

Temple House Care Home Care Home Service

Temple House
107 Mauchline Road
Mossblown
Ayr
KA6 5AR

Telephone: 01292 521 350

Type of inspection:
Unannounced

Completed on:
6 June 2025

Service provided by:
Temple House Care Home Ltd

Service provider number:
SP2005007568

Service no:
CS2003010280

About the service

Temple House Care Home is a care home for older people situated just outside of the small Ayrshire town of Mossblown, surrounded by tranquil countryside. The service provides nursing and residential care for up to 49 older people.

The accommodation consists of eight double rooms and 33 single rooms, all of which have en-suite toilet facilities. The home has two floors with passenger lift access. There are eight different lounge areas for residents to sit.

The main dining area is on the ground floor which most residents use to have their meals. There is an outside seating area at the front of the home and a well maintained garden with neatly manicured bowling green at the back of the care home with outlooks across the Ayrshire countryside.

About the inspection

This was an unannounced inspection which took place on 28, 29 and 30 May. 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 six people using the service and four of their relatives
- Spoke with 14 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with one visiting professional

Key messages

- Good consistent management and leadership at all levels within this service.
- Provider continues to invest and maintain environment with well organised systems and procedures in place.
- Feedback from people living in the home and their relatives was very positive about the staff and the standard of personal care they provide.
- Staff work well together and support each other with good team dynamics.
- Consistent staff team means they get to know people really well, and know to best support them.
- Positive comments about the friendly and homely atmosphere.

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
How good is our staff team?	5 - Very Good
How good is our setting?	4 - Good
How well is our care and support planned?	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.

People who experience care should feel looked after and cared for with respect to their wishes and choices. During our inspection visits we observed staff providing care and support in a compassionate and kind way, they looked after people and treated them with dignity and respect.

We reviewed the care and support plans and noted they were completed with good details and a strong person-centred focus. This helped to provide a good picture of the individual and their character personality including their assessed health care needs. This provided staff with a clear overview of people's care and support needs. This included clear monitoring of health conditions and any action taken.

We received very positive feedback from external health professionals who visit the home regularly and commented about the standard of care and the staff team. One professional wrote, "I visit this nursing home most weeks and note in particular that when entering lounges for example there usually seem to be staff not merely processing essential needs, but chatting away to service users, stimulating them and making the home a friendly happy place as much as possible where service users are treated as individuals."

We could see that people were involved in their care and support within the service. Families told us they were kept up to date with any changes or developments with regards to their loved one care needs. The management of the service operated an open door practice and actively sought feedback from people who use the service and their families. This helped to create respectful and supportive relationships and gave relatives reassurance and confidence that the service was well managed and run.

We reviewed the medication administration procedures and found good standards of practice in place. The protocols in place for any 'as required' medications gave clear instructions and explanations of when and why to administer. This ensured that people living in the home and their relatives can be confident that they are getting the right medication for their physical and mental health needs.

We found infection control practice to be safe and effective. Staff had completed infection prevention and control training and we were able to see that there was direct observation of staff practice in a range of areas including hand hygiene and infection control practice.

The internal and external home environments were well maintained and nicely presented, the internal home was clean, tidy presented as a homely environment. We noted the domestic team worked well together to ensure the home was presented in good standard. There were cleaning schedules in place and regular infection control audits carried out to ensure this high standard was consistent.

How good is our leadership?

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.

There has been very good consistent standard of management and ownership of this service, this helps to ensure the quality assurance procedures are well known and implemented throughout the home.

This has helped to develop and build a good team dynamic and ensure the quality of the service provides is regularly reviewed and evaluated.

The servicing and maintenance documentation was an example of high standards of quality assurance management in practice. We continue to find a very well organised and competent standard of practice in place. This provides confidence and reassurances that the quality of the service is being continually evaluated with a focus on continual improvement.

The manager and deputy have a very good overview of the needs of the individuals in the care home. They demonstrated this knowledge when talking about the people who live there and could provide important and specific details about each person's physical and mental health needs, including some personal backgrounds as well. The manager, deputy and nurses work well together to ensure issues such as falls, accidents, injuries and wounds are regularly reviewed to ensure best practice guidance is implemented appropriately.

