

Mavisbank Care Home Service

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Type of inspection:
Unannounced

Completed on:
26 February 2026

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300752

About the service

Mavisbank Care Home is a purpose-built nursing home and is registered to care for 45 older people and 15 adults with physical and sensory impairment. The home occupies two floors and provides accommodation in single rooms, with en-suite (toilet and wash hand basin) facilities.

The home has a lift to the upper floor. On each floor there are lounges and dining areas along with adapted bathrooms and shower rooms. There is also a café type bar area. There is an accessible enclosed landscaped garden for people to enjoy.

At the time of our inspection, there were 56 people living in the home.

About the inspection

This was an unannounced inspection which took place on 23, 24 and 25 February 2026 between 09:45 and 20:00. 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 and complaints information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with four people using the service and considered 24 returned questionnaires
- spoke with three relatives and considered 24 returned questionnaires
- spoke with 15 staff members and management and considered 16 returned questionnaires
- spoke with one visiting professional and considered four returned questionnaires
- spoke with one visiting professional and considered four returned questionnaires
- observed practice and daily life
- reviewed documents.

Key messages

- People were supported with kindness, dignity and respect.
- There were good working relationship with key external health professionals.
- The staff team worked well together and demonstrated a wide range of skills and knowledge.
- The management team were held in high regard by staff, professionals, residents and relatives.

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 experienced warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. Relatives told us, "Staff excel; overall care is excellent" and "provides the best care for my family members wellbeing."

The atmosphere across the care home was welcoming and friendly. People knew the staff team well and we witnessed strong and positive relationships, and respectful interactions between people living there and the staff across all departments. People told us, "Delighted here, great carers" and "Very nice people, very friendly and kind."

Visiting professionals told us, staff are "always approachable and have good knowledge of each resident." and "The manager is excellent, always available, approachable, friendly and helpful" People benefited from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals. One visiting professional told us the service was, "Well organised and take on board recommendations and requests for investigations."

People's wellbeing, mobility and confidence were enhanced as the service promoted a person-centred approach to managing and preventing falls and fractures. Care plans reflected people's current needs and were updated monthly and reviewed six monthly in line with good practise. People were encouraged to move regularly and remain as active as they could be, including using outdoor space where possible. Appropriate support for this was sought from allied health professionals.

The home had adopted a bank of champions amongst their staff in areas such as, moving and assisting, falls, continence care, Adult Support and Protection, dementia, Infection prevention and control, nutrition and hydration, tissue viability. This supported positive outcomes for people.

People benefit from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks which reflected their cultural and dietary needs and preferences, including fresh fruit and vegetables. People enjoyed their meals in an unhurried, relaxed atmosphere when and where they wanted to. A relative told us, "[My relatives is] well looked after, putting on weight and seems comfortable."

Medication was administered safely and recorded well in line with the prescribers instructions. The treatment rooms were clean and free from clutter; processes were in place for stock and returns.

People were fully involved in making decisions about their care and support, including those with long-term and life limiting conditions, through their personal plans and the process of anticipatory care planning. A relative told us, "[the home]Work(s) well with the Parkinson's team."

Palliative and end of life care were managed in line with the person and their family's needs and wishes.

The principles of care at this time in life were anticipated. Plans were agreed and in place to provide high quality comfort, care and support. Plans also reflected when family members and residents weren't ready to discuss this.

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 benefitted from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space to meet their needs and wishes. People were able to sit and chat to each other. The environment was relaxed, clean, tidy and well looked-after, with no evidence of intrusive noise or smells.

People were encouraged to personalise their bedrooms how they liked with photos, ornaments and other aspects that were familiar to them. People could choose to use private and communal areas within the home and had the right to privacy when they wanted. People could move around the care home freely.

The setting had been adapted to take account of good practice guidance for people living with dementia including signage in the home.

There were planned arrangements for regular monitoring and maintenance of the premises and the equipment to ensure people are safe. This included training and assessing staff competency to safely use and maintain any equipment their role required.

There was not a current routine refurbishment plan in place and this is something that will be looked at by the home management team. However, the quality of the home environment was discussed in management flash meetings with appropriate proactive people and any area requiring to be addressed, was actioned. People could be assured they benefitted from a safe and homely environment.

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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