

Deanston House Nursing Home Care Home Service

36 Lefroy Street
Coatbridge
ML5 1LZ

Telephone: 01236 449 920

Type of inspection:
Unannounced

Completed on:
25 November 2025

Service provided by:
Enhance Healthcare Ltd

Service provider number:
SP2012011938

Service no:
CS2016349381

About the service

Deanston House Nursing Home is located in the Blairhill area of Coatbridge. It provides care and support, including respite care, for up to 33 older people.

The home has two floors with a passenger lift providing access to the first floor. There are two communal lounges, a dining room and conservatory on the ground floor. There is an enclosed garden area at the back of the building.

At the time of our inspection 29 people were being supported by the service.

About the inspection

This was an unannounced inspection which took place between 24 November and 25 November 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 13 people using the service and three family members
- obtained feedback via pre inspection surveys from 10 people using the service and six family members
- spoke with 11 staff and the management team
- obtained feedback via pre inspection surveys from four staff
- spoke with three visiting professional
- Obtained feedback via pre inspection surveys from one visiting professional
- observed practice and daily life.

Key messages

- People experienced care and support with compassion because there were warm, encouraging, positive relationships between staff and people living in the care home.
- People benefited from a tasty, varied and well-balanced diet.
- Staff knew people very well.
- People benefit from comprehensive healthcare assessments with the service seeking appropriate support from external health professionals.

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 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 experienced warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. Relatives told us, "It's fantastic here, couldn't fault it" "I worried my family member wouldn't settle but it's been great." and "One of the best homes around, we are very happy with the care".

The atmosphere across the care home was welcoming and friendly and the strong values and aims of the service were demonstrated and visible at all levels. People knew the staff team well and we witnessed strong and positive relationships, and respectful interactions between people living there and the staff across all departments. Time was taken by care staff during personal care to promote their dignity and self-esteem. Visiting professionals told us, "The residents are well cared for, loved and supported." "And the manager is very approachable and visible too. Staff engage well."

People benefited from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals. One visiting professional told us, "referrals to our service (From Deanston Home) are always appropriate. They are supportive to people and families are happy."

People benefited from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks. People told us, "I've never seen so much food, I like the afternoon tea with home baking."

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.

People benefitted from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space to meet their needs and wishes. People were able to sit and chat to each other. The environment was relaxed, clean, tidy and well looked-after, with no evidence of intrusive noise or smells. There were some aspects of the environment that were in need of modernisation, and we were confident these would be addressed.

People were encouraged to personalise their bedrooms how they liked with photos, ornaments and other aspects that were familiar to them. People could choose to use private and communal areas within the home and had the right to privacy when they wanted. People could move around the care home freely.

The setting had been adapted to take account of good guidance practice for people living with dementia including different coloured crockery, and signage in the home.

People had access to specialist medical devices and equipment which met their changing needs and equipment was provided when required.

People could be assured that the care home supported the inclusion of families and friends and promoted and supported families to take their relatives out.

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 ensure people have access to all medicines they require the service should put in place a system to ensure stocks of 'over the counter' medicines are appropriately maintained.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 19 March 2025.

Action taken since then

There were systems in place to ensure people received their 'Over the counter' medication in line with the prescribers instruction. This was monitored through daily checks.

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

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 iarrtas.

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.