

Abbotsford Nursing Home Care Home Service

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Ardrossan
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Telephone: 01294 602 915

Type of inspection:
Unannounced

Completed on:
6 February 2026

Service provided by:
Woodbay Ltd

Service provider number:
SP2005007570

Service no:
CS2003010248

About the service

Abbotsford Nursing Home is registered to provide care and support (with nursing) for up to 39 older people. The service is situated in a residential area of Ardrossan, with local transport links, shops and community services nearby.

The care home is a detached, extended property set in its own grounds and accommodation consists of 37 single bedrooms, of which 34 have en-suite facilities including a shower. One shared occupancy room is available for people with a significant relationship. There is a passenger lift for accessing the upper floor of the two-storey property. The main lounge and the dining room are situated on the ground floor and there is a well-tended and accessible garden. Additional lounges are situated on both floors as well as a Namaste room which is used to provide structured activity for people living with advanced dementia.

About the inspection

This was an unannounced inspection which took place on 5 and 6 February 2026. The inspection was carried out by two inspectors from the Care Inspectorate who were accompanied by two inspection volunteers. 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 14 people using the service and five of their relatives, and received five completed questionnaires
- spoke with 16 staff and management
- observed practice and daily life
- reviewed documents
- received email feedback from nine professionals familiar with the service.

Key messages

- The management team fostered a strong culture of inclusivity and value-driven, person-centred support that upheld people's rights and personal choices.
- Residents' physical health and emotional wellbeing were strengthened through the exceptional standard of care delivered by skilled, knowledgeable, and responsive staff.
- The activities programme offered outstanding opportunities for individuals to enjoy meaningful experiences and live life to the fullest.
- Staff felt valued and supported by a management team that prioritised their wellbeing. This resulted in a highly motivated workforce achieving positive outcomes for people and their families.
- Robust quality assurance processes and a commitment to continual improvement contributed to consistently positive experiences and outcomes for individuals and their families.

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 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 found sector leading practice that supported outstandingly high-quality experiences and outcomes for people. We evaluated this key question as excellent.

Residents experienced exceptional standards of compassionate and respectful care delivered with genuine warmth, kindness and concern. We observed residents responding positively to the support and comfort offered by staff, and their considerate and enabling approach ensured that people's needs and wishes took priority. Staff knew each resident well and had used this knowledge to inform the planning and delivery of flexible support that was driven by residents' needs and lifestyle preferences. We observed people enjoying a high level of positive interaction with staff which created a nurturing and vibrant sense of community. People commented:

'It's not a job for them (staff), it's a vocation. They bring me so much joy.'

'I'm truly happy living here. The staff would do anything for you, they are so kind and there is always so much going on.'

'Residents are treated with respect and dignity where they encourage people to be the most they can be. For our family, it's the best thing that could have happened to us. My dad wouldn't still be alive if they hadn't been there for him.'

Staff appreciated how important it was for residents to maintain existing relationships and develop new friendships in the home. Their considerate support had a positive impact on residents' mental wellbeing and sense of belonging. The relatives we spoke to told us that staff always made them feel very welcome, commenting:

'First class. Very happy. Staff are lovely - a real team, caring, obliging - we feel part of the home.'

'The whole team is very warm and welcoming when I visit. Everyone says hello and interacts with me.'

Residents and their families benefitted from the stable and consistent care and support delivered by skilled and knowledgeable staff who knew them well. We observed a professional and motivated staff team interacting with residents in a kind, respectful manner. Staff responded to meet residents' needs quickly and were flexible to their preferred routines. This meant that people's choices and preferences were recognised and promoted. It was good to see staff and residents having fun together and sharing good humour in a warm and affectionate way.

The management team demonstrated a strong commitment to the promotion of staff wellbeing. Staff across all departments told us that they felt well supported, valued and appreciated by the management team. As a result, residents and their families benefitted from the warm atmosphere created by the positive and helpful way staff worked together.

Reflective and impactful quality assurance processes focussed on people's personal outcomes and were acted on responsively to maintain high standards of performance. Impressive levels of information sharing kept people well informed. This had included an in-depth annual report, 'The story so far' setting out plans and achievements and a service development plan informed by the Health and Social Care Standards.

Weekly 'afternoon tea meetings' offered residents a relaxed opportunity to express their views and ideas informally. This well-established culture of working in genuine partnership with residents and their families meant that people felt included, listened to and able to influence the service they received in meaningful ways.

People's health had benefitted from robust assessment and care planning. We identified positive outcomes resulting from evidence based and vigilant high-quality nursing care. Staff had used their skills and knowledge effectively to review and adapt support responsively where circumstances changed. Safe medication practices meant that people received the right medicines at the right time, helping to keep them safe and well. Comments included:

'I experienced fantastic care from the nurses and other staff in the home. I didn't want to go to hospital and they made that possible and listened to my wishes. Someone was with me almost all the time checking in frequently and making sure I got my medicine and the care I needed. I'm certain I wouldn't have gotten that much care in hospital. They spoke to doctors and others on my behalf and that took the pressure off me, they listened. I'm almost back to normal now thanks to them.'

'We have complete confidence in staff. Nurses are exceptional.'

'When you enter Abbotsford, there is an atmosphere of caring. There is little turnover of staff, and they are some of the kindest and most patient of people I have ever met. They have always treated my mother as if she were one of their own relatives - could not ask for more.'