Staff were observed to be working well together to meet people's needs. The staff we spoke to during our inspection visits told us they worked well together as a team. We received positive feedback from people living in the care home and their relatives about the staff team and the management and leadership of the service. This helps with continuous improvement and development with the participation of people and their relatives in the assessment and evaluation of the quality of the service provided. Some comments from relatives included,

"Fantastic staff and management always on the phone if needed, my mother is so happy there , well done to you all , we can rest knowing she is well looked after by you all."

"An excellent team performs well with great leadership. The leadership is first class. really well run environment with the management setting the tone for their colleagues which filters down through the team."

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.

We continue to find a team of care staff working well together to ensure that people receiving care in the home are looked after and cared for in a kind and compassionate manner. We observed many positive and caring interactions within the home and received several comments from people living in the care home and from their relatives about how good the staff were. This was evident in the staff's knowledge of each person's individual care and support needs, including their personal character as well.

We received written comments from people in the care home their relatives about the staff team stating -

- "The staff are all lovely and take time with my relative."
- "they are very caring towards us... we feel that our relative is safe and content, which helps us."
- "The staff are incredible and always on the ball"

- "Very professional and happy in their job. Are able to answer any queries and give up to date information."
- "The best staff , always popping into mum for a chat"
- "Staff always appear to know the residents really well which can be lacking in other settings I have visited."

We also received some very positive feedback from some visiting health professionals who stated that "The team always appear to work/communicate really well together. Always feel staff make time for me when I visit."

How good is our setting?

4 - Good

We have graded this key question as good where the strengths outweigh any areas for improvement. The strengths had significant impact and positive outcomes for people receiving care and support within this care home.

We reviewed the required health and safety procedures and practices within this service and found a well organised and competent standard of work. All records regarding servicing and maintenance requirements were available to check and ensure that all necessary health and safety requirements were met.

The owner/provider continues to demonstrate their willingness to invest and upgrade areas of the home on a regular basis and keeps all information and documentation up to date. There is an on going action plan in place and evidence to demonstrate the considerable work being carried out on a regular basis to keep the home up to standard.

The home environment is clean, tidy and free from any odours there is a nice homely feel about the place and people and relatives commented on this homely, friendly atmosphere.

The domestic staff worked hard to keep the place in good order and we also noted their presence and interactions with people who live there to be supportive and kind. Several staff having worked for many years at the home have built caring and supportive relationships with people they know well including their relatives. This helps to provide reassurances and confidence that people are being looked after in a caring and supportive environment.

How well is our care and support planned?

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 reviewed the care and support plans and found them to be very good with a strong person centred focus. This helped to give a clear picture of the person and their needs. We observed staff to be knowledgeable of not only individual's health requirements but also their own characters and personalities including some of their life histories as well. This helped the care staff connect and engage with people in a more personal and compassionate manner.

The service involved people and their relatives in the development and evaluation of the quality of the care and support provided. We saw that relatives felt involved and communicated with in regards to any changes or developments to an individual's care and support needs.

The activity folder was well presented and showed regular activities, outings and events organised within the home and out into the local community as well. This helped the home to become part of the local community and village near by. Local school children and nurseries attended for events such as Christmas and Easter. We saw a touching video of the local school children recording and interviewing two residents who had memories of the war for the VE celebrations.

The management team and owner of the service work hard to develop positive supportive relationships with relatives and this was evident in the positive comments we received and the appreciation of the quality of the care and support the staff team deliver.

The manager and nursing staff work well as a team to ensure all individual's identified health care needs are fully addressed and documented. This was achieved with emphasis on the individual person's and their choices and wishes. This meant people were involved and felt part of the caring process.

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

The service should continue to develop and implement the improvements we saw in the care planning documentation we sampled during these inspection visits. They should continue to review and audit the care planning documentation to ensure that there is a good standard of consistency across all the care planning files. We commend the management and staff for their hard work so far.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15)

This area for improvement was made on 22 September 2023.

Action taken since then

We reviewed the care and support planning documentation including the record of activities, events and outings for the care home. We saw that the care and support planning documentation was well written and with a strong person centred focus to the content and detail contained within.

The activity folder with photos and memories of events and outings including some videos of local school children interviewing residents who had memories of the war for the VE day celebrations.

The health needs assessments and personal care records were up to date and this helped to ensure carers were fully up to date with an individual's support requirements.

We will continue to monitor the progress made so far with this quality indicator.

This area of improvement has been met.

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
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?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.