

Carnbroe Care Centre Care Home Service

40 Paddock Street
Coatbridge
ML5 4PG

Telephone: 01236 421 893

Type of inspection:
Unannounced

Completed on:
1 May 2026

Service provided by:
Alpha Care Management Services
Limited

Service provider number:
SP2011011670

Service no:
CS2011300125

About the service

Carnbroe Care Centre is situated in a residential area of Coatbridge and is within close proximity to local amenities and transport links.

The provider is Alpha Care Management Services Limited and is registered to provide care and support for 74 older people. There were 74 people living there at the time of the inspection.

The service is purpose-built over two levels with a passenger lift providing access to the first floor. The service consists of four units, two located on each floor which all provide communal lounges and dining facilities. All bedrooms have en-suite facilities. Each floor has a communal bathroom that provides residents with an alternative to their en-suite shower. There are secure gardens to the rear of the building with seating areas for residents and visitors to use.

About the inspection

This was an unannounced inspection which took place on 30 April - 01 May 2026 between 09:00 and 20:45. 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 16 people using the service and spoke with eight of their families that were visiting. We also received completed surveys from 5 people.
- Spoke with 29 staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from six visiting professionals.

Key messages

- People living in Carnbroe Care Centre and their families, were happy with the care and support.
- People experienced warmth, kindness and compassion in how they were supported and cared for.
- People were respected and listened to because their wishes and preferences were used to shape how they were supported.
- People living in the care home, and staff, benefited from a warm atmosphere because there were good working relationships across the care home.
- People benefited from access to a tasty, varied diet. They could choose from a variety of meals, snacks and drinks.

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 leadership?	4 - Good
How good is our staff team?	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?

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 when we do exercises and go for walk", "I'm settling in and no concerns so far", "They make me a cup of tea if I am awake during the night", "I've recommended the home to someone else", "communication from staff could be better at times" and "I have been unwell recently and staff picked up on this quickly and got me into hospital".

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

Whilst people had a personal plan in place to guide staff on how best to care and support for them, some aspects could be strengthened, including stress and distress and wound management.

People's mobility was promoted by a person-centred approach to managing and preventing falls and fractures. Systems were in place to record falls including using a falls safety cross, post falls follow up and a range of equipment was in use. Activity staff looked at ways of incorporating exercise into the weekly planner.

Whilst people were supported to receive their medication as prescribed, some improvement was needed with the management of topical medications to ensure that these were used only for the person that they were prescribed for (see area for improvement 1 under 'outstanding areas for improvement').

People enjoyed their meals in an unhurried, relaxed atmosphere when and where they wanted to. Tables were nicely set. 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. Food fortification took place to support those at risk of malnutrition.

How good is our leadership?

4 - Good

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

We received feedback that the management team were approachable and responsive, and that they felt listened to when they shared ideas or raised concerns.

The provider had a quality assurance system in place; however, we discussed ideas the service could improve its approach to quality improvement. This included moving away from multiple "inputs", such as completing a high volume of audits each month, and towards clear action plans with enough time to implement and embed improvements. A more focused approach, with fewer inputs and a stronger emphasis on follow through, would support more meaningful change.

A Service Improvement Plan was in place, which demonstrated a live and dynamic approach, with evidence that it was being reviewed and progressed on a regular basis.

A system was in place to manage accidents and incidents. These were clearly recorded and managed in line with required procedures. These were then reviewed to look at any trends.

Management supported others to become involved in quality assurance systems and activities, including self-evaluation, which promoted responsibility and accountability.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the staffing arrangements and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People living in the care home, and their families, were positive about the staff group. We received the following comments: "You couldn't get better staff", "Staff would do anything for you", "Staff have all been very good and are friendly", "Staff are like family" and "Staff are all approachable".

People living in the care home and staff benefited from a warm atmosphere because there were good working relationships. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. Staff were motivated, effectively deployment and spoke of very good team working.

The right number of staff with the right skills were working at all times to meet people's needs because providers and leaders in the care home understood the needs and wishes of the people living there.

Newer staff we spoke with were clear about their roles and responsibilities. They all said that they had been made to feel welcome and spoke of good team working.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To provide assurances that people have had the medicines they need the provider should improve record keeping. This applies particularly, but not limited to medicines stock balance and recording of topical medicines administration.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'Any treatment or intervention that I receive is safe and effective' (HSCS 1.24).

This area for improvement was made on 8 May 2025.

Action taken since then

We sampled medication audits and found that whilst a range of medication audits were in place, some gaps remained within medication stocks within these that had not been picked up on. On sampling, we were satisfied that this was an auditing issue and the actual stock was correct.

The recording of topical medication continued to need some improvement as recording records were not in place for each prescribed medication.

We also found that improvement was needed with the management of topical medications to ensure that these were used only for the person that they were prescribed for.

This area for improvement has not been met.

Previous area for improvement 2

To ensure audits are accurate, senior staff and unit managers that carry them out should be trained and provided with clarity on what it is they are checking and ensure the audits they complete reflect their checks accurately.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HCSC 4.23).

This area for improvement was made on 8 May 2025.

Action taken since then

Whilst management supported others to become involved in quality assurance systems, a more focused approach, with fewer inputs and a stronger emphasis on follow through, would support more meaningful change.

This area for improvement has not been met.

Previous area for improvement 3

To ensure people benefit from a well led staff team all management, unit managers and senior staff should be provided with up to date and ongoing management training. They should be clear about their roles and responsibilities as leaders, particularly when dealing with staff practice concerns.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 8 May 2025.

Action taken since then

Please see information under key question 3.

This area for improvement has been met.

Previous area for improvement 4

To provide high quality care, the service should, in consultation with all staff, consider and regularly review staffing levels across all units day and night to ensure people's needs can be met effectively.

This is to ensure that care and support is consistent with Health and Social Care Standard (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 to me' (HSCS 3.16).

This area for improvement was made on 8 May 2025.

Action taken since then

Please see information under key question 3.

This area for improvement has been met.

Previous area for improvement 5

To keep people safe and ensure their needs are being met fully all staff should be aware of their duty to report any concerns regarding care practice and be clear about how they should report such concerns. The service should also reinforce its whistleblowing policy so staff have confidence to approach management appropriately with issues and concerns.

This is to ensure that care and support is consistent with Health and Social Care Standard (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 8 May 2025.

Action taken since then

The service had reissued the whistleblowing policy to staff along with continuing its safeguarding training via their eLearning platform. New staff confirmed that this was part of their induction programme. Staff had

recently reported a concern, which had been dealt with appropriately.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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