

Carrick House Nursing Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
17 December 2025

Service provided by:
Carrick Care Ltd

Service provider number:
SP2018013153

Service no:
CS2018368228

About the service

Carrick House Nursing Home is situated in the town of Ayr, South Ayrshire.

The service is registered to provide a care service to a maximum of 26 older people who have physical needs and/or dementia.

The service comprises of an older adapted building with a single storey extension to the rear. There are 24 bedrooms, two of which are doubles and will only be occupied by a single person, married couples, partners, relatives, previously acquainted friends or those who want to share a bedroom. Of these 24 bedrooms, 10 are en-suite. There are shared bathroom and toilet facilities for those with no en-suite. The main house has a lift and disabled access. People using the service have access to a well maintained secure garden area.

About the inspection

This was an unannounced inspection which took place on 16 and 17 December 2025. The inspection was carried out by three 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 12 people using the service and two of their family
- received 16 completed questionnaires
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People experienced consistently very good outcomes because staff delivered safe, compassionate and person-centred care that had a significant positive impact on their wellbeing.
- Robust clinical oversight and proactive health monitoring ensured people received timely, well-coordinated care, supported by detailed, up-to-date care planning and effective use of electronic alert systems.
- Medication management was safe and reliable, with strong governance and effective communication between staff and external professionals, resulting in high confidence in clinical practice.
- The environment strongly promoted independence, comfort and security; dementia friendly design, personalised bedrooms, and high quality communal areas enhanced people's daily experiences.
- Leaders demonstrated proactive governance, ensuring effective maintenance, strong infection prevention and control measures, and a homely, welcoming atmosphere that supported very good outcomes.

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 evaluated this key question as very good because there were major strengths in how the service supported people's health and wellbeing, and these had a significant positive impact on outcomes. People consistently experienced care that was safe, compassionate and informed by good practice. Staff were confident in their roles and worked in a calm, person centred way that promoted comfort, dignity and choice.

People benefited from robust and proactive approaches to assessing and monitoring their health. Care plans contained detailed, up to date information across key areas such as communication, personal care, mobility, continence, emotional support and skin integrity. Regular clinical assessments were completed and supported by an electronic system that alerted staff to overdue checks. This helped the service act promptly when needs changed and gave managers real time oversight of risk and trends. People therefore experienced stable and well coordinated care.

Medication practice was safe and well organised. Staff followed clear protocols, and storage systems were clean, ordered and checked regularly. Records were accurate, and staff responded quickly when minor documentation issues were identified. These processes meant people received the right medication at the right time and benefited from strong clinical governance. Visiting professionals confirmed that staff communicated effectively and escalated concerns appropriately. This contributed to timely access to healthcare and supported very good outcomes.

People experienced warm, positive mealtime experiences that promoted wellbeing. Staff created a relaxed atmosphere and offered choice about where to sit and what to eat. Food was served promptly from warming trolleys in the dining rooms, maintaining quality and enabling people to enjoy meals at their own pace. Interactions were kind and attentive, and staff provided support sensitively. This contributed to people eating well and feeling valued.

We assessed the services safe recruitment practice and processes and found that they were safe and in line with guidance. However, we discussed with the manager that parts of the safe recruitment process could be strengthened further, to ensure that records are complete and double checked before offering employment. This will help to maintain people's safety and confidence in the service.

Across the inspection, people, relatives and visiting professionals spoke highly of the care they experienced. Their feedback aligned with our observations of skilled, respectful practice. Taken together, these strengths demonstrated that the service consistently supported very good health and wellbeing outcomes for people.

How good is our setting?

5 - Very Good

We evaluated this key question as very good because the environment consistently promoted people's independence, comfort and wellbeing. Major strengths were evident across all aspects of the setting, and these had a significant, positive impact on people's daily experiences. The quality of the facilities aligned closely with the expectations of the Care Inspectorate's Quality Framework for a safe, homely and enabling environment.

The home's layout and design supported people to move around confidently and independently. It had been thoughtfully adapted, blending the structure of a converted house with purpose built extensions that

enhanced accessibility. Dementia friendly features such as good lighting, clear signage and contrasting colours helped people orientate themselves with ease. These well considered adaptations reflected good practice guidance and contributed to reduced confusion, greater independence and a stronger sense of security.

People's bedrooms were highly personalised, with individuals choosing their décor and using their own furnishings. This approach promoted identity, comfort and emotional wellbeing. It also demonstrated the service's commitment to enabling people to influence their own living environment and maintain a sense of ownership and familiarity.

People benefited from choice in how they used communal spaces, with two lounges and two dining rooms offering flexibility depending on mood, preference and social needs. This supported autonomy and upheld people's rights to choose where they spent their time.

The communal garden was safe, accessible and attractively maintained, with features such as outdoor heating and awnings that made it usable in different weather conditions. This encouraged people to enjoy the outdoors, supporting mobility, wellbeing and day to day enjoyment.

The atmosphere of the home was warm and welcoming. Seasonal decorations were tastefully presented and added to the sense of community and belonging. Cleanliness was consistently high, supported by well trained staff who followed clear cleaning schedules. Infection prevention and control measures were robust, ensuring people lived in a safe, hygienic environment.

Maintenance was proactive and well organised, with minor repairs promptly identified and managed. Safety checks, including fire safety arrangements, were up to date and demonstrated strong governance.

Taken together, the quality of the setting strongly enhanced people's comfort, safety and independence, reflecting a very good standard of practice.

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 support that the assessment, planning and regular evaluation of staffing is evidence-based, transparent and focussed on people's outcomes, the provider should improve how the decision making process is documented. This should include, but is not limited to, capturing what measurements and information contributed to the evaluation of staffing and the rationale for professional judgement decisions.

This is to ensure the assessment, planning and evaluation of staffing is consistent with the Care Inspectorate guidance document 'Staffing Method Framework' for adult care homes (2024) and the Scottish Government document 'Health and Care (Staffing) (Scotland) Act 2019: Statutory Guidance' (2024). This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 24 February 2025.

Action taken since then

The service maintained an ongoing staffing action plan, gathered regular feedback, and used a six-weekly rota system to support forward planning. Monthly evaluations were completed, including a professional judgement statement that showed how decisions had been reached. This improved approach meant staffing decisions were more transparent and aligned to people's needs, which helped ensure residents experienced more continuity, stability and reliable support.

This area for improvement was 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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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