space for larger family gatherings. People shared their views about the environment during resident and relative meetings, which meant that people had regular opportunities to influence the décor and use of space in the service. People had en-suite toilets and hand basins, but no showers in their rooms. Staff stored laundry hampers in the communal bathrooms because of limited space. We asked the provider to change this so bathing was more comfortable for people.

People used and enjoyed the large, well-kept garden during our visit. Although the garden was open, people could only access it through an alarmed fire door, which may have discouraged regular use. We asked the service to look at ways to make it easier for people to get outside more often, so they could stay active and maintain their independence.

People benefited from a homely and personalised environment. Bedrooms reflected individual tastes and interests, helping people feel connected to their surroundings. We saw thoughtful touches throughout the home, including meaningful pictures and activity stations that reflected people's histories and experiences. One family member described the home as "spotlessly clean everywhere," while another said, "very comfortable surroundings. Dining room beautifully presented. Improving the setting is a constant." This feedback assured us the provider was maintaining the environment to a good standard.

Some parts of the upper floor needed improvement to better support people living with dementia. Limited signage made it harder for people to find their way around. The space also felt less welcoming than the first floor. There were noticeboards in the corridors, but most were blank and didn't provide clear information about activities or events people could take part in. We suggested using the King's Fund audit tool to help make the environment more dementia-friendly.

Staff kept the home very clean and well maintained, which helped keep people safe and reduced the risk of infection. Domestic and laundry staff kept the home very clean by following cleaning schedules based on good practice guidance. The provider carried out regular safety and fire checks, including maintenance records for equipment like lifts, hoists, beds and gas systems. We noted that the Fire Safety Risk assessment was overdue. The manager confirmed that a new assessment was scheduled in the coming weeks. It is important that a fire risk assessment is completed annually to meet fire safety standards and keep people safe.

We found that the temperature was too high in some parts of the home, which made it uncomfortable for people during warm weather. One upstairs toilet was extremely hot, and both lounges were warm at different times of the day. The provider confirmed they had ordered air conditioning units and were fixing an issue with underfloor heating. These changes were important to support people's comfort, health, and wellbeing.

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 support people's involvement in service improvement, the provider should ensure both formal and informal feedback is gathered, analysed and included in the service improvement plan.

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

'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.8).

This area for improvement was made on 12 July 2024.

Action taken since then

The service used monthly quality audits and daily walkarounds to inform its improvement plan. These regular checks helped staff listen to people's views and respond quickly to any issues. The service also held resident meetings to gather formal feedback. Records we reviewed showed that residents shared ideas for improving garden areas and personal rooms.

This area for improvement has been met.

Previous area for improvement 2

To support staff learning and development the service should ensure staff have regular access to formal supervision. Written supervision records should reflect the discussion that took place and identify goals for staff development and training.

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

'I have confidence in people because they are trained, competent and skilled, area able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 12 July 2024.

Action taken since then

The service used regular supervision and annual growth conversations to support staff development. These sessions helped staff set goals, identify training needs, and reflect on how their values shaped their work. The service encouraged both positive and developmental feedback, creating a more meaningful and supportive approach to supervision.

This area for improvement has been met.

Previous area for improvement 3

In order to ensure the environment continues to meet people's needs, leaders should audit the quality of the environment and identify priority areas for improvement. People using the service and their representatives should be consulted about improvements to ensure their views are heard. The environmental improvement plan should identify timescales for improvements using SMART principles (Specific, Measurable, Achievable, Realistic, Time-bound).

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

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

This area for improvement was made on 12 July 2025.

Action taken since then

The service made progress in improving the environment and involving residents in decisions. Staff gathered feedback through resident meetings, which helped guide changes like new carpeting and repainting upstairs. The service had a clear plan to improve the environment, with specific actions and time frames. Managers carried out regular quality checks to support this.

This area for improvement has 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.

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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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