

Quarriers Finnart Street Care Home Service

156 Finnart Street
Greenock
PA16 8HY

Telephone: 01475 727 889

Type of inspection:
Unannounced

Completed on:
18 December 2025

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2003001114

About the service

Finnart Street is part of the national Quarriers charity and is a care home for adults with learning disabilities and is situated in a residential area of Greenock. Close to local transport links, shops and community services, accommodation is a traditional detached villa with six bedrooms. Shared bathrooms are on both levels of the home and a lounge, kitchen and spacious garden provide communal spaces. There were six people living at the service at the time of this inspection.

About the inspection

This was an unannounced inspection which took place on, 16, 17, 18, December 2025, between the hours of 07:30 and 18:00. 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 6 people using the service and 3 of their relatives
- spoke with 8 staff including management
- explored the responses of 6 electronic questionnaires:
 - 4 from staff, 2 from people using the service
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced warm interactions from familiar staff.
- Staff worked in partnership with families to achieve people's outcomes.
- People benefitted from the input of health professionals when required.
- Mealtime experiences were pleasant and calm.
- The setting promoted independence and freedom of movement.

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.

People appeared well and we observed positive and respectful interactions from staff. People told us, "I like my room" and "I have lots of friends here". Families told us that their relatives were well cared for by familiar staff that they could approach with any concerns. For a couple of families, their relative's health had improved due to the efforts of staff and the service, demonstrating good outcomes for people. Staff supported people's health and wellbeing needs consistently and sought external support when required. During inspection a person required medical intervention. This was quickly arranged with continued communication amongst the family and staff to ensure everyone was aware of the situation and future actions to be taken. This meant that the person received timely care in the moment and their ongoing needs have been considered and planned for.

People enjoyed the food provided, and we observed calm and pleasant mealtimes. Staff supported people to eat in quieter spaces or with others if this was their preference. Staff ensured that people had input into menu options and this was captured in upcoming meal plans which reflected their suggestions. Families told us they appreciated this approach which meant their relative was able to try new foods as well as enjoy their favourite meals.

Staff recorded and administered medication accurately, and we observed kind and patient interactions from staff in relation to this. Management conducted regular staff observations of medication administration and had good oversight in this area. This meant that people received the correct care to support their health and wellbeing.

People took part in regular activities within the service and in the local community. A few people also stayed with family regularly which staff would plan with the person to ensure a smooth transition throughout. For instance, one person made use of a calendar where they counted down the days until the next home visit. This meant people felt secure and empowered when leaving the service for extended times.

We sampled systems for recording and sharing information and found that care plans were comprehensive with rich information about people and their needs. Health information was recorded and could be easily shared if needed. People's health goals and outcomes were clear and included input from the person themselves. Families were also able to offer insight and input through reviews which were held regularly. Future care plans were in place but would benefit from a more personalised format.

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.

The home was clean, fresh and free from noise. Every bedroom was personalised and people told us that they appreciated this. Families told us that their suggestions were considered when decorating rooms. People benefitted from this additional involvement which meant familiar and comforting elements could be included in the design.

The service is spread across two floors, and all areas were accessible to people with no barriers. This freedom of movement promoted independence and dignity for people. People also benefitted from access to a spacious garden which staff told us is often used in warmer weather. People had taken part in gardening projects and tasks throughout the year and told us they looked forward to doing this again.

People frequently used the lounge and kitchen throughout the inspection and visitors accessed these areas too. This helped the service feel more homely. Families told us that they feel welcome when visiting their relative. Staff supported people to use the bath or to shower based on preferences. We discussed with management the importance of protecting the dignity and privacy of people who chose not to lock the bathroom doors. Management may consider ways to prevent people accidentally entering a bathroom already in use.

Regular cleaning tasks and laundry were well managed, and staff followed good practice guidance in relation to this. Staff told us that they had enough time to complete all tasks and deep cleaning takes place regularly in a rotational basis. We sampled cleaning and maintenance records and found these to be accurate and up-to-date. This meant that people experienced clean and tidy facilities which protected their health and wellbeing.

Repairs were well managed and management told us that improvements were ongoing to upgrade areas of the home when possible. People were involved in these decisions, and that was included within the service development plan and promoted choice and inclusion.

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 people's health and wellbeing, the service should improve the quality assurance of records to ensure they are accurate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 March 2025.

Action taken since then

Management carried out audits internally on records across various aspects of the service. More intensive audits also took place, which included physical audits of various aspects of the environment and staff practice. Management told us that this is an ongoing piece of quality assurance work. The records and documents we sampled during inspection were accurate and correct.

This area for improvement is 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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