

Burnfield Care Home Service

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Type of inspection:
Unannounced

Completed on:
21 November 2025

Service provided by:
Newark Care

Service provider number:
SP2003002370

Service no:
CS2003010477

About the service

Burnfield is registered provide a care service to a maximum of 40 older people. This number is inclusive of four places to provide short breaks and respite for the same client group.

The home is a purpose-built facility located in Giffnock, East Renfrewshire. The accommodation on the ground and first floors comprises six discreet living units of different sizes. All rooms are single occupancy with en suite located within the separate units. The home has lounges and dining spaces within each unit.

There is a large communal area and conservatory on the lower ground floor as well as a bright garden space. There were 32 people in the home at the time of the inspection.

About the inspection

This was an unannounced inspection that took place on 20 and 21 November 2025. The inspection took place between the hours of 7:45 and 17:45 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 six people using the service and five of their families
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents
- received 12 responses to a survey sent out prior to the inspection from people and their families

Key messages

People experienced high-quality, person-centred care supported by well-maintained care plans and effective teamwork across all departments.

The service demonstrated a strong commitment to continuous improvement, with robust systems in place for monitoring, staff training, and family engagement.

The environment was dementia-friendly, clean, and inviting, with a layout that promoted safety, calmness, and small-group social interaction.

Mealtimes and communal spaces supported meaningful engagement, with minimal noise and disruption contributing to a positive and homely atmosphere.

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?	5 - Very 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.

We found that people were well looked after, and care plans were informed by evidence and included input from external professionals. This demonstrated a person-centred approach and ensured that individual needs were met appropriately. Weight management was effective, with residents weighed on the last weekend of each month. The electronic care planning system flagged care plans requiring updates, and audits of care plans were completed regularly and were thorough. This ensured personal plans were based on up to date information.

There were organised activities available, and people also had opportunities to go out and interact within the community. This supported social inclusion and promoted wellbeing.

Meals were well received, and drinks and snacks were available at all times. During the inspection, we observed people requesting items that were not on the menu, and these were provided promptly and without fuss. Alternative options were available and offered in a way that respected individual preferences. We heard that choices were consistently based on what was best for each person and aligned with their likes and dislikes.

Staffing arrangements were well organised, with rotas operating on three shifts. This ensured that more staff were available at peak times and provided opportunities for one-to-one support and engagement with residents. Staff told us they had sufficient time to complete tasks, and collaboration between departments was described as functioning like a "well-oiled machine." The hospitality and domestic teams played an important role in engaging with residents and ensuring quality interactions. This meant that people had opportunities for social interaction.

The service improvement plan, action plans, and self-evaluation demonstrated that the service identified improvements and issues and addressed these promptly. Families told us that when issues arose, there was open discussion and a problem-solving approach. There were good working relationships with relevant external professionals and these contributed to best practice.

Best practice guidance for "as required" medications was shared, and was implemented during the inspection. These protocols ensure that people are given as required medications safely and support the service to ensure these are not used to excess. The stable team and low agency use meant that risk was currently low, but these measures should continue to be put in place in line with guidance.

Staff were friendly and appeared happy in their work, which contributed to a homely and positive atmosphere for residents. Comments from families and residents about staff were positive. The team felt well supported by management and the provider.

Training was up to date, and in-house trainers supported staff to remain skilled and knowledgeable. Any issues identified could be addressed promptly, for example, poor moving and assisting practices.

How good is our setting?

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.

We found that the environment had been designed to be dementia-friendly, and the layout was conducive to creating a convivial atmosphere. Small communal areas with combined kitchens and dining rooms supported a homely feel and encouraged interaction.

Although a refurbishment plan was in place to further enhance the environment, we observed that the setting was clean, fresh, and inviting, with no malodours. Noise and disruption were minimal, and the layout supported staff to supervise effectively and ensure people were safe. The use of smaller spaces encouraged people to socialise in small groups. Any maintenance issues were attended to quickly and appropriate health and safety checks were completed. This ensured that people lived in a safe environment.

We noted that the lack of televisions in communal rooms meant people were sociable and appeared content. People were not distressed by being in large, busy environments. Mealtimes were calm, and people could easily move around the space to participate in activities, which supported meaningful engagement and movement.

We observed that being able to hear activities taking place was positive, as this may encourage people to participate more, with the sound drawing them in.

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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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