

Abbeyfield House Care Home Care Home Service

1 Kilwinning Road
Irvine
KA12 8RR

Telephone: 01294 279 019

Type of inspection:
Unannounced

Completed on:
23 January 2026

Service provided by:
abbeyfield irvine and district society

Service provider number:
SP2005007525

Service no:
CS2003001140

About the service

Abbeyfield House Care Home is registered to provide a care home service to a maximum of 28 older people with two respite placements available at any one time. The provider is Abbeyfield House Care Home.

The service is located in a residential area of Irvine close to local amenities, transport links and walking distance from the town centre. The care home is a two-storey property that has been extended to provide bedrooms on the ground and upper floors with lounge and dining facilities on the lower level.

All bedrooms have en-suite facilities toilet and washing facilities in the way of wet floor shower space, although some are no longer suitable and need upgrading. There are four rooms which are double occupancy. There is a secure patio/garden area that has just had re decking work completed.

The care home environment requires considerable upgrading and refurbishment throughout. This was made an area of improvement at the last inspection, with little improvement made since then. This has therefore not been met and will be repeated.

About the inspection

This was an unannounced inspection which took place on 21, 22 and 23 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 seven people using the service and five of their relatives
- Spoke with 14 staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- Feedback from people in the care home and their relatives provided very positive comments of the staff team and appreciation of their caring and compassionate approach.
- Consistent team of staff with many years of experience working within the service.
- Environment requires attention and requires upgrading and refurbishment. Provider needs to invest in making improvements. Previous area of improvement made at last inspection not met.
- Active and busy with lots of engagement, outings, events and entertainment with all staff fully engaged in these activities.
- All staff within the service working well together as a team, creating a homely atmosphere.
- Catering staff provide a good standard of food and nutrition but overall dining experience needs to be reviewed and improved.

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?	4 - Good
How good is our setting?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service continues to deliver care and support that has a positive impact on people's health and wellbeing. Feedback from residents and relatives we spoke to was consistently warm and reassuring, with people describing staff as caring, kind, approachable, and responsive whenever assistance was requested. People told us they felt well cared for, and relatives commented that staff acted promptly when needs or concerns were raised.

These views were consistent with our observations, we saw all staff engaging well with residents in a meaningful, patient, and respectful way. Staff knew individual's histories, preferences, and routines, which supported personalised and compassionate interactions. People appeared comfortable and relaxed in the home environment and with their interactions with staff.

Staff demonstrated a strong understanding of people's individual needs through their day to day practice and the existing paper care and support plans were well written, containing detailed personal histories, photographs, and clear assessments that reflected individual's needs and preferences. These care and support plans provided an easily accessible and good record of level of care provided to the person and also evidence to support this.

There was a good level of activity and stimulation available, including outings, events, festive celebrations, and ongoing engagement by the activity coordinator. People and relatives described activities as enjoyable and meaningful, and evidence within care plans supported the positive impact these opportunities had on individual wellbeing. All the staff team helped to support these activities, outings and events within the home and out in the local communities. This helped to create a good ethos within the service of the value and recognition of the people living in the care home.

Evaluations and reviews were completed and up to date, with people and their relatives being involved in this process. Which again helped to make people feel valued and that they have an input into how their care provided. The service needs to ensure that when the full transition to the new electronic system happens, the same level of person centred detail and accessibility is maintained, so that staff could continue to deliver well informed care.

People's nutritional needs were well supported. Meals were prepared to a good standard, and food was attractively presented. Catering staff demonstrated good knowledge of dietary requirements and personal preferences.

We observed caring and attentive meal assistance, with staff ensuring that individuals were given appropriate support and encouragement. A new approach to serving meals in residents' rooms by presenting courses separately, had improved nutritional intake for some people.

The overall dining experience however, remains an area requiring further improvement due to the limited available space and competing use of the lounge/dining area. While staff worked hard to create a positive atmosphere, the physical space restricted opportunities for people to dine together comfortably. This continued to impact the overall experience despite the good quality of food and support provided.

This area for improvement had been made at the previous inspection and remains unmet. (See Area For Improvement 1)

The service demonstrated a proactive approach to managing health needs, including falls analysis, pressure care monitoring, and communication with external health professionals. Staff understood the increasing complexity of needs within the home, particularly in relation to dementia and mobility risks, and were using quality assurance tools such as safety crosses, falls mapping, and dependency assessments to monitor change and plan care.

Areas for improvement

1. To support people's health and wellbeing, the provider should continue to ensure that the quality of people's mealtime experiences is reviewed. The service should ensure that the dining arrangements and available space are optimally used to create a positive, dignified, and social mealtime experience for everyone.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.35); and 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33)

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Significant improvements are required to ensure that the environment fully promotes people's independence, comfort, and safety. The service has not been able to make progress in delivering the environmental upgrades previously identified. The overall condition remained largely unchanged, with several areas continuing to require investment and improvement.

