

Three Towns Care Home Care Home Service

20 Afton Road
Stevenson
KA20 3HA

Telephone: 01294 469 711

Type of inspection:
Unannounced

Completed on:
27 October 2025

Service provided by:
Holmes Care Group Scotland Ltd

Service provider number:
SP2020013480

Service no:
CS2020379127

About the service

Three Towns Care Home is registered to provide a care home service for up to 60 older people. The provider is Holmes Care Group Scotland Ltd. The service is located in a residential area of Stevenston, North Ayrshire, and is close to local amenities, shops and transport links. The care home is purpose-built, with accommodation over two floors connected by a passenger lift.

The first floor unit, Ardeer, has 33 single ensuite bedrooms, two large lounge/dining rooms and a smaller, quiet lounge.

The ground floor Nobel Unit has 27 single ensuite bedrooms, a large lounge and a separate dining room. Assisted bathing and showering facilities are provided on each floor. Residents have access to an enclosed garden with some bedrooms having patio doors leading out onto this area.

About the inspection

This was an unannounced follow up inspection which took place on 27 October. 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 five people using the service and four of their relatives.
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents relating to the two requirements

Key messages

- New registered manager and deputy are now in post with other staff in recruitment process.
- Progress has been made in meeting the two requirements from previous inspection.
- Progress made with upgrading the environment and evidence of improvements.
- Feedback from people and relatives that we spoke to was positive.

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

Requirements

Requirement 1

By 26 Oct 2025, the provider must ensure that they are effectively monitoring and tracking the progress of peoples specific health needs to promote their health and well being. To do this, the provider must, at a minimum:

- a) clearly identify a baseline assessment of resident's clinical care needs
- b) ensure that staff are alert and responsive to signs of deterioration in people's health and wellbeing and ensure prompt action is taken to assess and seek medical advice when a change or deterioration is noted.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 1 October 2025.

Action taken on previous requirement

The service has made progress in addressing the requirement relating to the management and oversight of the individual needs of people and their clinical risk.

A clinical risk register has been implemented and is being used to collate baseline information on individual's clinical risks, including nutrition, weight loss, skin integrity, falls, and distress. This tool is in the early stages and is beginning to support the identification and tracking of high-risk individuals and helps to inform future care planning.

There is evidence of improved oversight, with the manager, nursing staff and quality assurance person actively using the register to guide discussions and actions. The development and changes to the structured flash meetings and updates from each department has enhanced communication and accountability.

However, while the system is in place, the impact on outcomes for people is not yet fully demonstrable. There still remain inconsistencies in wound care documentation and adherence to community nursing directions. These gaps highlight the need for continued focus on embedding clinical governance and ensuring that care plans and assessments are consistently updated and followed.

This requirement has therefore been met. However, further time is needed to ensure that the improvements we have observed are fully embedded and consistently sustained across the service.

Met - within timescales

Requirement 2

By 26 Oct 2025, the provider must ensure that the nutritional needs of people experiencing care are well met. In order to do this, the provider must at a minimum:

- a) ensure all staff are familiar with and adhere to the service policy and procedure on food, fluid and nutrition and oral care;
- b) ensure nutritional and oral risk assessments are completed and reviewed regularly and in response to changes in people's needs;
- c) ensure support plans are updated in line with changes in people's presentation;
- d) demonstrate that weight monitoring information is used effectively to support the management of people's nutritional care;
- e) liaise with and make referral without delay to relevant healthcare services where concerns about people's nutritional needs are identified.

This is to ensure care and support is consistent with Health and Social Care Standard 3.14: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

This is in order to comply with: Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 / 210)

This requirement was made on 7 July 2025.

Action taken on previous requirement

The service has made progress in improving nutritional care and mealtime experiences. A mealtime coordinator role has been introduced, resulting in more structured and calmer dining environments, improved staff deployment, and better monitoring of food and fluid intake.

Visual food choices are now offered, and menus have been revised to include more traditional and fortified options. Staff are using diet notification sheets and fluid balance charts more effectively. This helps to ensure people's nutritional and hydrational needs are fully met.

Feedback from staff and external professionals, confirms that these changes are having a positive impact. The mealtime coordinator ensures that everyone receives appropriate support and that dietary needs are met consistently. However, some care plans remain outdated, and there is a need to ensure that all documentation reflects current care practices and outcomes.

Conclusion: This requirement has been met, with improvements observed. Continued monitoring is essential to ensure that these practices are embedded and sustained over time.

Met - within timescales

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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.