

Whiteford House Care Home Service

Forbes Drive
Ayr
KA8 9FG

Telephone: 01292 430204

Type of inspection:
Unannounced

Completed on:
8 January 2026

Service provided by:
Whiteford House Limited

Service provider number:
SP2023000201

Service no:
CS2023000312

About the service

Whiteford House is registered as a care home service for a maximum of 31 adults with complex health needs including mental health conditions. The provider is Whiteford House Limited.

Whiteford House is situated in the town of Ayr, close to the town centre and Prestwick. At the time of this inspection, 30 people lived in the service.

Accommodation is provided over two floors and is connected by two passenger lifts. The care home has been purpose built; all bedrooms are single occupancy with ensuite shower facilities that ensure privacy. Communal areas include open plan lounge/dining/kitchen area for residents' use on both floors, accessible toilets and assisted bathing facilities. In addition, there is a games room and sensory room on the upper floor. The ground floor lounge leads into an accessible courtyard garden and the upstairs lounge areas have access to a large balcony area.

Some of the stated aims and objectives of the service are:

"To deliver care in a safe, secure, comfortable and positive environment by ensuring service delivery is of upmost importance.

Promoting independence to re-enable through goal setting; adapting an approach to reintroduce life skills encourage through enablement.

Delivering a person-centred approach by detailing outcome-focused care planning, created in partnership with service users, families, friends, and external professionals to ensure the best outcome is achieved to reshape lives.

Providing opportunities within the service to maintain personal interests as well as introduce individuals to new prospects to enrich individual lives.

Encourage social connections to enhance independent choice by creating a positive and caring environment. Having a trained and skilled staff team with a person-centred approach to individual diagnoses."

About the inspection

This was an unannounced inspection which took place on 6, 7 and 8 January 2026. 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 three of their family/friends. Four questionnaires were completed by people using the service and three by relatives.
- spoke with seven staff and management. Twenty questionnaires were completed by staff.
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals. Four questionnaires were completed by professionals.

Key messages

- The home provided a warm, welcoming environment that supported people's wellbeing.
- Staff demonstrated strong person-centred values and built meaningful relationships with residents.
- Leadership was visible and proactive, with good oversight of quality assurance and improvement planning.
- The physical environment was of a high standard, clean, and well maintained.
- Care plans were detailed and person-centred, supporting positive 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 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 warm, respectful and compassionate. People living there told us they felt valued and well cared for. One person stated, "I am well supported in my wellbeing and I am very content." Staff demonstrated in-depth knowledge of individuals' health needs and responded promptly to changes, seeking guidance from health professionals when required.

We saw proactive health monitoring and timely referrals to external professionals, which contributed to very good health outcomes. A visiting professional described the service as "proactive and excellent at following up health concerns."

Support plans were comprehensive, covering health needs, risk assessments, and behaviour support strategies. These were reviewed regularly and informed by the person being supported, their representative and professional input.

People were supported to make healthy choices around food and drink and encouraged to stay active through exercise classes and outings, which promoted physical wellbeing. Activities were varied and tailored to personal interests. The service could strengthen how it records the impact of activities on people's wellbeing to support continuous improvement.

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.

People were actively encouraged to be part of their local community, through using local resources such as restaurants and shops, swimming baths etc. Giving them a sense of belonging.

The service showed awareness of good practice in promoting participation, involvement and equality, by involving people in decisions about their home, having meaningful discussions at resident meetings and through satisfaction surveys.

Relatives praised communication and responsiveness. One relative said, "My relative is very well cared for, and we feel valued and listened to at all times." Another relative stated "I can't speak highly enough of the team at Whiteford House, they are kind, caring and professional."

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the facilities provided and how these supported positive outcomes for people, therefore we evaluated this key question as very 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 people living in the service and their relatives included: "It's a beautiful setting, always well maintained." "Easily accessible with good outdoor area", "It's a welcoming setting."

Communal spaces were furnished and decorated to a high standard. Bedrooms were personalised, and people living there had access to a secure garden with raised beds.

There were dedicated spaces for activities, including a cinema room, sensory room, baking facilities, arts and crafts room and wellness room, which enhanced opportunities for meaningful engagement.

The environment was clean, tidy, and free from clutter, supported by a structured cleaning schedule and dedicated housekeeping staff. Infection prevention and control measures were robust, with clear policies aligned to national guidance.

Maintenance records were comprehensive, and safety checks were up-to-date, including fire safety, gas, and electrical certifications. A cyclical decoration and maintenance programme was in place, ensuring facilities remain of a high standard.

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

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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