

Graceland Care Home Service

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Telephone: 01563 542 342

Type of inspection:
Unannounced

Completed on:
27 January 2026

Service provided by:
Graceland Nursing Home Ltd

Service provider number:
SP2008010026

Service no:
CS2003000766

About the service

Graceland is registered to provide nursing and residential care to a maximum of 70 older people.

The family owned service is provided from purpose built premises located in a residential area of Kilmarnock, with nearby access to the town centre and local amenities.

Single room accommodation is provided across two buildings with 40 of the 70 single rooms having en-suite facilities that include wet floor showers. The remaining 30 bedrooms have their own en-suite sink and toilet with shared adapted bathroom/shower facilities.

The division into six smaller group living areas lends itself to a homely feel and there is a good sized, well maintained and accessible garden.

At the time of inspection there was 69 people living in the home. The two registered managers were supported by nine nurses, two advanced healthcare assistants, eight senior carers, two shift leaders and a team of care assistants.

About the inspection

This was an unannounced inspection which took place on 21, 22 and 24 January 2026 between the hours of 09:30 and 22:15. The inspection was carried out by one inspector and an inspection volunteer 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 20 people using the service and 21 of their relatives
- spoke with 19 staff and management
- explored questionnaires returned from 26 people supported, 25 relatives, 9 staff and 2 professionals involved with the service
- observed practice and daily life
- reviewed documents
- had contact with professionals linked to the service.

Key messages

- People experienced warm, compassionate support from a stable staff team who knew them well, helping them feel safe, understood and emotionally reassured.
- Health needs were identified promptly, with strong communication between staff, families and professionals contributing to early intervention and positive wellbeing outcomes.
- Staffing levels and deployment were thoughtfully planned, enabling people to receive consistent support from confident, well trained staff.
- The environment was homely, clean and welcoming, supporting people's independence, comfort and sense of belonging.
- Meaningful activities and opportunities for connection enriched people's daily lives, helping them stay engaged, stimulated and socially connected.
- Strong systems for learning, induction and practice oversight ensured staff were skilled and supported, which enhanced the quality and reliability of people's care.

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?	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 experienced warm, compassionate support from a stable staff team who knew them well. A person supported shared "I have only recently moved in and I am surprised how much I at home I feel already. I have settled really well, staff have been lovely, really went out of their way to get to know me".

We saw trusting relationships that helped people feel safe and understood, particularly when they were distressed. Families told us they felt reassured by staff's ability to recognise early signs of distress and use their knowledge of the person to de-escalate situations sensitively, often avoiding the need for medication. Several relatives described a positive shift in their own relationships with loved ones, as they were able to focus on being family again rather than carers. A relative shared "We could not ask for a better nursing home for X, to find a jewel in the crown like this is second to none".

Staff were quick to identify changes in people's health and wellbeing, and relatives valued the regular updates and open communication. This built strong confidence in the service. There were referrals to other professionals such as Speech and Language Therapy, Community Nurses, Dieticians where there were changes in people's health. Other professionals also told us they trusted staff to seek advice appropriately and follow guidance, which supported good health outcomes for people.

Health monitoring charts were in place where assessed as being required. We were not always able to see actions where there were gaps in recording, which may lead to delays in appropriate healthcare interventions. However, we did not see signs of dehydration or unmanaged infection, suggesting people's day to day health needs were being met.

Medication systems were safe. Some protocols in relation to medication prescribed as required would benefit from being updated. This however did not detract from the overall reliability of medication practice.

People should expect meals and snacks which meet their cultural and dietary needs, beliefs and preferences. Mealtimes were positive and inclusive. People made informed choices about their food, including those with specialised or dietary preferences. A relative shared with us "The catering manager sat with X and came up with a menu that suited her, including the things she would like and would be able to eat, which can be limited due to her being vegetarian and her religious beliefs". Families appreciated being able to join their loved ones for meals, which supported connection and wellbeing.

People should be treated as an individual by staff who respect their needs, choices and wishes. We saw people being supported with key activities at times that suited them. People were generally supported to get up and ready at times when they wished, with staff balancing choice and safety when risks required additional support.

Activities were well planned and meaningful, offering stimulation and enjoyment throughout the week. There was recognition of the importance of occupational activity and this was encouraged and supported. People appreciated the variety, and we saw staff creating fun, engaging experiences at weekends, which helped reduce feelings of isolation for those without visitors.

Relatives valued opportunities to take part in dementia training, which strengthened their understanding and connection with their loved ones.

Care plans were regularly reviewed, and many contained detailed, strengths based information that helped guide support. Some plans required clearer direction, particularly where needs were changing, and a small number of people would benefit from more robust nutritional planning.

How good is our staff team?

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's needs should be met by the right number of people. Regular dependency assessments ensured staffing levels were planned around people's assessed needs. This helped create routines and consistency for people. It was particularly positive to see thoughtful planning for weekends, with additional staff brought in when possible. This meant people continued to experience consistent support even when traditionally there would be fewer staff onsite.

Shifts were arranged flexibly to reflect people's routines, and although staffing could be tight when 2:1 support was required, staff were able to seek help from other areas. This contributed to people receiving the support they needed, even if there were occasional delays. Exploring deployment at key times would help strengthen this further.

Team meetings for nurses, seniors and carers were scheduled at times that supported wider attendance, including night staff. This created more opportunities for shared learning and consistent practice. While carers' meetings were not always well attended, the intention to include all staff in service development was clear.

Care and support should be consistent and stable because people work together well. Staff described positive teamwork and trust across the staff team, with new staff feeling welcomed and well supported. This contributed to a calmer and more positive experience for people.

Regular observations of practice in areas such as medication, moving and assisting, and personal care gave the management team assurance that staff were working safely and competently. A wide range of training was available, with high uptake, and was responsive to the needs of people. This meant people benefited from a workforce whose skills were continually developing in line with their needs.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the environment and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The layout of the smaller units created a warm, homely atmosphere that supported people's independence and helped them build natural connections with their peers. Thoughtful décor contributed to this sense of comfort and belonging. Although one area of the home had minimal wall coverings, the intention to balance personalisation with safety was clear, and exploring safe options could further enhance people's experience.

An environmental improvement plan was in place, demonstrating ongoing commitment to developing the environment to improve people's experience. Good signage supported people to move around independently.

Ensuring nameplates are added promptly for new people will help strengthen their sense of identity and orientation.

Clear expectations were set for internal maintenance, and external servicing was completed as required. Plans to develop an inventory system showed a proactive approach to ensuring equipment remains safe and reliable, which helps people feel secure in their environment.

Laundry processes were well organised, helping maintain people's dignity through clean clothing. While some relatives had raised concerns about discolouration, this had already been acknowledged by the service with a resolution being actively sought.

The home was consistently clean and free from odours. This was appreciated by families and professionals also recognised, and contributed to a pleasant and homely atmosphere.

People had access to a well furnished garden space, which they used to spend time with loved ones and engage in meaningful outdoor activities. This supported wellbeing, connection and enjoyment. As the weather improves, enabling unrestricted access where possible will further enhance people's 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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