

Dundonald House Care Home Service

Old Loans Road
Dundonald
Kilmarnock
KA2 9DB

Telephone: 01563 851 430

Type of inspection:
Unannounced

Completed on:
9 February 2026

Service provided by:
Dundonald House Nursing Home Ltd

Service provider number:
SP2010010979

Service no:
CS2003001314

About the service

Dundonald House is a privately owned care home which can accommodate up to 90 older people. It is situated in the small Ayrshire town of Dundonald.

The care home consists of two buildings, an older style adapted home and a newer building, opened in 2012.

The older home has single rooms with en-suite toilet facilities and some double bedrooms with en-suite toilets, bathrooms are shared. The newer building has all single room accommodation with toilet and shower facilities with some shared bathrooms.

The home provides small group living up to a maximum of 21 people in each unit, which have their own dining lounge areas and small kitchenettes.

The service has a hairdressing salon, coffee shop, accessible gardens and a children's play area.

About the inspection

This was an unannounced inspection which took place on 5, 6 and 7 February 2026 between the hours of 07:00 and 21:45. The inspection was carried out by two inspectors 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 23 people using the service and 13 of their relatives
- spoke with 21 staff and management
- explored questionnaires returned from 26 staff, 22 relatives and 11 people supported
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced warm, personalised care from staff who knew them well and responded quickly to changes.
- People felt valued and listened to, with staff using meaningful communication methods and strong relationships to ensure everyone could share their views and influence their care.
- Staffing was stable and highly skilled, enabling unhurried, meaningful support and relationships.
- Training and supervision helped staff feel confident and well-supported in their roles.
- The service invested strongly in staff development, supporting meaningful career progression through qualifications, enhanced roles and new learning opportunities.
- The environment was homely, safe and enabling, with indoor and outdoor spaces that supported comfort, independence and connection.

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?	6 - Excellent
How good is our staff team?	6 - Excellent
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?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading and supported outstandingly high outcomes for people.

People experienced warm, compassionate support from a stable staff team who knew them well. As staff worked consistently within the same areas they built trusting relationships with people and their families, a number of which described the home as an "extended family". These family like relationships underpinned confident, individualised care.

Relatives recognised the positive impact the service had on their loved one's health and wellbeing. One shared: "On coming here [my relative] was effectively bedbound, we thought we were going to lose them. But we still have them and they are now sitting up all the time and can walk for short periods with a frame. They put a plan together and everyone worked towards it."

Staff used their knowledge of people to identify changes in their health and wellbeing. Relatives valued the regular updates and open communication. This built strong confidence in the service. There were timely referrals to other professionals such as speech and language therapy, community nurses and specialist equipment providers where there were changes in people's health. This prevented deterioration and sustained comfort, safety and independence.

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 supported to get up and settle for the night at times that suited them. People's voices shaped decisions in areas such as recruitment, through accessible tools like communication cards. This enabled people who may not be able to verbalise their opinions to be involved.

People should expect meals and snacks which meet their cultural and dietary needs, beliefs and preferences. Feedback regarding food and snacks was positive, with people eating well. Further developments were being implemented to improve people's mealtime experiences with the introduction of pictorial menus, following recent changes in the menu.

There was effective communication between nursing and support staff which promoted consistency of care and support for people. To ensure this is maintained, a number of support plans could be enhanced to give more specific personalised information for key areas of support.

Medication systems were safe and clearly recorded. Annual medication reviews were held to ensure people were getting the most benefit from their prescribed medications.

A range of health and wellbeing monitoring charts was in place, where this was assessed as being necessary. These ensured that appropriate support was in place to maintain people's health, with appropriate actions taken when required.

People enjoyed rich, meaningful activity from the start of their journey in Dundonald House. Dedicated and creative activity co-ordinators developed meaningful activity plans with people and those important to them. One-to-one time was provided for anyone who spent their time in their bedroom or preferred not to

join groups. A relative told us: "[My relative] loves arts and crafts and is working one-to-one with the art therapist, rather than the group. Their art work is to be displayed in the coffee shop."

