

Anam Cara Care Home Service

Anam Cara
21 Montgomery Court
Kilbirnie
KA25 7JE

Type of inspection:
Unannounced

Completed on:
9 January 2026

Service provided by:
North Ayrshire Council

Service provider number:
SP2003003327

Service no:
CS2008177877

About the service

Anam Cara is respite service based in the Ayrshire town of Kilbirnie and operated by north Ayrshire council. The service was registered with the Care Inspectorate 1 April 2021, to provide a care service to a maximum of 14 adults and older people with dementia in respite/short break places.

About the inspection

This was an unannounced inspection which took place on 7, 8 and 9 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 relatives
- Spoke with nine staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- Continuity of care provided by a consistent team of care staff with many years experience.
- Health needs assessments and care planning documentation was comprehensive and detailed.
- Relatives and people provided very positive and appreciative feedback of the value and benefit of the service.
- Mealtimes were well organised and provided good quality food which was well prepared and presented.
- Information about any specialised dietary needs and preferences well documented.
- Environment upgraded to a very good standard

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
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's health and well being should benefit from the care and support provided. We saw that people were well supported in line with their assessed needs and this was reviewed at each short stay. The information gathered in health needs assessments and care planning documentation was comprehensive and personalised to each individual. This ensured that people continued to be supported and cared in a consistent way for during their short breaks.

Families and individuals were fully involved in the information gathering process which made sure everyone's individual needs were addressed and supported during their short breaks stay. This helped to maintain continuity of care.

Mealtime observations confirmed that people enjoyed a very good standard of dining experience. Meals were well presented, nutritious, and tailored to each individual's dietary needs. Kitchen staff used preference cards to record likes, dislikes, and specialist diets, ensuring these were consistently met. People were offered choice and involvement in menu planning, and inspectors noted the positive atmosphere during mealtimes.

We observed all staff within the service working well together as a team in providing care and support to people treating them with the dignity and respect at all times.

Feedback we received from relatives was very positive and appreciative of the value and benefit of this service to them. Highlighting how the provision of this type of service provides them with reassurances, reduces stress and allows them and their families time to rest between short stays whilst knowing their loved ones are safe and well cared for.

Entertainment and activities were available during people's short stays and we observed some in house entertainment on offer during our visits. People really enjoyed this which again helped to make their short stay a positive experience.

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.

There have been some changes recently to the management and senior staff within the service due to retirement. However the service has continued to maintain very good standards of continuity and quality in relation to the staff teams.

We would also note that the atmosphere and team spirit within the service was very positive and each member of staff we met and spoke to demonstrated a dedicated and motivated ethos in supporting people to have a positive short break experience.

We saw that there were plans in place to maintain and continue to develop the staff supervision and training programmes helping to keep staff updated with their skills and knowledge.

Relatives we spoke to praised staff for their friendliness, helpfulness, and ability to make people feel comfortable during short stays.

During our inspection visits we observed strong teamwork across all roles, with care, kitchen, and domestic staff working together to ensure high-quality outcomes for people during their short breaks stay.

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 environment at Anam Cara has undergone considerable refurbishment and has been completed to a very good standard providing a welcoming and comforting setting for people to have short respite breaks.

People we spoke to who have had short breaks at Anam Cara commented on how nice the environment was and this helped to make their stay more enjoyable, people felt valued and enjoyed their short stays.

We reviewed the documentation in relation to the Health and safety requirements and noted that all necessary maintenance and servicing requirements were up to date and regularly monitored to ensure compliance with best practice guidance.

There were some nice touches such as the use of large framed photographs of local landmarks throughout. This created good conversation topics for people and made them feel at home.

There were quiet areas throughout the home and the garden and external areas were also of a high standard and very nicely presented, thus giving people the opportunity to have some space to relax. Relatives told us that usually after just one stay people seemed relaxed and enjoyed their short stay.

The domestic staff worked well to ensure the home was clean and tidy. We saw that they had implemented good infection control practice. Staff had completed infection prevention and control training. There were cleaning schedules in place and regular infection control audits carried out to ensure this high standard was consistent.

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.

We saw that care and support plans were consistently person-led, current, and outcome-focused, with clear links to day-to-day practice and reviews. Risks were identified and managed in a way that protected people's rights, choices, and independence.

Care and support plans we sampled were clear, concise, and easy to navigate. Each plan contained a summary profile and personalised information that staff used to build rapport and trust. There were detailed guidance for key areas such as communication, medication support, nutrition and hydration, mobility, skin care, continence, and emotional wellbeing.

Health needs assessments were completed with good detail and in a collaborative way. Staff gathered information from people, families, and relevant professionals, and this informed plans that reflected what mattered to each person.

Personal outcomes were described in people's own words where possible and included details about preferred routines, communication, culture, faith, and meaningful activity.

We saw evidence that care and support plans were updated promptly after each short stay or if there were any changes, for example, a change in medication, or an alteration in mobility. This ensured that each person was supported in a consistent and caring manner during their short stays and families felt confident and comfortable with the quality and standard of care provided.

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
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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