

The Courtyard Care Home Service

Hansel Alliance, Hansel Village
Broad Meadows
Symington
Kilmarnock
KA1 5PU

Telephone: 01563 830 465

Type of inspection:
Unannounced

Completed on:
21 January 2026

Service provided by:
Hansel Alliance

Service provider number:
SP2003000261

Service no:
CS2003001304

About the service

The Courtyard is registered to provide a residential based care service to adults with a learning disability. The service is provided by The Hansel Alliance in accommodation built in the grounds of the Hansel Estate in Ayrshire.

The Courtyard comprises of three bungalows adjoining each other, but with their own bedrooms, kitchens, living rooms and dining areas. At the time of the inspection, 11 people were being supported at The Courtyard across the three homes.

About the inspection

This was an unannounced inspection which took place on 19 January 13:15 - 15:15, 20 January 09:00 - 16:00 and 21 January 2026, 09:00 - 14:15. 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:

- spent time with nine people using the service and one of their family. We also received eight completed questionnaires. For people unable to express their views, we observed interactions with staff and how they spent their time
- spoke with eight staff and management; we also received five completed questionnaires
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- The Courtyard had a homely, welcoming, and nurturing atmosphere and maintained positive relationships with people
- People clearly had good relationships with the staff, who cared for them with kindness and compassion. They had developed warm relationships with the people they support and their families.
- We observed that people appeared happy and confident in the company of workers who engaged with them in a natural, warm and respectful way.
- Families felt well informed and involved.
- Regular health and personal risk assessments and working with external health professionals were very well managed.
- Leaders knew the strengths and areas for development of the service well and used effective quality assurance to drive good practice.

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.

People benefited from kind and compassionate care. Staff were attentive and respectful, and people said they felt safe and cared for. Families told us;

"We are very happy with the care and support of our loved one."

"I'm happy with all the care given and know all the staff deal with everything to the best of their ability."

"My relative and our family have an excellent relationship with the staff and we are very happy with the care my relative receives."

"He is happy at the courtyard and enjoys interacting with the staff."

"He is always well looked after and treated with respect."

Care and support was delivered in line with relevant evidence, guidance, good practice, and recognised standards. Each person had a personalised care plan and daily notes that provided a clear overview of their day, including the choices they made and any activities they enjoyed both within and outside the home.

The service ensured that people received appropriate healthcare from the right professionals at the right time. Daily health updates captured information on medication, professional involvement, and any emerging medical concerns. These were completed to a high standard and offered a detailed picture of each person's wellbeing.

Families told us they were highly impressed with the team's responsiveness when their relative presented differently. We also found that staff were proactive in escalating concerns to health professionals when changes in presentation were noted. This was particularly important when a person's choices had the potential to place them at risk.

Staff had good knowledge of people's dietary needs and ensured that individuals were served the correct modified diets where appropriate. There was good access to drinks and snacks between meals, which ensured that people's nutrition and hydration needs were met.

The service could consider reviewing the range of activities available to ensure that these were meaningful and accessible for everyone living in the home.

Staff had a good awareness of people's health needs and how best to support them. They were knowledgeable about the range of healthcare professionals they could call upon for advice and support when needed. There was evidence that visiting healthcare professionals' advice and directions were being followed to support individuals' health needs. Families said that staff took prompt action, which reassured them about the management of their relative's healthcare.

There were good systems in place to ensure that people's care and support needs were discussed daily, and important information about the management of people's health needs was communicated at each shift handover. This kept staff well informed about changes in people's care and support and ensured positive outcomes for their healthcare needs.

The personal plans we sampled contained current information about the outcomes of risk assessments and clear guidance to support staff in meeting people's health, welfare, and safety needs. Comprehensive risk assessments were in place for each individual, covering all relevant areas of risk.

We noted that plans were well detailed, and the service had continued to evaluate information within personal plans. This ensured that the most up-to-date information was available to guide staff in delivering agreed and consistent care to effectively manage people's needs.

Medication was managed safely and effectively in line with current best practice guidance. Daily audits were carried out to ensure that safe standards were maintained and that people's health needs were met.

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.

People benefited from a warm, comfortable, and welcoming environment with good access to fresh air, natural light, and sufficient space to meet their needs and preferences. The setting was relaxed, clean, tidy, and well maintained.

The Courtyard was observed to be very welcoming. The layout of the service and the quality of fixtures and fittings supported positive outcomes for people. The environment was comfortable and homely, and people had clearly been able to influence the décor within the home, particularly in their own space.

It is important that the team remain mindful and leaders continue to monitor the home; the environment must be respected as the person's home and staff must not act for their own convenience.

People living at The Courtyard benefited from accommodation that was the right size for them, including opportunities for small group living, which worked well for people who were comfortable with their peers. Individuals could choose between private and communal spaces and were supported to exercise their right to privacy when they wished. It was positive to see people being warmly welcomed across all three houses.

Feedback from relatives included:

"Nice environment."

"The cleanliness, care and upkeep of the setting is excellent."

"The setting is perfect, safe, calm."

There was clear, planned arrangements in place for the regular monitoring and maintenance of the premises and equipment to ensure people's safety. This included staff training and competency assessments to ensure equipment was used and maintained safely.

Inspection report

Staff were skilled at identifying changing needs for equipment or facilities, which meant that people were able to maintain their independence and get the most out of life. People had access to specialist equipment that met their changing needs. Equipment was provided promptly and maintained appropriately. The setting was safe and well maintained, with maintenance managed locally. Any identified issues were logged and addressed promptly.

We reviewed daily checks for mobility and moving equipment. Fire safety arrangements were sampled and were found to be fully recorded. Staff spoken to demonstrated a clear understanding of emergency procedures and their responsibilities in the event of a fire, including participation in fire drills. Water temperature checks for baths and showers were reviewed, and sampling across the service showed these were completed consistently.

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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