

Chalmers Road Care Home Service

26 Chalmers Road
Ayr
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Type of inspection:
Unannounced

Completed on:
18 February 2026

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2003001299

About the service

Chalmers Road provides a respite service for a maximum of four adults with learning disabilities. The provider is South Ayrshire Council.

Chalmers Road is a purpose-built bungalow close to Ayr town centre. The length and frequency of each stay is determined by the needs of those using the service and range from overnight to several weeks. There was one person using the service at the time of the inspection.

Chalmers Road's aim is:

'To provide a high quality, needs-led, person-centred respite service for adults with a learning disability who have higher support needs. The break should be a positive experience for both the person using the service and their carer. Thereby improving people's quality of life and supporting their relationship.'

About the inspection

This was an unannounced inspection which took place on 17 and 18 February 2026 between the hours of 07:15 and 15:00. 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 one person using the service and three of their family
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People benefited from high quality, person centred care planning, which was regularly updated and developed collaboratively with families.
- Health needs were managed exceptionally well, supported by robust medication systems, strong risk assessments, and effective monitoring tools.
- People experienced warm, positive relationships with staff, who promoted choice, independence and meaningful activity, resulting in enjoyable respite experiences.
- The environment was very good, providing a homely, well maintained and safe setting with strong health and safety systems and high IPC standards.
- Facilities were accessible, comfortable and promoted dignity, independence, and wellbeing, aligning closely with positive feedback from people using the service.

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 how the service supported people's health and wellbeing, which clearly outweighed any areas for improvement. Therefore, we evaluated this key question as very good.

Care plans were detailed, person centred and regularly updated following each respite stay. People benefited from highly personalised information that helped staff deliver consistent support around complex health needs, communication, stress and distress, daily routines, and activities. Relatives were fully involved in developing and reviewing plans, which helped ensure people's preferences and needs were accurately reflected.

Health needs were managed particularly well. Staff used tools such as bowel and fluid charts where required, and risk assessments were comprehensive and clearly described how risks should be mitigated.

Medication systems were robust, with weekly file audits, management checks, clear PRN protocols, and accurate MARs. Medication was safely stored and regularly counted, promoting safe practice and reducing risk.

People experienced warm and positive relationships with staff who knew them well. Staff used supportive strategies to promote choice, independence and positive routines, and people were encouraged to participate in community activities such as walks, cinema outings, and meals out. This meant their time in respite was purposeful and enjoyable.

Satisfaction surveys and care inspectorate questionnaires showed extremely positive feedback from people and relatives. People described the service as homely, relaxing, and supportive, and relatives told us they felt confident in the quality of care.

Overall, people experienced high quality care and support that enhanced their wellbeing, maintained their health, and created a positive, reassuring respite experience.

How good is our setting?

5 - Very Good

Quality Indicator: 4.1 People benefit from high quality facilities

We found significant strengths in the quality of the environment and facilities that clearly supported positive outcomes for people. Therefore, we evaluated this key question as very good.

The building was well maintained, homely and accessible. It provided a welcoming and safe setting for people with a wide range of needs. The layout supported independence, with level access indoors and outdoors, coded entry for people who could safely use it, and a choice of communal and private spaces.

Bedrooms and ensuite areas were in very good condition and furnished to meet people's mobility and care needs, including hi lo beds and appropriate equipment.

People benefited from a clean, safe environment supported by strong health and safety systems.

Maintenance records were up-to-date, and all safety certificates were in place, including fire alarm testing, electrical checks, legionella monitoring and equipment servicing. Recent audits demonstrated thorough oversight, with clear action plans and timely completion of required improvements, such as COSHH updates and fire door work.

Infection prevention and control (IPC) standards were high. A cleaner attended daily, and cleaning schedules were comprehensive and aligned to IPC expectations. Staff had access to guidance linked directly to current legislation.

The kitchen and dining areas were clean, functional, and inviting, and people were able to access snacks or take part in food preparation where appropriate.

The outdoor space was well maintained and easily accessible, offering additional choice for relaxation and activities.

The overall environment promoted dignity, comfort, safety, and independence. People told us they enjoyed spending time at the service and described it as homely and comfortable, which aligned with our observations.

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 ensure that people experience consistently good outcomes, and that quality assurance and improvement is well led. Managers should continue to evaluate and monitor service provision which informs the improvement and development of the service. By introducing action planning they could track issues identified and also that actions are reviewed to ensure that they effectively improve outcomes for people supported.

This is to comply with Regulation 4 (1) (a) and (b) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 9 January 2025.

Action taken since then

Service plan in place that has been informed by quality assurance processes and feedback from stakeholders. Service plan details areas for improvement, what they have done to meet improvement and how do they know that they have successfully met the improvement or not.

Area for improvement has been 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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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