

Rashielee Care Home Care Home Service

Rashielee Avenue
Erskine
PA8 6HA

Telephone: 01418 121 119

Type of inspection:
Unannounced

Completed on:
19 March 2026

Service provided by:
LittleInch Limited

Service provider number:
SP2003002227

Service no:
CS2005105053

About the service

Rashielee Care Home is registered to provide a care home service to a maximum of 42 older people aged 50 years and above who may have dementia. The care home is located in Erskine, Renfrewshire. The provider is LittleInch Ltd. At the time of inspection, 40 people were living in the home.

The home is arranged over three floors and is accessible by a lift. All bedrooms are single rooms with en suite facilities. There is a range of communal spaces, including separate lounges and dining rooms. A central enclosed garden provides safe outdoor space that people can access throughout the day.

About the inspection

This was an unannounced inspection which took place on 18 and 19 March 2026 between 08:30 and 16:45. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection, we reviewed previous inspection reports, complaints and registration information, information and updates from the service.

In making our evaluations of the service we:

- spoke with eight people using the service and six family members
- spoke with seven staff and management
- spoke with one visiting professional
- reviewed 15 survey responses from family members, five from visiting professionals, 18 staff members, and three people using the service
- observed practice and daily life over two days
- reviewed documents.

Key messages

- People experienced compassionate and highly personalised care from a stable, skilled staff team who knew them very well.
- Health care was proactive and well led, with effective systems in place to keep people safe and well.
- Staff supported people to stay as independent and active as possible in their daily lives.
- End of life care was exceptionally well delivered and compassionate.
- Daily life in the home was meaningful and inclusive, with regular opportunities for social connection and community involvement.
- People's views guided ongoing environmental improvements.

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 evaluated this key question as excellent because the service showed exceptional strengths in supporting people's health and wellbeing. These strengths strongly supported the delivery of outstanding outcomes for people.

People experienced high quality, personalised care from skilled staff who knew them well and had time to connect with them. We saw many warm interactions: staff laughed with people, shared music and dancing, offered comforting hugs and carried out everyday care with genuine warmth. This caring approach ran through the whole team, with housekeeping, kitchen and administrative staff also taking time to chat and engage with people. This ensured people enjoyed regular, meaningful contact throughout the day, helping them feel included and valued. The service had an experienced and stable staff team and this continuity had a positive impact on people's daily care experiences. This stability meant that staff were very well trained for their job role and most staff had completed Scottish Vocational Qualifications (SVQs), which meant people were cared for by staff who knew them well and with care qualifications that underpinned sound practice. Staff across all roles could describe people's life stories, routines and preferences, giving us confidence that care was highly personal and consistent. Feedback from people and families strongly reflected what we saw; comments included, "Staff are like an extended family", "Care is really terrific", and one person told us the care had "Completely changed the quality of my mum's life."

The service took an exceptionally thorough and proactive approach to supporting people's health. Staff used a wide range of health assessments well, spotting concerns early and making timely referrals to other professionals, backed by clear professional judgement. Visiting professionals described the service as proactive and responsive. They told us the team "Keep people's wellbeing at the forefront" and "Offer a great service and are a joy to work with", which assured us that staff worked in a joined-up way to achieve the best health outcomes for people. Medication systems were regularly reviewed and audited to support safe, reliable medication practice. The personal plans we sampled showed that staff understood each person with dementia as an individual and shaped daily care around their life story, preferences and identity. Health leadership within the service was also a real strength. Quality checks were routine and supportive, involving the whole team through twice daily check-ins, regular competence assessments and quality assurance staff meetings. These layers of oversight created effective safeguards that helped keep people safe, well, and able to enjoy daily life.

Alongside this strong foundation of care, the service showed outstanding approaches to health and wellbeing that placed people's independence at the centre. People's nutrition was supported with home cooked food, regular nutrition screening and accurate recording, so staff could respond quickly to changes. The service encouraged people to be involved in eating well through initiatives such as soup clubs, where people helped make their own soups, and small groups where they shared ideas about how meals could be made more nourishing. Records showed that people's views from these groups were used to guide menu planning. There was a notable focus on helping people stay active, and several people and relatives told us about the positive impact this had. One family member told us their relative's mobility had improved significantly because staff regularly encouraged them to stay active. Another person said, "Staff get me dancing - I feel young again", while someone else told us, "The girls encourage me to move; I walk much more now", and another added that they "Feel young again." This feedback showed us the significant difference the service made to people's health, wellbeing and happiness.

The service excelled in its approach to end of life care. The team showed real courage in embracing this

sensitive area of work so they could better support people and their families during this important time. We sampled care plans that were highly personal, clearly shaped by meaningful conversations with people and their families, and written in compassionate, thoughtful language. The service had embraced the local 'no one dies alone' initiative, with staff volunteering to be with people towards the end of their life so they were not alone. The service had also recently hosted community groups in the home to talk openly about death, dying and living well at the end of life. This work extended its impact beyond the home and demonstrated wider leadership in compassionate care practice.

Daily life in the home was lively and inclusive, with many opportunities for people to take part in meaningful activities. These included themed music months, bingo, crafts, book clubs and Tai Chi. The service placed an emphasis on the importance of holistic wellbeing. Many staff were trained in Namaste care, a sensory based approach that supports people with advanced dementia through gentle touch, calmness and meaningful interaction. Complementary therapies were also delivered regularly by a qualified worker. People's health and mental wellbeing benefitted from active and meaningful community connection. People enjoyed weekly visits from a local school and weekly church communion held in the home. We saw activities and daily life in the home being shared by everyone equally, with no separate groups, or areas for people with more advanced needs. This meant people could take part side by side, building shared experiences and contributing to the warm, family like atmosphere that ran throughout the home.

How good is our setting?

5 - Very Good

We evaluated this key question as very good because we saw several strengths in the environment that supported positive outcomes for people. These strengths clearly outweighed the areas that needed improvement.

The home felt warm, welcoming and bright, and the layout supported people to move around freely and spend time in the spaces that suited their needs and preferences. People could choose between livelier communal areas and quieter rooms, and we saw them enjoying this flexibility. There were two dining rooms, one busier and one quieter and calmer, which offered people meaningful choice at mealtimes. Bedrooms were spacious and included en suite facilities, which promoted people's choice and dignity. People had personalised their rooms with artwork, photos and belongings that mattered to them, which helped create a homely atmosphere.

The home felt very clean and fresh. Organised and effective housekeeping routines and well managed laundry systems helped maintain good hygiene and protected people from infection as far as possible. Maintenance was also managed well, with regular checks and repairs carried out promptly. This helped keep the environment safe and comfortable for people.

There was a clear and active environmental improvement plan in place, reviewed regularly and informed by feedback gathered through residents' and relatives' groups. We saw this leading to visible improvements, such as recently refreshed décor in the dining room and conservatory, both of which people were using and enjoying. Some areas of the home were beginning to look tired and had been identified by the service for redecoration as part of ongoing work. We encouraged the service to continue progressing this, so the environment remains comfortable and welcoming for everyone.

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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