

Ross Court Care Home Service

Titchfield Street
Galston
KA4 8DF

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Type of inspection:
Unannounced

Completed on:
19 November 2025

Service provided by:
East Ayrshire Council

Service provider number:
SP2003000142

Service no:
CS2005103347

About the service

Ross Court care home service is registered with the Care Inspectorate to provide a short break service to a maximum of two adults. The service supports people who have physical, mental health or learning difficulties for short breaks/respite care.

The provider is East Ayrshire Council. The service is located within the Ross Court complex in the Ayrshire town of Galston, close to the town's local amenities. There are good transport links to the towns of Kilmarnock and Ayr.

There were two people staying at Ross Court at the time of this inspection.

About the inspection

This was an unannounced inspection which took place on 18 November 2025. 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 two people using the service and four of their family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents

Key messages

People enjoyed consistent support from a familiar and dedicated staff team. This assured that people benefited from positive and caring relationships that made them feel valued and secure.

Families commented that they felt involved and well-informed, sharing their high level of satisfaction regarding the quality of care and support provided at Ross Court.

Choices of food at mealtimes could be improved to support people's nutritional needs and their wellbeing.

The provider should look at ways to improve the quality of the decor and furniture in the service.

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?	4 - 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?

4 - Good

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

People we spoke with expressed overwhelming satisfaction with the care and support provided by Ross Court. Comments included:

"I'm very happy with the service, can't praise it highly enough."

"Communication with the staff team is great, they keep in touch regarding planning for respite stays, this helps things go smoothly."

"The staff are fantastic, they encourage my relative to be as independent as they can be."

"The staff are so skilled and have really helped boost my relatives confidence."

"Having access to respite care for my relative gives them and our family a good break."

"I really trust the staff. They know my relative very well and support her to take part in activities she enjoys."

People experienced compassion, dignity, and respect through warm and genuine connections with every member of staff. Care and support was person-centred, delivered by a team who knew each individual well and valued their uniqueness.

When people arrived for respite, they were encouraged to plan the week ahead, with the flexibility to change plans whenever they wished. Staff were aware of the activities people enjoyed and helped support these choices. There were good records in place to detail what activities people have taken part in and how they enjoyed them. People were supported to stay connected, with opportunities to maintain and build relationships both within the unit and in the wider community. Support was designed to promote independence, dignity, privacy, and choice, helping people feel confident and empowered. People's voices were heard, and their preferences shaped the way support was provided, ensuring they always felt respected and listened to.

Staff had a good awareness of people's support needs, preferences and how best to support their health needs. This ensured that people received the care they needed when they needed it. Principles of choice, respect and dignity were promoted by a team who understood the importance of person-centred care.

Personal plans contained good levels of detail, capturing what truly mattered to each person, their interests, priorities, and the people who play an important role in their life. These plans reflected the individual and ensured care was tailored to the person's needs and preferences.

Health information was clearly documented, including the involvement of healthcare professionals and the actions taken to support people's wellbeing. Personal plans included clear directions for contacting the right professionals for individuals' specific health needs. This ensured people felt safe and supported at all times.

Risk assessments were thorough and regularly reviewed, promoting safety while respecting choice and independence. Personal plans were consistently evaluated, kept up to date, and fully reflective of people's current care and support needs. There were robust systems in place to ensure that people's medication was being managed safely and effectively to support their health needs. Families spoke about the trust they had in the staff team regarding the care and support of their relative during a stay at Ross Court.

Meals were provided by a central kitchen and delivered chilled for reheating at mealtimes. Staff took care to ensure meals were appetising and enjoyable, adding gravy or milk where needed to improve texture and taste. For people requiring modified diets, such as soft or blended food, staff adapted meals appropriately to support people's dietary needs. There was a choice of meals being offered within a three week menu plan. However, the range of choices was limited. The meals that were available were not always to the taste of individuals, staff had a small supply of alternative choices using tinned and packet food. This does not fully support people's nutritional or wellbeing needs. There is a need to review the current meal supply arrangements to ensure greater variety, improved presentation, and alignment with individuals' dietary needs and preferences. See area for improvement 1.

Areas for improvement

1. To ensure that people's nutritional and wellbeing needs are fully supported the provider should review the current meal supply arrangements to ensure greater variety, improved presentation, and alignment with individuals; dietary needs and preferences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

How good is our setting?

4 - Good

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

There were good standards of cleanliness throughout Ross Court. The housekeeper demonstrated a good level of knowledge regarding their role and responsibilities to ensure that good standards of cleanliness were maintained. This helped to keep people safe from risk of infection.

The maintenance records were up to date to show that checks of the equipment and safety of the home were completed. The maintenance worker demonstrated a good understanding of their role in ensuring that the home was safe, and people were protected from harm.

The garden area was accessible. There was evidence that the garden was well used in better weather. People who were interested in gardening were supported to be involved in the development of the garden. Having access to outdoor space supports people's wellbeing.

Depending on people's preferences staff would support people to personalise their bedroom during their stay in Ross Court. Incorporating familiar items from home helps to create a welcoming and comfortable personal space for people.

We saw that staff made every effort, working within the limits of the resources available, to create a comfortable and welcoming space for people. The living space within Ross Court was functional, although it did not fully reflect the warm, homely environment that people might prefer. The team has added personal touches and decorative elements to enhance the space, and they have worked hard to improve the overall feel through thoughtful details. However, the quality and style of some furniture and décor needs improvement, and further investment would help create an environment that better meets people's needs and preferences.

There was a lack of storage space in the unit which resulted in the placement of a filing cabinet in the kitchen/dining room and the storage of additional bathing aids in one of the ensuite shower rooms. This does not reflect a person centred approach.

There was no regular audit process in place for monitoring the quality of the environment. This meant that there was not a planned approach to improving the environment of Ross Court. The provider should undertake a full audit to assess the quality of the décor, furnishing, equipment and storage in the service. The outcome of the audit should inform an environmental improvement plan with timescales for completion. See area for improvement 1.

Areas for improvement

1. The provider should ensure that people using the service experience a high quality environment which meets their needs and enhances their wellbeing.

The provider should carry out a full audit to assess the quality of the décor, furnishing, equipment and storage in the service. The outcome of the audit should inform an environmental improvement plan with timescales for completion. The provider should share this improvement plan with the Care Inspectorate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21) and 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.22).

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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