

## Burnlea Care Home Service

Burnlea Road  
Largs  
KA30 8BX

Telephone: 01475 672 903

**Type of inspection:**  
Unannounced

**Completed on:**  
28 November 2025

**Service provided by:**  
Woodbay Ltd

**Service provider number:**  
SP2005007570

**Service no:**  
CS2008192359

## About the service

Burnlea is a care home registered for 34 older people with a maximum of six respite placements at any one time. The provider is Woodbay Ltd.

The care home is situated in a residential area of Largs close to the town centre and transport links.

The premises is a detached, converted property consisting of 30 single bedrooms and two shared occupancy rooms, all have en-suite facilities that include their own shower. Three lounges, a dining room and adapted bathrooms are provided as well as an attractive and accessible garden area. There is a passenger lift for accessing the upper floor of the two-storey property.

## About the inspection

This was an unannounced inspection which took place on 26, 27 and 28 November 2025. 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 five people using the service and three of their relatives
- Spoke with 13 staff and management
- Observed practice and daily life
- Reviewed documents

## Key messages

- Management demonstrated a proactive and progressive approach, consistently seeking opportunities to improve the service.
- The staff team worked cohesively, delivering high standards and ensuring continuity of care.
- The care home had achieved national recognition, receiving various awards and nominations.
- Staff training and support were maintained at a high standard, promoting professional development and quality 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 staff team?	6 - Excellent
How good is our setting?	5 - Very Good
How well is our care and support planned?	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 living in the service experienced consistently positive outcomes for their health and wellbeing. Staff demonstrated a proactive and person-centred approach, ensuring individual needs were met promptly and effectively. Nurses and care staff worked collaboratively to maintain continuity of care at a high level.

Communication with external professionals was evident and contributed to maintaining and improving health and wellbeing outcomes. This partnership approach was reflected in care records, and feedback from visiting professionals was highly positive about the standard of care and support provided.

The kitchen and catering team had achieved national recognition for the quality and standard of their tailored approach to meeting dietary needs. Menus were varied, balanced, and adapted to individual preferences, supporting both physical health and enjoyment of meals.

People spoke positively about the quality and choice of food, and professionals highlighted the attention to detail in meeting specialised nutritional requirements. Observations confirmed that staff assisted people with patience and consideration.

The mealtime environment was well presented and created a pleasant and relaxed experience. People were supported to maintain their independence and make choices about their nutritional needs. Staff interactions were warm, respectful, and compassionate, creating a culture where people felt valued and listened to. Feedback from residents and families confirmed that the service consistently promoted dignity and wellbeing.

The activities programme was well-structured, inclusive, and tailored to individual interests, and promoted their physical, emotional, and cognitive wellbeing. Dedicated activity coordinators demonstrated creativity and commitment in planning and delivering a wide range of opportunities, including music sessions, themed events, outings, and community engagement projects. Comprehensive risk assessments ensured safety, and individual preferences were reflected in regularly reviewed planners.

Evidence of participation was robust, with photographs, feedback forms, and detailed records of events. Coordinators used digital platforms, including weekly Facebook updates, to share activities and maintain family involvement, fostering trust and strengthening connections.

The manager and owner actively supported the programme, ensuring resources were available and encouraging innovation. Their investment in staff development and tools such as iPads for activity documentation demonstrated a commitment to enhancing quality of life. Observations confirmed that staff interactions during activities were warm, respectful, and person-centred, creating an atmosphere of inclusion and fun.

**How good is our staff team?****6 – Excellent**

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

Staffing arrangements consistently ensured high levels of staffing with the right skills at the right times, resulting in safe, compassionate, and person-centred care. The stability of the staff team promoted trust and confidence among residents and families and enabled a responsive, cohesive, and values-driven ethos and culture within the service.

People benefitted from a highly skilled and stable workforce. Several qualified nurses, including the manager, were present across shifts and provided robust clinical oversight and visible leadership. This approach ensured timely decision-making and continuity of care, which supported dignity, choice, and positive daily experiences for residents.

The manager and owner demonstrated exceptional leadership, responding promptly to resource needs and investing in staff development and wellbeing. Improvements to staff facilities and a proactive approach to training created a positive working environment. This commitment reinforced a culture of accountability and high standards across the service. The staff team demonstrated outstanding cohesion and professionalism.

Communication across all teams of staff was strong, enabling prompt responses to changing needs and ensuring unhurried, dignified care. Consistent and long standing service staffing allowed relationships with residents and families to develop, promoting reassurance and familiarity.

Training compliance was exceptional, with records showing high compliance with mandatory training. Specialist input from a registered physiotherapist delivering moving and handling training had strengthened competence and confidence. Monthly professional registration checks were in place and well organised, evidencing robust professional assurance.

Recruitment and induction processes were thorough and well-documented. Regular supervision and competency assessments supported continuous staff development. The provider's investment in systems, such as training matrices and spreadsheets ensured comprehensive monitoring and timely action where needed.

The kitchen and catering team's nationally recognised achievements for nutritional care, alongside accolades for care and activities staff, reflected sustained excellence and innovation.

The service's ethos was well embedded in everyday practice, with feedback from residents, families, and visiting professionals consistently highlighting dedication, compassion, and professionalism.

The service delivered sector-leading staffing practice characterised by strong clinical leadership, exceptional continuity, high training compliance, and a deeply embedded culture of respect, dignity, and person-centred care. This consistently translated into outstanding outcomes and experiences for people living in Burnlea care home.

## 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 care home environment was very well presented and created a homely and welcoming atmosphere. The home was well maintained and offered a relaxed, comfortable and homely setting.

Servicing and maintenance requirements were well organised and up to date. The manager and provider had continually invested in upgrading and improving both internal and external areas of the home to a high standard. Residents and visitors commented positively on the environment and how this enhanced their experience.

Attention to detail was evident throughout, with thoughtful use of space and interesting items that encouraged conversation and engagement. The environment supported comfort and dignity, with personalised touches that enhanced daily life. Bedrooms were nicely presented, creating a sense of individuality and belonging.

The dining area was attractively set up, providing a pleasant and welcoming space for meals. Staff were attentive and responsive to individual needs, ensuring that people experienced relaxed and positive mealtimes.

## How well is our care and support planned?

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.

Care planning and assessment processes were robust and person-centred. Care plans were detailed and included information about people's life history, preferences, and choices. Care plans were regularly reviewed with active participation from people and their relatives, ensuring this reflected their personal needs and outcomes.

Risk assessments were comprehensive and regularly updated when circumstances changed, supporting people to remain safe while maintaining choice and independence. Plans contained clear strategies for promoting wellbeing and preventing deterioration, underpinned by strong clinical oversight from the manager and nursing team.

Documentation demonstrated a commitment to continuous improvement, with evidence of meaningful involvement. This approach ensured care was tailored and responsive, contributing to consistently positive outcomes.

The activity coordinator maintained detailed evidence of events, outings, and entertainment organised within the home, including individual preferences and interests. These records provided opportunities for relatives to engage in conversations about shared experiences, strengthening connections and enhancing visits.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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