

Shawburn Care Home Service

18 Monkton Road
Prestwick
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Telephone: 01292 678 486

Type of inspection:
Unannounced

Completed on:
11 December 2025

Service provided by:
Hansel Alliance

Service provider number:
SP2003000261

Service no:
CS2003001301

About the service

Shawburn is registered to provide a care service for a maximum of nine adults with learning disabilities. The provider is Hansel Alliance.

Shawburn is a large detached house located in the Prestwick area with easy access to a wide range of local facilities and transport links.

The accommodation comprises two levels with stair access, there are nine single bedrooms, one has ensuite facilities, the others have wash-hand basins. There are communal bath/shower rooms, lounge, dining and kitchen areas.

The service states, "Shawburn is 'home' for up to nine individuals who are supported in many different ways in order to lead the lifestyles they choose. All team members are dedicated to ensuring that everyone who resides at Shawburn has the opportunity to realise their full potential and achieve their ambitions. Everyone living at Shawburn is encouraged to have a say in the direction of the service."

During the inspection eight people were living at Shawburn.

About the inspection

This was an unannounced inspection which took place on 9, 10 and 11 December 2025 between the hours of 10:00 and 15:45. 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 two of their family
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff were warm, compassionate, and knew residents well, which supported positive relationships.
- People's health needs were monitored effectively, and staff acted promptly when changes were identified.
- Residents were encouraged to make healthy choices and take part in community activities.
- The home was clean and welcoming, with personalised bedrooms and communal spaces.
- Medication systems were robust, and audits were thorough.
- Care plans were detailed, person-centred, and outcome-focused.

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.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

Staff interactions were consistently warm and compassionate, creating a supportive environment where people felt safe and valued. People using the service told us they "feel at home and accepted" and described the house as "brilliant," which reflects the positive impact of care on their sense of belonging.

Staff demonstrated in-depth knowledge of individuals' health needs and responded promptly to changes, seeking guidance from health professionals when required. External professionals confirmed this proactive approach, noting that staff "quickly pick up any changes in health and respond appropriately" and "take a patient-centred approach." These actions ensured people remained healthy and well.

People were supported to make healthy choices around food and drink and encouraged to stay active, which promoted physical wellbeing. Opportunities to participate in community life, such as volunteering and visiting local amenities, enhanced inclusion and independence. Activities were tailored to individual interests, including holidays and local groups, supporting self-worth and meaningful engagement.

However, feedback from questionnaires indicated that four out of six respondents sometimes felt bored, with comments such as "I want to see a lot more getting done." A relative also highlighted that recent staff absences had affected social opportunities. The service agreed to explore ways to increase stimulation.

Support plans were detailed, person-centred, and outcome-focused, including protocols for managing stress and distress. Medication systems were robust, with comprehensive audits ensuring safe administration. Appropriate documentation was in place for people who lacked capacity, including power of attorney details, which safeguarded rights and decision-making.

Overall, the service delivered high-quality care that promoted health and wellbeing, and with a more stable staff team in place, the service and the people they support will continue to strive.

How good is our setting?

4 - Good

We found important strengths in aspects of the facilities provided and how these supported positive outcomes for people, therefore we evaluated this key question as good.

Quality Indicator: 4.1 People experience high quality facilities

The service provided a homely and welcoming atmosphere that contributed positively to people living there feeling safe and relaxed. Feedback from relatives confirmed this, with one describing the home as "an original house in the community... homely, welcoming and in a perfect position," highlighting the strong sense of belonging and accessibility to local amenities.

People supported benefited from personalised bedrooms that reflected their individual preferences, promoting choice and identity. Communal spaces were well used for social activities such as games, arts and crafts, baking, and exercise, which enhanced opportunities for meaningful engagement.

Facilities, including bathrooms with assisted bathing options, offered choice and supported independence. The garden area and communal kitchen further encouraged participation and social interaction, with adaptations such as lowered workstations ensuring inclusivity.

The environment was clean, tidy, and free from clutter, supported by a structured cleaning schedule and a dedicated cleaner. Infection prevention and control measures were robust, with clear policies aligned to national guidance. Systems for monitoring maintenance were in place, ensuring safety and responsiveness.

Overall, the quality of facilities contributed to positive outcomes for residents, enabling them to feel at home and maintain a good quality of life.

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

The provider should ensure people are living in an environment that is homely, well looked after and decorated to a high standard, with appropriate lighting to protect people from risk of harm.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "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 8 July 2024.

Action taken since then

The service had explored new lighting in the darker communal corridors however, this had not been completed at time of inspection. Discussions were had about temporary solutions to brighten these areas up which management will take forward.

Area for improvement has not been met and has been carried forward.

Previous area for improvement 2

The provider should ensure that people using the service and staff supporting them have a personal plan within 28 days of moving into the service. Giving staff the most up-to-date information on how to support the person, in the way they wish to be supported.

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

"I am fully involved in developing and reviewing my personal plan, which is always available to me." (HSCS 2.17)

"My care and support meet my needs and is right for me." (HSCS 1.19)

This area for improvement was made on 8 July 2024.

Action taken since then

At the time of this inspection, there had been no new residents in the service therefore we were unable to determine if this area for improvement had been met. This will be assessed at the next inspection.

Area for improvement has been carried forward.

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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