

Kirklea Care Home Service

3 Dundonald Road
Kilmarnock
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Telephone: 01563 539 010

Type of inspection:
Unannounced

Completed on:
5 March 2026

Service provided by:
Parkcare Homes No.2 Ltd

Service provider number:
SP2003000147

Service no:
CS2003000774

About the service

Kirklea is registered as a care home for 11 adults with learning disabilities, some of whom may have physical disabilities. The provider is Parkcare Homes No.2 Ltd.

Kirklea care home is a Victorian style, detached villa with parking situated close to Kilmarnock town centre, with easy access to bus and train links and to local amenities including shops, cafes and community resources. The service's main building has ten bedrooms over two floors, with one bathroom and one shower room on each level. There is a well maintained garden area at the rear of the building and next to the main house is another building with a further self contained flat. The house has a comfortable living room, a laundry room, kitchen and dining room. At the time of this inspection, there were 11 people living at Kirklea.

The aim of the service is:

"To provide accommodation with quality tailored based support, which will encourage and empower people to engage with their community in a purposeful way, and in realising their potential."

About the inspection

This was an unannounced inspection which took place on 3, 4 and 5 March 2026, between the hours of 07:30 - 16:15. 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 four of their family returned questionnaires.
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Care and support had a significant positive impact on people's health and wellbeing.
- People experienced warm, respectful and person centred relationships with staff.
- Care plans were comprehensive, personalised and regularly reviewed, ensuring safe and consistent support.
- Medication systems were robust and supported safe health outcomes.
- People benefitted from a safe, clean and well maintained environment that promoted comfort and independence.
- Facilities, including outdoor spaces and the cottage flat, were of good quality and enhanced people's quality of life.
- While some areas of décor were dated, overall, the setting provided high quality, safe facilities.

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?	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?

5 - Very Good

We made an evaluation of very good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. These strengths had a significant positive impact on people's health, safety and wellbeing.

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

People experienced warm, respectful and person centred care from staff who knew them well. Relatives described people as thriving, content, independent, and happy to return home, reflecting strong emotional security and wellbeing. Staff interactions observed demonstrated compassion and commitment, contributing to people feeling valued and supported.

Care planning was comprehensive, regularly reviewed and tailored to people's needs, meaning staff had clear guidance to support people safely. For example, one care plan included detailed risk assessments, psychological wellbeing strategies, behavioural triggers and health appointment tracking. Another plan included detailed communication guidance, SALT informed eating and drinking plans, behavioural support strategies and clear risk management frameworks. These ensured people experienced safe, coordinated and predictable support aligned to their needs.

Medication systems were robust and well governed, supported by comprehensive monthly audits, clear PRN protocols, covert medication pathways and accurately completed MAR charts. This meant people benefitted from safe and effective medication management that promoted good health outcomes.

People had good access to healthcare, including learning disability nursing, psychiatry, epilepsy support, podiatry and GP input. Health needs were monitored consistently through structured assessments and recorded interventions, ensuring early identification and response to changes.

Mental capacity assessments were not clearly recorded in relevant care plans, reducing clarity around legal safeguards. Following discussion with the manager, this was introduced during the inspection. In addition, individual staff raised concerns around perceived fairness and consistency of expectations for people, indicating that a more consistent approach to equity and decision making would strengthen outcomes. These weaknesses did not significantly diminish the positive impact of support but highlight areas where practice could be further improved.

Overall, people's health and wellbeing significantly benefitted from safe, personalised and well monitored care and support.

How good is our setting?

4 - Good

We made an evaluation of good for this key question, as the environment had important strengths that had a positive and meaningful impact on people's safety, comfort and daily experiences.

Quality Indicator: 4.1 People experience high quality facilities

The environment was clean, safe and well maintained, with communal areas that were warm, welcoming and free from clutter.

Bedrooms were personalised and decorated to individual tastes, and people had their own room keys, supporting dignity, privacy and autonomy. The cottage flat offered a modern, high quality living space with a private garden, enhancing choice and independence.

Maintenance and safety checks were robust, current and comprehensive, including fire systems, emergency lighting, fixed wire testing, PAT testing, legionella checks, lifting equipment servicing, vehicle checks and environmental walk rounds. These systems ensured the home remained safe, compliant and protective of people's wellbeing. High quality kitchen checks, food safety monitoring and a strong housekeeping audit cycle maintained good hygiene and IPC standards.

Outdoor spaces were well kept, accessible and inviting, with seating areas and sunlit gardens that enabled people to enjoy meaningful time outdoors. The environment supported both relaxation and activity, contributing to a positive quality of life.

Some areas of décor were dated, but this did not detract from the overall quality or safety of the environment. The provider had systems in place to address environmental needs through cyclical maintenance and improvement planning.

Overall, the environment provided safe, comfortable and homely facilities, contributing positively to people's daily lives and experiences.

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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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