The provider has experienced financial pressures over the past year due to essential large scale repairs, including lift repairs and will eventually need replacing, addressing roof issues, and planned replacement of windows. While these were necessary expenditures, they have had a negative impact on the progress on other refurbishment work identified. The provider acknowledged that these constraints had impacted their ability to advance the planned upgrade programme for the care home environment.

We discussed several environmental concerns during the inspection process with the management and board member. Some these details included; the overall dining space remained limited, affecting the mealtime experience and reducing opportunities for people to engage socially at meals. Carpets in some areas were worn and required replacement.

General décor, fabric and furnishings across parts of the home would benefit from refreshing to create a more dementia friendly and enabling environment. Some ensuite shower areas were outdated and no longer suitable for people's needs, and the provider agreed that a planned programme of gradual replacement was required.

Despite these limitations, the home has maintained good systems for servicing, safety checks, and general maintenance repairs. Records showed consistent monitoring of water temperatures, bed and equipment checks, fire drills, call systems, and moving and handling equipment.

The care home used contractors with long standing relationships with the service and provided reliable support. These processes contributed positively to people's safety and comfort and demonstrated good organisational oversight of routine maintenance.

The provider and management team engaged constructively in discussions about the environment and acknowledged the need for further investment. (See Area For Improvement 1)

Areas for improvement

1.
The provider needs to invest in upgrading and refurbishing the care home environment. This includes improving the lounge/dining areas, replacing unsuitable ensuite shower facilities, refreshing décor and carpeting to support dementia friendly design, and ensuring the environment reduces falls risks and promotes independence.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24)

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 support people's health and wellbeing, the provider should continue to ensure that the quality of people's mealtimes experiences is reviewed to ensure the best option arrangements and setting for mealtimes, given the restrictions and the available space within the environment are fully utilised.

This area for improvement was made on 28 February 2025.

Action taken since then

We observed mealtimes during our visits and noted that this is an area that still needs to be reviewed and improved. The dining area is small, although nicely set out and presented, with people sitting at tables and enjoying their meals with staff providing support in a patient and considerate manner.

However, the overall space is too small for the number of people in the care home. This results in people having to have their meals on small portable tables in front of them in the lounge area.

We discussed this during feedback meeting and will be repeating this area of improvement and strongly recommend the provider and management review this area and implement changes to make this an overall better experience for people living in the care home.

We would note, however, that the standard and quality of the food and nutrition provided was good, with meals being well prepared and presented by the catering team, who managed people's individual nutritional needs well and demonstrated good knowledge and experience in this area.

This area of improvement has not been met.

Previous area for improvement 2

The service and manager need to review the quality assurance documentation and ensure audits are meaningful and effective in identifying issues or concerns, but also to evaluate and analyse the data and information to inform changes and developments to further improve and enhance the service provided.

This area for improvement was made on 28 February 2025.

Action taken since then

We reviewed the quality assurance measures in place by the care home manager and found them to have a good managerial and clinical oversight of the issues and needs of the people living in the care home. This helps to monitor and implement appropriate levels of staff to meet the needs of the people living there. We saw that the manager reviewed various clinical needs indicators such as falls, accidents incidents, pressure care, care planning reviews, medication and other factors influencing the standard of care provided.

We would also note, however, that the manager was also completing some audits on a monthly basis such as the Kings Fund audit tool. Which given the poor response from the provider in addressing the issues raised regarding the improvements needed in relation to the environment, we would strongly suggest the provider reviews some of their auditing demands on managers to ensure these are fit for purpose.

This area of improvement has therefore been met.

Previous area for improvement 3

The provider needs to continue to invest in the upgrading and refurbishment of the care home environment. We heard about future plans for further refurbishment of various rooms within the home and this was encouraging. The manager and maintenance person need to streamline the documentation in relation to the servicing and maintenance records and archive older documentation.

This area for improvement was made on 28 February 2025.

Action taken since then

There has been little improvements made to the care home environment since the previous inspection over a year ago. Whilst we recognise the financial pressures and also some emergency requirements such as the lift breaking down and needing replaced as well as some other immediate concerns that required attention have impacted the ability of the provider to implement these improvements. We strongly recommend this is addressed by their next inspection.

We discussed this at length during the feedback meeting with the management and provider, and we noted that there needs to be considerable investment in the overall quality and standard of the care home environment.

We would, however, note that the domestic and housekeeping staff work really hard to keep the home clean and tidy, which helps to create a homely feel to the environment.

This area of improvement has not 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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