

Hatton Lea Nursing Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
14 April 2026

Service provided by:
HC-One No. 1 Limited

Service provider number:
SP2016012770

Service no:
CS2016349817

About the service

Hatton Lea Nursing Home is a home registered for 150 older people, 90 of whom may have mental health problems. The provider is HC-One Oval Limited.

Hatton Lea Nursing Home is housed in five separate purpose-built bungalows that can accommodate 30 people. Currently, only two units are in operation. These two units are for older people either living with dementia or physical frailty and are funded using mainstream funding methods.

At the time of inspection there were 59 people living in the care home.

About the inspection

This was an unannounced inspection which took place on 13 - 14 April 2026 between 09:15 and 21:00. 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:

- Spent time with 18 people using the service and spoke with seven of their families that were visiting. We also obtained feedback via a pre-inspection questionnaire from two families.
- Spoke with 19 staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from three visiting professionals.

Key messages

- Overall, people living in the care home and their families were happy with the care and support.
- People's health needs were escalated to other health professionals when needed.
- People living in the care home and staff benefited from a warm atmosphere because there were good working relationships.
- People enjoyed their meals in an unhurried, relaxed atmosphere when and where they want to.
- Early evening and early morning staffing levels needed reviewed to ensure that people did not wait long periods of time for support.
- Contingency arrangements for when staff leave the building to escort people to hospital should be devised.
- Improvement was needed to ensure that staffing levels overnight are informed by the Health and Care (Staffing) (Scotland) Act 2019, including the views of staff, people and their families along with staff wellbeing.

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?	4 - Good
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Overall, people living in the care home and their families were happy with the care and support. People living in the care home explained, "I like it here as the staff are all friendly and you can have a laugh with them", "We're well looked after here", "There could be more staff at times as I can wait up to an hour for the toilet", "Communication could be better as not everything gets passed on" and "I enjoy the activities that get arranged".

People's health needs were escalated to other health professionals when needed.

People living in the care home and staff benefited from a warm atmosphere because there were good working relationships.

People's skin integrity was maintained because the service had a proactive and person-centred approach which was based on good practice recommendations and the assessment of risk.

We were not assured that night shift staffing levels fully met people's needs. Please see information under 'Key Question 3', which is also relevant.

People enjoyed their meals in an unhurried, relaxed atmosphere when and where they wanted to. Tables were nicely set and menus were available. Staff supported people where needed. There was plenty of choices for drinks, meals and snacks. For those who needed a textured modified diet, these were well presented and individually labelled. Food fortification took place to support those at risk of malnutrition.

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate, where although there were some strengths, these only just outweighed weaknesses.

Overall, people living in the care home and their families spoke very positively about staff. They explained, "Staff always make us feel welcome", "Staff are very kind and help me" and "I can speak to staff if I need to".

After hearing feedback from people and staff, we concluded that early evening and early morning staffing levels needed reviewed to ensure that people did not wait long periods of time for support. People told us, "Between 7pm and midnight I can wait an hour to get to the toilet or bed" and "Night staff are very busy, it's not their fault, but sometimes I can wait an hour for the toilet and struggle to hold in that long".

Staff explained, "I feel we are letting people down at times as they are having to wait up to an hour to go to bed or to the toilet" and "when people wake in the morning, then they can wait a longer time to get to the toilet".

Staff also raised concerns that if someone has to go to hospital overnight, then they are working in their unit with two staff to support 29 people and do not feel that this is safe. Contingency arrangements for when staff leave the building to escort people to hospital should be devised (see area for improvement 1).

We were concerned that the assurances we were given by the provider at last year's inspection around safe staffing levels overnight had not been adhered to. Last year we were assured by the provider that staffing levels would be at four in each unit overnight, however, they had remained at three. Staff had raised this at a meeting with management earlier this year, however, no action had been taken following this, meaning that staff had not been listened to.

Whilst the service completed a monthly dependency tool, no other staffing method framework or feedback were used alongside this to comply with the Health and Care (Staffing) (Scotland) Act 2019. This should include the views of staff, people, their families along with staff wellbeing (see requirement 1).

Requirements

1. By 19 June 2026, the provider must ensure that people's health, safety and welfare needs are met.

To do this the provider must as a minimum:

- a) Use a suitable staffing method framework and adjust staffing levels appropriately.
- b) Ensure that staff are deployed effectively, to ensure that people are safe and have sufficient support in meeting their support outcomes.

This is in order to comply with Regulation (4)(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

- 'My needs are met by the right number of people'. (HSCS 3.15) and
- 'People have time to support and care for me and speak with me'. (HSCS 3.16)

Areas for improvement

1. To ensure that staffing levels remain safe at all times, the provider should devise a contingency plan for when staff are on escort with people out with the care home. This plan should be shared with staff to ensure adhered to.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

- 'My needs are met by the right number of people' (HSCS 3.15) and
- 'I use a service and organisation that are well led and managed' (HSCS 4.23).

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	3 - Adequate
3.3 Staffing arrangements are right and staff work well together	3 - Adequate

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