

Burnfoot Coach House Care Home Service

Ecclefechan
Lockerbie
DG11 3LG

Telephone: 01576 300 661

Type of inspection:
Unannounced

Completed on:
17 March 2026

Service provided by:
Mead Medical Services Limited

Service provider number:
SP2003002327

Service no:
CS2004073607

About the service

Burnfoot Coach House is registered to provide a care service to 40 older people and 19 older people with mental health problems.

Burnfoot Coach House is a period stone villa with modern extension over two floors, with access between floors via lift or stairs. The home is situated outside the village of Ecclefechan set within 20 acres of parkland and gardens.

The home is divided into four smaller homely areas. Each has their own living room, dining area and kitchen facility. All bedrooms have ensuite toilets with wash hand basin, and many had ensuite shower facilities. Shower and bathing facilities are available for people to use when required.

There is access to a variety of gardens for people and their visitors to use. The home has ample parking at the front of the property.

At the time of inspection, there were 57 people living in the home. The registered manager was supported by a depute manager, two senior team leaders, six team leaders and combination of carers and carers who could support with medication.

About the inspection

This was an unannounced inspection which took place onsite 13 and 14 March and remotely on 16 March 2026, between 09:30 and 20:45. 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 12 people using the service and seven of their relatives.
- Spoke with 16 staff and management.
- Explored 27 electronic questionnaires returned from one person supported, 12 relatives, six professionals and eight staff.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with visiting professionals.

Key messages

- People experienced warm, compassionate support from a stable team who knew them well, helping them feel safe, understood and reassured.
- Health needs were recognised and acted on quickly, with timely updates to families and proactive liaison with professionals, leading to coordinated care.
- Nutrition and mealtimes were well supported, using picture menus consistently would help everyone make informed choices.
- Care plans were mostly detailed and strengths based, keeping all plans fully up to date will ensure consistent guidance for staff.
- The environment was clean, homely and enabling, with ongoing improvements and accessible outdoor spaces.

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

People's care and support should meet their needs and be right for them. People experienced warm, compassionate support from a stable staff team who knew them well. We observed sensitive, caring interactions which helped build trusting relationships and reassurance for families.

Staff used their knowledge of people to recognise changes in health and wellbeing and acted quickly on concerns. Families valued timely updates and told us they felt confident issues would be shared and followed up. A relative shared "we were called a couple of weeks ago when x fell, there was no injuries but got GP in just to check over, which we appreciated. We have faith and trust in the service that they are looking after x well". Visiting professionals also described the service as proactive in seeking advice and implementing guidance, which supported timely, coordinated care. We were told "we receive appropriate referrals where there are concerns about people's health which are picked up quickly, we are confident any guidance we give is followed".

A range of activities were offered by activity staff and carers, with both peer and one to one options adapted to people's needs and preferences. Overall, feedback was positive, although several families felt their loved ones would benefit from a little more to do during the day. A person supported shared with us "I do socialise with the others sometimes, particularly when there are things planned like entertainment and games. I would like to have a wee bit more to do sometimes, to break up the day". We discussed adding more structure to one to one time for those who prefer not to join groups. Defining the intended outcomes of activities would ensure a broad mix that meets different needs and support ongoing engagement and stimulation.

People's nutritional needs were well catered for. Catering staff understood individual specialised diets, preferences and cultural needs. Mealtime support varied appropriately between areas, depending on people's needs. To help everyone make informed choices, it would be helpful to embed the use of picture menus consistently, including for people who tend to eat in their rooms. Families and people supported gave positive feedback about the food and the options available.

Medication support was generally safe and administered as prescribed. In a small number of cases, medicine counts were not straightforward to track, and where medication was not administered, the reason and agreed alternatives were not always recorded clearly. Protocols for medication prescribed "as required" described signs and triggers, adding clear escalation steps would further standardise practice and reduce risk.

Health monitoring charts, such as food, fluids and bowel monitoring were in place where assessed as being required. Whilst we heard helpful discussions at handovers encouraging increased fluid intake, we were not always able to see actions where there were gaps in recording. This may lead to delays in appropriate healthcare interventions. However, we did not see signs of dehydration or unmanaged infection, suggesting people's day to day health needs were being met. It is important care staff are clear about why monitoring is in place, the intended outcome, review dates, and escalation triggers. This would ensure prompt responses and avoid discomfort.

People can expect that their needs, as agreed in their personal plan, are fully met with wishes and choices respected. Most care plans sampled were detailed and gave clear direction for support, with strengths based information about what people could do for themselves. A few plans did not clearly detail current support, potentially due to changes between reviews. While staff knowledge mitigated immediate risk, keeping plans fully up to date will ensure they remain a reliable guide for all staff.

The management team had a good oversight and analysis of falls, incidents, accidents and pressure wounds and were identifying themes and actions. This supported continuous learning and minimised risk to people.

How good is our setting?

5 - Very Good

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

There was an environmental improvement plan, detailing ongoing refurbishment across each of the areas within the home, covering a wide range of areas. This included the ongoing upgrading of the remaining ensuite toilets to ensuite shower rooms. Adding timescales, which can be adjusted as work progresses, will help maintain pace and ensure improvements are prioritised where they matter most.

An environmental audit tool had been completed for each area across the home. It was good to see the ongoing upgrading and redecoration currently within the Coach House areas, with input from people regarding their choice and preferences. This reinforced people's identity and ownership of their space.

The home felt homely and welcoming. Thought had been put into how to make the best use of space to give people a variety of areas to spend their time, either on their own, with their peers or with family and friends. Extensive gardens and varied seating offered opportunities to be outdoors independently or with support. Ongoing creative work was further enhancing how people used these spaces.

People should expect to live in an environment that is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells. Standards of cleanliness were high and the home was free from odours. Clear cleaning schedules set expectations for housekeeping staff, and when cover was needed additional staff were brought in to keep standards on track. The laundry flow from dirty to clean was well established, and staff understood safe practices to minimise infection risks.

Maintenance and servicing were well organised. Internal checks were carried out effectively, and external servicing had been completed in line with requirements. To strengthen oversight, the service plans to add actions arising from checks onto the environmental improvement plan, so tasks were easier to track and sign off.

People's orientation and wayfinding were supported by dementia friendly touches such as, signage and light switch plates. Where redecoration was underway signs had been temporarily removed, the service will continue to explore ways to support independent navigation, recognising the building's unique layout.

Seating in the lounges were arranged around the walls, which may make it difficult for people to interact with one another. We heard how the senior team had explored different layouts could help create more natural opportunities for conversation and connection. To enhance positive interactions, it would be helpful for this to continue depending on the needs of people at any given time.

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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