

# Haylie House Residential Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
29 January 2026

**Service provided by:**  
Haylie House Trust Ltd

**Service provider number:**  
SP2003000227

**Service no:**  
CS2003001143

## About the service

Haylie House Residential Home is registered with the Care Inspectorate to provide a care home service to a maximum of 23 older people requiring residential care. The provider is Haylie House Trust Ltd.

At the time of inspection, there were 23 people living in Haylie House.

Haylie House Residential Home is located in the coastal town of Largs. The home consists of a large converted house, with two single-storey extensions. Within the home there is a large living room at the rear of the property, offering access to an enclosed garden; and dining room at the front, offering views over the Clyde estuary and Millport.

The accommodation comprises of 23 single bedrooms, one of which could potentially be used for a married couple or friends/siblings with a pre existing relationship. Not all bedrooms offer ensuite toilet and/or bathing facilities.

There are communal toilet and bathing facilities throughout the home.

Haylie House is overseen by a board of trustees, and run day-to-day by the service manager, assistant manager and care supervisor.

The aim for Haylie House is to provide a peaceful, comfortable, safe, homely, caring environment whilst delivering high quality services for each person we support. We treat every resident with compassion, dignity and respect in line with the National Health and Social Care Standards.

## About the inspection

This was an unannounced inspection which took place on 26, 27, 28 and 29 January 2026 between the hours of 07:30 - 17:00. 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 13 of their family
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- People received very good care that met their needs and kept them safe. Staff knew people well and used up-to-date care plans to guide how they supported them.
- Staff acted quickly when someone's health changed. They spotted early signs of illness and involved health professionals when needed.
- Medication was managed safely, with strong checks in place to prevent mistakes and make sure people got the right medicines at the right time.
- People's nutrition, hydration and weight were monitored well. Staff kept clear records and took action when there were concerns.
- Staff supported people's emotional wellbeing with kind and caring interactions. A good range of activities helped people stay active, engaged and connected.
- The home was clean, comfortable and safe. It had recently improved some facilities, and strong infection control and maintenance routines were in place.

## 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

### Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

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, attentive and person centred care that led to consistently positive outcomes.

Staff had a strong understanding of each person's health needs and used detailed, up-to-date assessments to guide their practice. This meant people received care that was tailored, safe and responsive. People's health was monitored proactively using recognised tools such as MUST, Waterlow and falls assessments, and staff acted quickly when someone became unwell. This supported early intervention and helped prevent escalation.

Medication management was a notable strength. The service had a robust audit system, accurate recording and clear processes for PRN and covert medication. This reduced risk and helped ensure people received medicines safely and consistently.

Support for nutrition and hydration was well organised. Staff monitored intake closely for people at risk, and management analysed trends to identify concerns early. Weight changes were reviewed with appropriate professional input. These strong systems supported people to maintain good health.

People's emotional wellbeing was also well supported. Staff approached people with kindness and understood their communication styles and emotional triggers. This helped create calm, reassuring interactions and contributed to people feeling safe and settled. One person commented: "Overall I think that the staff are very good and nice to me and that I am supported well."

People benefitted from varied and meaningful activities that were suited to their interests, including community participation, group events and one-to-one support. Staff monitored how activities affected people's mood and engagement, helping ensure these opportunities continued to add value.

Feedback from relatives and visiting professionals was extremely positive. They felt informed, involved and confident in the service's ability to meet health needs. Many highlighted strong communication and the caring approach of the staff team.

## How good is our setting?

5 - Very Good

### Quality Indicator: 4.1 People benefit from high quality facilities

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

The environment was clean, comfortable and well maintained, and this had a positive impact on people's daily lives. Communal areas were tidy and homely, which contributed to a pleasant atmosphere and helped reduce infection risks.

Most bedrooms had refurbished ensuite facilities, and people were encouraged to personalise their spaces. This promoted dignity, comfort and a strong sense of identity. Accessibility across the home was very good, with level access, lifts and stair lifts supporting people to move around safely and independently.

Infection prevention and control was well managed. Staff followed clear routines and used appropriate cleaning products, and the laundry team implemented strengthened cross contamination procedures during the inspection. These measures supported safe care and reduced risk.

Environmental safety checks were organised and consistent. Regular audits covered equipment, fire safety and maintenance, supported by contracts and a winter works plan. This proactive approach improved reliability and helped prevent issues before they affected people's experience.

Dining spaces and kitchen areas were clean and well arranged, with accessible information about dietary needs and hydration. This contributed to safe mealtime experiences.

The garden area was attractive and secure, offering people a safe outdoor space.

Feedback from people, relatives and visiting professionals confirmed the environment felt homely, well cared for and welcoming.

## 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 setting?   | 5 - Very Good |
| 4.1 People experience high quality facilities                          | 5 - Very Good |

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