

Strathleven Care Home Care Home Service

30 Strathleven Place
Dumbarton
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Telephone: 01389 742 286

Type of inspection:
Unannounced

Completed on:
14 April 2026

Service provided by:
Pelan Ltd

Service provider number:
SP2003000288

Service no:
CS2003001442

About the service

Strathleven Care Home has been registered with the Care Inspectorate since April 2011. The home is registered to care for 21 older people. The provider is Pelan Ltd.

The care home is a detached villa that has been converted and extended into accommodation over two floors. Strathleven offers 17 single bedrooms, although 4 of these may accommodate a couple on request. Some of the bedrooms offer ensuite facilities. There are adapted bathrooms and toilets on both floors. The large communal lounge and dining room at the rear of the home has views and access to a secure decking area with a range of garden furniture. There is a small quiet sitting room for residents to use when undertaking one to one activities.

The service is located in a residential area of Dumbarton near local amenities including shops, bus routes and train links. Allied health professionals and district nursing services attend the home to deliver care and support as required.

At time of inspection, 17 people were living in the home.

About the inspection

This was an unannounced inspection which took place on 8 and 9 April 2026. 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 eight people using the service and six of their family members.
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional

Key messages

People experienced warm, respectful care and were treated with dignity.
 People's health and wellbeing were very well supported, with staff responding quickly to their needs.
 People were able to make choices about their day and lived in a calm, homely environment.
 People had access to meaningful activities and opportunities to stay connected to their community.
 The service was well led, with strong systems in place to monitor quality and drive improvement.

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 leadership?	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 people, therefore we evaluated this key question as very good.

We found that people were supported by staff who were kind, respectful, and attentive to their needs. Interactions we observed were warm and unhurried, with staff taking time to chat with people and communicate in ways that reflected their individual needs and preferences. It was clear that staff knew people well, understood their routines, and adapted their approach to suit each person.

People spoke very positively about staff, with one resident describing them as 'brilliant' and another saying they were 'second to none.' This meant that people experienced care that protected their dignity and supported their wellbeing.

We found that people's health needs were well monitored and responded to. Care plans were detailed and personalised, with clear information about people's routines, preferences, and risks. This was supported by daily recordings of the support each person received. Staff were able to recognise and respond to changes in people's health, including seeking advice from healthcare professionals where needed. This meant that people received timely and appropriate care, supporting their health and wellbeing.

We found that people were supported to live their lives in a way that suited them. There was a calm and homely environment, and people were offered choices throughout the day, including where to spend their time, what to eat, and when to go to bed. Activity provision was varied and included opportunities for social interaction, community involvement, and maintaining interests. During our visits we saw people participating in carpet bowls, dominos and a singalong. A party was being arranged to celebrate one of the residents birthdays and a band had been booked for the event. We saw flower arrangements around the home which had been made by one of the residents who enjoyed this as a hobby. This meant that people were supported not only to stay well, but also to enjoy a good quality of life.

How good is our leadership?**5 - Very Good**

We made an evaluation of very good for this key question, as we found significant strengths in the service's approach to quality assurance and improvement, which supported positive outcomes for people.

We found that there were strong systems in place to monitor and improve the quality of care. Audits were detailed and demonstrated that the manager was motivated to closely monitor the care being provided and to look for opportunities to learn and improve. They showed a reflective and aspirational approach, with a clear focus on building on what is already a very good service. Where areas for development were identified, these were followed up and addressed, which showed that the service was not complacent but committed to ongoing improvement for the benefit of people living there.

We found that there was a strong culture of openness and engagement within the service. Regular resident meetings were held where people could make suggestions about activities they would like to participate in or any additions to the menu they would like. People, relatives, and professionals spoke very positively about the home and the way it was run. One relative told us they 'cannot fault any aspect of care,' while another described communication as 'very good' and said they always felt informed about their family member's wellbeing.

Staff also spoke positively about the support they received, with one staff member describing the staff team as 'like family.' A visiting professional told us that the service had a very good reputation and described the difference in one person's care since moving into the home as 'night and day.' This meant that people and their relatives could be confident that the service was well led, that their views were valued and that the home was responsive to people's needs and wishes.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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