We also received feedback from nine professionals familiar with the service, all of whom praised the quality of care and the staff team highly. Comments included:

'The team consistently demonstrates professionalism, knowledge, and responsiveness, and it is evident that residents are well supported and cared for in line with their individual needs. Overall, my impression of the service is very positive, with a strong focus on quality and resident wellbeing.'

'We are consistently impressed by the effort of the team to manage minor illness or fluctuations. When we are contacted, it is through correct channels and timescales and with relevant clinical detail and entirely appropriate. We actually look forward to a visit to Abbotsford and consistently find a warm and welcoming reception. Staff are well prepared, clearly know their patients very well and have attention to detail. Any requested actions are undertaken reliably - exemplary.'

Staff had an enabling approach that was embedded in their daily practice, supporting residents to maintain or improve their skills and independence. It was good to see examples where people's right to take positive risks had been promoted with staff respecting their choices. This approach had enhanced people's quality of life by not being over-protective in a way that curtails opportunities for individuals to make use of their full potential and maintain their daily living skills. A relative commented:

'As a family, you can become worried about an ageing parent and want to cocoon and protect them whereas here, they are all about making sure they get the very best out of life. Every single member of staff here cares about my dad and we appreciate that.'

The inspection volunteer who accompanied inspectors shared that 'The ability of residents to continue to live and enjoy life because of the support they received was mentioned to me several times - praise indeed for the leadership and staff of the home.'

Residents and their families benefitted from an outstanding programme of activities and events, describing staff as 'imaginative' and 'amazing'. Well planned and impactful intergenerational activities had continued to allow residents to share mutually beneficial experiences with children and young people. The impressive range of activities and the approach taken had enabled people to experience a sense of purpose and fulfilment, social connection and improved wellbeing. The well-established Namaste programme continued to offer structured activities that enhanced wellbeing for residents in the later stages of dementia. This person-centred, therapeutic approach meant that residents unable to join in with the main activities programme had benefitted from being included in experiences tailored to their needs.

A high priority had been placed on food and nutrition, promoting good health and wellbeing. It was positive to see the wide range of good quality food choices on offer and pleasing to find one gentleman still devising his own weekly menu. We observed residents enjoying their meals in a relaxed and sociable manner in an attractive dining room. Special diets had been well managed, and staff provided discreet support and gentle encouragement when needed. Fluids were offered regularly throughout the day with snacks, home-baking, fresh fruit and smoothies being provided between meals. This helped to reduce the risk of dehydration and provided people with additional calories in a healthy and appetising way.

How good is our setting?

5 - Very Good

We found major strengths regarding the quality of the home environment which supported positive outcomes for people. We evaluated this key question as very good.

Abbotsford Nursing Home provided a warm and comfortable atmosphere that helped people feel at ease. Bedrooms had been personalised and reflected people's preferences, which supported their identity and sense of home. Almost all bedrooms were en-suite, which promoted dignity and privacy. People told us they valued having their own personal space that met their needs and choices, commenting:

'I really like my room - everything is very handy and I can look out and see the garden. The whole place is spotless and the girls change my bed every two days. My clothes are always freshly washed and returned often the same day and the laundry ladies are lovely.'

'The lovely girls here put my pictures up for me.'

The inspection volunteer who accompanied inspectors noted that bedrooms were bright, fresh and very clean with homely and cosy décor throughout the premises. The dining room was observed to be a bright, well decorated and furnished area, with beautiful windows giving lots of natural light.

Shared areas were clean, bright and homely. Corridors were free of clutter and well lit, which helped people to move safely around the building. Decorative features, including artwork created by people and framed newspaper articles connected to the local community, strengthened the sense of belonging. People benefitted from an environment that looked and felt like home.

People benefitted from high standards of cleanliness with lots of feedback about the environment being 'spotless.' Domestic staff worked in a coordinated way and kept all areas fresh and well presented. We saw clean, well-maintained equipment and hygienic bathrooms with suitable waste facilities. This helped reduce the risk of infection and contributed to people feeling safe and comfortable. A dedicated Infection

Prevention and Control (IPC) lead had a clear remit for audits, promoting staff learning, and sharing guidance changes. This supported consistent practice and maintained people's wellbeing.

Quality assurance processes were thorough and well used. Regular bedroom audits, environmental audits and health and safety monitoring helped the service identify actions which had been followed through. Staff teams worked cooperatively to keep the environment safe and functioning well. Maintenance systems were robust, and staff had responded promptly to any repairs. Planned refurbishment cycles ensured that all rooms were upgraded within a reasonable timeframe, which helped maintain a high standard of accommodation.

People had access to a range of communal spaces, including upstairs and downstairs lounges and dining rooms. The service has a relaxing 'Hygge Lounge' and a Namaste room. This gave residents a choice about how they spent their time. People who preferred solitude could find peaceful areas, while others could enjoy vibrant shared spaces. The well-kept garden provided opportunities for outdoor activity and staff told us that they supported people to use it often when the weather allowed.

We saw that the environment supported people's independence and wellbeing. Contrast between flooring and walls helped people to navigate the building safely. Although signage was minimal to retain the homely feel, staff were readily available to offer direction and reassurance.

People had been involved in decisions about refurbishment and decoration, which helped them feel valued and contributed to their sense of ownership. Staff also had access to appropriate spaces for breaks, which supported their wellbeing and sustained the quality of care they delivered.

Overall, the environment was safe, clean and extremely well managed. It created a positive foundation for people's daily experiences and contributed strongly to high quality outcomes.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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