

West Park Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
22 January 2026

Service provided by:
West Park Care Home Limited

Service provider number:
SP2016012740

Service no:
CS2016348139

About the service

West Park Care Home provides a care service to a maximum of 15 older people who may have dementia. The home is located on the outskirts of Galston. The building is a converted bungalow. The accommodation is all on one level and includes 13 bedrooms of which seven have en suite facilities and the remainder have sinks only. Out of the 13 bedrooms, two could currently be used for shared occupation. There is an assisted bathroom for communal use. The communal areas include a lounge and dining room with access to a secure garden area.

About the inspection

This was an unannounced inspection which took place on 20, 21 and 22 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 four of their family and friends
- received one completed questionnaire
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People experienced very good support for their health and wellbeing through proactive, well coordinated care.
- Medication management and access to healthcare professionals were strong and reliable.
- Anticipatory and palliative care planning respected people's wishes and upheld dignity.
- The environment was homely, clean and well maintained, contributing to people feeling safe and settled.

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.

Comprehensive health assessments, including weight and pressure sore risk assessment tools, were in place and were kept up to date. This meant risks were anticipated and managed early, supporting positive and stable outcomes for people.

Medication management was robust and well organised. Storage, recording, and review systems were clear and consistently followed. This reduced the risk of errors and ensured people received the right medication at the right time, supporting people's physical and mental health treatments.

People benefited from timely access to healthcare professionals and well coordinated interventions. External professionals consistently described strong communication, appropriate referrals and proactive follow-up by staff. This collaborative approach ensured continuity of care and improved people's confidence in the support they received.

Palliative and anticipatory care were well planned and delivered in line with people's wishes. Anticipatory care plans were in place and shared appropriately with health professionals, ensuring that people's choices and comfort were respected at critical times. This supported dignity, reduced anxiety, and upheld people's rights.

Food and drink provision supported people's health and enjoyment of daily life. Staff knew people's preferences and dietary needs very well. Alternative food choices were available, and mealtimes were relaxed and sociable. This approach supported nutrition, choice, and wellbeing.

People were encouraged and supported to remain active, including spending time outdoors. Improvements to the garden area increased opportunities for safe outdoor activity, social interaction, and sensory stimulation, which supported positive impacts on mood, mobility, and overall wellbeing.

Although care plans were person-centred and up to date, the structure of outcome focused evaluations required further development. This had minimal impact on outcomes due to strong day-to-day practice, but addressing it would strengthen consistency and evidence of progress. To support this, we made an area for improvement (**see area for improvement 1**).

Areas for improvement

1.
To ensure people experience care and support that is right for them, the provider should implement and consistently use a clear, person-centred planning structure covering assessed needs, aims, personal outcomes, actions/interventions, and regular meaningful evaluations.

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

"My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15)

and

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

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The environment was clean, comfortable, and well maintained, and this supported people to feel safe, relaxed and at home. Regular maintenance and safety checks were completed and recorded, reducing risks and promoting reassurance.

The setting was homely and welcoming, and people and visitors consistently commented positively on cleanliness and comfort. The small size of the home supported familiarity and calm, which helped people feel settled and included.

People were able to choose freely between private and communal spaces. Staff respected these choices and maintained regular contact with people who preferred privacy, supporting dignity, autonomy, and emotional wellbeing.

The service's continued use of two shared rooms was managed well. The service ensured that people fully consented to live in a double room. We spoke to residents who lived in a shared room, who told us that they were very happy with this arrangement. However, the provider acknowledged the limitations and potential problems of shared rooms and was exploring options for extending the building.

Access to outdoor space had recently been improved and could contribute positively to people's experiences in the coming months. The new terrace provided safe seating, opportunities for social interaction and gentle activity.

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 the effective, evidence-based, outcome-focussed, and transparent assessment, planning, and evaluation of staffing, the provider should improve how this process is formalised and documented. This should include the documentation of the rationale for professional judgement decisions in relation to staffing.

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 18 December 2024.

Action taken since then

The manager consistently produced a robust monthly staffing overview that provided clear evaluative judgement, incorporated people's outcomes and views, and effectively informed staffing decisions. This approach demonstrated strong alignment with the statutory requirements of the Health and Social Care Staffing (Scotland) Act 2019, including the Staffing Method Framework for adult care homes.

This area for improvement was met.

Previous area for improvement 2

To support people's health and wellbeing, the provider should improve the garden to ensure that people have opportunities to get involved in activities such as growing food and flowers.

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

'The premises have been adapted, equipped and furnished to meet my needs and wishes'.

This area for improvement was made on 18 December 2024.

Action taken since then

The provider made meaningful improvements to the garden by constructing a new terrace with integrated planters, creating an inviting, accessible outdoor space that offers opportunities for socialising and participation in activities such as growing plants. These developments support people's health and wellbeing and reflect the Health and Social Care Standards, which require premises to be adapted and equipped to meet people's needs and wishes.

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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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