

# Airlie House Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
13 June 2025

**Service provided by:**  
Ayr Baptist Homes

**Service provider number:**  
SP2003000262

**Service no:**  
CS2003001308

## About the service

Airlie House is a care home located in the coastal town of Ayr. They are registered to provide a care service to a maximum of 25 older people with physical needs or dementia.

The care home building consists of an original two-storey detached stone property, with single storey extensions to the side and the rear. There are 23 single bedrooms and one double room. All bedrooms have en-suite toilet facilities, with some bathing as well.

There is access to the accommodation on all floors by means of stairs and a passenger lift. There is also disabled ramp access.

The garden areas and grounds of the care home are well maintained and the home benefits from having easy access to the local town centre of Ayr and the beach front, only a short few minutes walk.

The service was supporting 24 people at the time of inspection.

## About the inspection

This was an unannounced inspection, which took place on 6,9 and 11 of June 2025 between 10:00 and 21:00. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with seven people using the service and 11 of their friends and family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals

## Key messages

- Staff use their very good knowledge of people to provide person centred support.
- Staffing levels are responsive to peoples needs.
- Staff were observed to be kind and respectful
- Family members reported they were made to feel welcome
- The service was clean and fresh

## 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 staff team?	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 people, therefore we evaluated this key question as very good.

Staff knew people very well and used this knowledge to provide very good person centred support. Staff were observed to be kind and respectful to the people they cared for. People told us "The staff are great, people are very kind. I am asked my opinion." This meant that people felt valued.

People were referred to external professionals as required and all guidance followed. The staff team were able to use this information to support people experiencing stress and distress and people's outcomes had been improved as a result. A visiting nurse told us "Staff try hard to help people experiencing stress and distress." This meant that people felt treated as an individual.

Families were welcomed and encouraged to be involved in their loved ones care if they so wished. Families told us "I am kept up to date they call me and they know us which make us feel welcome." This made family members feel involved.

Meal times were calm and organised. Staff assisted people in a dignified manner with those people who required assistance sitting with staff members. The use of a large table promoted a family atmosphere while allowing staff to monitor those who required it. The food was home made and well presented. The kitchen staff were kept informed of people's nutritional requirements and had good knowledge of special dietary needs. Food and drinks were available at all times and staff understood the importance of good hydration and nutrition. This contributed to keeping people well.

People's bedding and towels were supplied in the person's favourite colour and people's laundry was individually washed, which minimised the risk of any items going missing. This helped to make people feel valued as individuals.

Medication management was organised and robust, with regular checks in place. The service had good links with the local surgeries and the pharmacy, which assisted in minimising any delays in people receiving medication. The management team had good oversight of people's health needs. This meant that people's health conditions were managed appropriately.

People were encouraged to keep active and there were a wide range of activities on offer. Staff reported that they had time to spend with people. The service had recently recruited an activities coordinator to further enhance the available activities within the home. There was a good mix of arranged activities such as concerts and trips out on trishaws as well as one to one and small group activities such as crosswords. Families told us "The activities are fabulous and encourage them to stay active, no one misses out." This helped people to feel empowered.

**How good is our staff team?****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.

Staff were observed to be unhurried and reported that they had sufficient time to complete any required tasks. Staff told us that they got to spend time with the people they cared for saying that " we get out and about with the residents." and also that " we get to spend time with people." This assisted staff to feel effective in their roles and build relationships with the people they supported..

The staffing requirements were reviewed weekly. We saw that staff numbers were altered depending on people's needs, such as an early start in the summer when more people got up due to the lighter mornings. Staffing was discussed at all meetings with feedback being used to inform any changes .This ensured that there were sufficient staff to meet people's needs. Families told us "Staffing numbers are good and the staff are knowledgeable."

Staff had access to a wide range of training. The management team worked hard to ensure this was relevant for the needs of staff . We saw that specialist training had taken place to help staff to meet the needs of a person supported. A family member reported that "Staff know all about the people they care for from care staff to management "This ensured that people are supported by appropriately trained staff.

Staff received regular supervision and competency assessments which assisted them to reflect on and develop their practice. Staff told us they felt supported and that "the management team are approachable and care about the staff too."

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

The service was fresh , clean and inviting. There were several lounge areas and a separate dining room which allowed people to spend time as they wished.

Work was ongoing to enclose the garden, which would enable people supported to access this independently. There was an ongoing refurbishment plan which included developing the garden to better support the needs of those living there. A family member told us "I think the free access to the garden will make a big difference to Mum." This would provide more opportunities to be in the fresh air.

There were a range of regular checks and service visits taking place. Staff had a clear system to use to report any defects which were then tracked until a repair took place. This helped to keep people safe.

The bathing facilities were presented to a high standard and were well maintained. Staff assisted people to access these, according to their preferences and wishes, which minimised the impact of the facilities being

shared. People told us "it is important to me get my shower in the morning which I always do." This allowed people to be cared for according to their wishes.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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