Strong community connections were wide and varied. This included spiritual support as well as creative, skills-based sessions which kept people stimulated, connected and proud of their heritage. We heard from a relative: "They [staff] arranged Italian lessons as [my relative] speaks the language and they were able to teach people about their language and their culture." The planned introduction of evening activities will widen meaningful options for people.

Families felt well-supported and informed through regular updates, newsletters and a much valued carers' group. The onsite coffee shop provided a welcoming hub where familiar routines continued and identity was celebrated.

How good is our staff team?

6 - Excellent

We found sector leading staffing arrangements with consistently outstanding outcomes for people, therefore we evaluated this key question as excellent.

People's needs should be met by the right number of people. Staffing levels were determined with thoughtfulness and insight. Monthly dependency assessments provided a baseline, with further consideration given to the environment, skill mix and people's individual needs to set actual staffing required. As a result, staffing routinely sat above the recommendations, ensuring the right mix of skills at the right time.

People benefited from a stable, highly skilled team. Agency use was minimal, with a high ratio of nursing and senior staff on shift at all times. Holidays and absences were routinely covered by the service's own staff, even when this was a higher grade than needed. This continuity meant support was reliable, relationships were strong and people felt confident and at ease with the staff team.

Care and support should be consistent and stable because people work together well. Staff described the culture as "one big family" where different skills were recognised and valued. Teamwork and communication were cohesive. Value was placed on the Tuesday morning breakfast. This created space for the team to connect with each other, link with staff from across the home and share ideas or concerns with the management team.

People told us, and our observations demonstrated, that staff had time to provide support without being hurried or rushed which contributed to a calm and positive experience. Interactions were purposeful and relationship based, not just task focused. People experienced meaningful connection throughout the day and night.

People should have confidence that they are supported by staff who are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. The service had updated their induction programme which now includes core learning and reflections, demonstrating learning and how this will inform practice.

Staff accessed a wide range of face-to-face and online training with supervision routinely including discussions of training undertaken. It may be beneficial to develop evidence-based conversations during supervision to further enhance reflective practice.

The organisation had embraced clear career pathways. Staff told us they were supported through work based and university qualifications, in meaningful ways that built confidence and competence. Several had progressed into enhanced roles within the service. The management team have secured an Open University nursing placement which reflects a culture that grows talent and strengthens the future workforce.

How good is our setting?

5 - Very Good

We found significant strengths in the environment and how it supported people's wellbeing and independence, these clearly outweighed areas for improvement, therefore we evaluated this key question as very good.

The layout of the smaller units created a homely, calm atmosphere which supported people to remain as independent and connected as possible. Alongside communal lounges and dining spaces, the presence of smaller, quieter areas meant people could choose where they felt most comfortable, promoting dignity and personal preference.

Bedrooms were individualised and welcoming, with proper front doors adding to the sense of privacy and ownership. Many areas of the home were tastefully decorated, strengthening the homely feel. Where some spaces required attention, there was an environmental improvement plan in place to ensure continued development and enhance experiences further.

Laundry arrangements were generally safe and well-organised, with clear infection prevention processes in the main laundry. Although the smaller laundry needed attention, over the course of the inspection a plan was developed promptly, demonstrating a proactive approach to maintaining safe standards.

The home was clean and well-presented with housekeeping staff knowledgeable about expectations. While occasional odours were noted in some areas, cleaning schedules were well-established and contributed to a comfortable living environment overall.

People were supported to find their way around independently through clear signage and orientation boards. Some boards required updating to avoid confusion, but where refreshed, they helped people feel more confident and included in daily life.

External servicing and maintenance were up-to-date, providing assurance that the environment was safe and well-managed.

Access to outdoor space was important to people and their loved ones. The enclosed garden and upstairs terrace offered inviting, well-furnished areas where people could enjoy spending time with peers, loved ones, tending to plants or simply relaxing. Considerable thought had gone into developing these areas for people's benefit, and unrestricted access as weather improves will enhance this even further.

The standout feature of the setting was the coffee shop which was highly valued by people and their families. Many described it as an invaluable resource that strengthened community connections and offered a familiar, uplifting space to socialise. It acted as a genuine hub of activity, helping maintain identity and supporting meaningful involvement in everyday 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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.