

Mosswood Care Home Care Home Service

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Telephone: 01505 335 042

Type of inspection:
Unannounced

Completed on:
12 March 2026

Service provided by:
Pacific Care Limited

Service provider number:
SP2003002346

Service no:
CS2012312934

About the service

Mosswood Care Home provides care for up to 71 older people who may have physical/sensory impairment and/or memory impairment. There were 64 people living in the home at the time of this inspection.

The home is purpose built and has three units of different sizes. All bedrooms have en-suite facilities and have access to a well-maintained internal courtyard garden or their own outside patio area. Each unit has its own dining and lounge areas.

There are a range of other spaces people can use for activities, and private areas where they can receive visitors or relax. Off street parking is available and the home is close to local amenities and is close to public transport links. The service has an accessible minibus for the use of residents.

About the inspection

This was an unannounced inspection which took place between 09:00h on 10 March and 15:00h on 12 March 2026. 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 information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with 15 residents and eight of their family and friends
- Spoke with 13 staff and management the management team
- Observed practice and daily life
- Reviewed documents
- Received feedback from three external professionals.

Key messages

- People's health and wellbeing benefitted from the care and support provided.
- The staff team worked well together for the benefit of people.
- People were happy with the support they received.
- People experienced high quality facilities, which were maintained to a high standard.

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 children/people, therefore we evaluated this key question as very good.

We observed compassionate and respectful support from staff; interactions were genuine and warm. Staff understood people's specific communication needs well. This meant people felt listened to and valued.

Staff knew residents well and understood things that were important to them. Support was personalised and promoted peoples' independence and dignity. This meant that people felt listened to valued and helped create trusting relationships. Some comments from residents included "The staff are good", "the activity staff are great", "I get choices in the home", "they are second to none".

Communication with people and their families was effective and made people feel involved in planning their care. One relative told us, "This is a great home; we are kept up to date", while another commented "the home is very clean and tidy".

There were good working relationships with external professionals. We received consistently positive feedback, with one professional commenting. "The staff support people very well". This showed that they had confidence in the home.

People benefited from a range of meaningful activities and social opportunities. People enjoyed group events such as bowling, book clubs, painting classes, gardening clubs, movie nights in the home's cinema room, exercise classes and animal petting. These opportunities benefitted peoples' physical and emotional wellbeing and supported inclusion.

Mealtimes provided a social opportunity for people to come together, and meals were well-presented and nutritious with menus and pictorial images available. People were able to request off menu items if they did not want what was offer at the time. This afforded people choice and variety in their diet. Snacks and drinks were available all day.

Medication administration was safe and effective, and adhered to best practice guidance. Audits and regular competency assessments ensured staff administering medication were well-trained and confident in their practice. This helped ensure people got the right medication at the right time.

People can expect to be supported by staff who have the necessary information about their needs and wishes. Personal plans were developed in partnership with people receiving care and their family representatives where appropriate. Overall, personal plans contained a good level of detail and provided direction to staff about how to support people's needs and wishes. We highlighted a number of minor areas that required updating, however, we were assured that this had not adversely impacted peoples' outcomes and reassured by the management team's response that this would be addressed. All plans had been reviewed in last six months to ensure that planned care interventions remained relevant.

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 children/people, therefore we evaluated this key question as very good.

The home was comfortable and spacious with plenty of natural lighting. People benefited from clean, tastefully decorated and high-quality accommodation. The facilities and quality of fittings and furnishings offered people who experience care a very good level of comfort and an extended range of socialisation opportunities.

Residents were consulted regarding any internal décor or home improvements, ensuring the home environment was reflective of their taste and wishes.

Each bedroom was spacious and well-equipped with quality furnishings and ensuite facilities to promote comfort, privacy, and dignity. People had been supported to personalise their bedroom to make it feel more homely. Specialist equipment was available to meet people's care and support needs if required.

People benefited from access to a range of seating, lounge and dining areas. This meant people could have privacy if desired and choices of where they liked to spend their time. There was a cinema room, coffee bar and music room, which residents could enjoy if they wanted to. The home had a large, private and well-maintained garden area. The outdoor space could be independently accessed from throughout the building for people to enjoy the fresh air and outdoor activities. During inspection people told us how they enjoyed sitting outside and walking round the garden. This promoted opportunities for physical activity and the opportunity to meet and engage with others or have quiet time.

People we spoke with praised the quality and presentation of the care home environment. One person described it as "lovely". The standard of cleanliness was very good throughout the home. This helped ensure the care home was a pleasant place to live.

The service had dedicated maintenance and domestic and laundry staff, who all worked well together to maintain the environment to a high standard. Records showed that regular checks of equipment were being carried out in line with guidance and best practice. This included external checks of specialist equipment and mobility aids. Any issues reported were actioned quickly, promoting people's health and safety. This helped to keep people safe.

All staff were aware of cleaning schedules for the home and were clear about their specific responsibilities. Staff carrying out housekeeping and cleaning in the service demonstrated good knowledge of their roles and cleaning routines, domestic staff clearly took pride in their work, which was evidenced by the high standards of cleanliness that we observed. There were high quality laundry facilities, and effective laundry processes. This meant that people experienced a clean hygienic environment, which kept them safe.

There was some signage to support orientation around the building. However, we discussed improvements which could further enhance the environment for the benefit of people. We were assured that any service developments would be planned in partnership with people.

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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