

Summerlee House Ltd. Care Home Service

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West Canal Street
Coatbridge
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Telephone: 01236 433 466

Type of inspection:
Unannounced

Completed on:
9 July 2025

Service provided by:
Summerlee House Ltd.

Service provider number:
SP2008009682

Service no:
CS2008172820

About the service

Summerlee House is a purpose-built care home. It is situated around half-a-mile from Coatbridge town centre, close to public transport links including bus and train. The service provides a care service to 84 frail older people with dementia, learning disabilities, physical disability or illness, sensory or visually impaired and palliative care needs

The home is well laid out, spacious and welcoming. There are four units, all located on ground level. Each unit has its own comfortable lounge and dining area.

There is a well used café near the foyer that is open seven days a week. The care home also provides a small cinema, beauty room and sports room, along with other quiet communal rooms that can be used by residents and their families.

There are two well maintained enclosed gardens in the centre of the care home.

Bedrooms are all single ensuite, however, a small number of these can accommodate couples.

At the time of the inspection there were 78 people living there.

About the inspection

This was an unannounced inspection which took place on 07 - 09 July 2025 between 09:00 and 21:15. The inspection was carried out by three 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 people using the service and spoke with 10 of their families that were visiting. We also obtained feedback via a pre-inspection questionnaire from 12 residents and 16 families
- spoke with 21 staff and management, along with feedback via a pre-inspection questionnaire from six staff
- observed practice and daily life
- reviewed documents
- obtained feedback from 14 visiting professionals.

Key messages

- Summerlee House were sector leading and supported experiences for people which were of outstanding high quality
- People living in the care home and their families were extremely happy with the care and support
- The service had an enabling approach to support people with meaningful connections and provided excellent opportunities within the care home, local community and with their families and friends
- Family carers had an essential part to play as partners in care, fulfilling a variety of roles which supported people's wellbeing, and going far beyond 'just being a visitor'
- People benefitted from up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals
- People living in the care home and staff benefitted from a warm atmosphere because there was a 'whole home' approach to looking after people
- The setting has been designed for high quality care and support
- The provider worked through a programme of refurbishment which ensured that the care home was excellently maintained.

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?	6 - Excellent
How good is our setting?	6 - Excellent

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

How well do we support people's wellbeing?

6 - Excellent

We found sector leading strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as excellent.

People experienced warmth, kindness and compassion in how they were supported and cared for. The service was excellent at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. One relative told us, "The team are so welcoming to relatives and treat my relative so well," whilst another felt, "Excellent care and support. Always conscious of our relative's needs and are very accommodating towards us, the family taking on board any suggestions, advice or queries we have."

People living in the care home and their families were extremely happy with the care and support. Comments included, "My relative has flourished under the care of the team. They have so many things to do", "My relative is extremely well looked after and cared for. It's such a relief for the family. The regular and fun activities really make a difference to their daily lives", "The attention given to all the individual residents is first-class, and all residents are treated to cover all their individual needs" and "Their care for their residents is exceptional and compassion for family members goes above and beyond everyday as we navigate the dementia journey together".

People benefitted from up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals. One visiting professional told us, "The staff in each unit appear to know the residents extremely well and when they require increased support. There are always various activities going on when I visit" whilst another felt that, "Each time I visit all of the staff are so welcoming and are happy to assist if required. They are able to show that they know each of their residents well".

The atmosphere within each of the units we spent time in was welcoming and friendly and the strong values and aims of the service were demonstrated and visible at all levels. People knew the staff team well and we witnessed strong and positive relationships, humour, fun and respectful interactions between people living there and the staff across all departments. Time was taken by care staff during personal care to promote their dignity and self esteem.

The service had an enabling approach to support people with meaningful connections and provided excellent opportunities within the care home, local community and with their families and friends. A dedicated activity team took time to get to know people and provided experiences and opportunities to suit each person. This included regular bus trips out to events locally and further afield. Alongside these, was a varied in-house programme of activities for people to participate in. This included activities for both body and mind which enhanced people's wellbeing. People's spiritual needs were respected as people were supported to attend their local church each week. One person told us, "If they had anymore activities for us, they'd need to add an extra day to the week," whilst another explained, "I love when the children and babies come in each week for the yoga class".

Family carers had an essential part to play as partners in care, fulfilling a variety of roles which supported people's wellbeing, and going far beyond 'just being a visitor.'

Since the last inspection a 'Family Ties' committee had been formed which provided a platform for family carers to have a vital role in facilitating social and community engagement. This included a regular singing

group which had been organised by a family member. This was initially very small, but has increased in numbers week on week, with several families now supporting this. Another example, that people were still speaking about during our inspection was the recent VE Day garden celebration.

As an upshot from the committee was that a 'Family Ties' support group had started where families found it helpful to share stories and challenges around caring for their loved ones and their move into a care home. This has now led to a newly established 'Dementia Support Clinic.' This has been supported by Alzheimer's Scotland and NHS Lanarkshire Community Mental Health Nurses. This has given an opportunity for family carers to come together, share experiences, gather information and receive any further advice they may wish. Due to the success, all parties had agreed that this would now be a regular event going forward.

It was clear that this was sector-leading work that other services could learn from.

How good is our setting?

6 - Excellent

We found sector leading strengths in aspects of the high quality facilities provided and how these supported positive outcomes for people, therefore, we evaluated this key question as excellent.

People living in the care home and their families were extremely happy with the environment. Comments included, "This is a beautiful home with many inviting amenities, reception rooms, café, gardens, even a cinema room", "Every aspect of the setting is high quality", "I call this my five star accommodation to friends" and "I love the cinema, it brings back happy memories for me".

People benefitted from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space to meet their needs and wishes. The environment was relaxed, clean, tidy and very well looked-after, with no evidence of intrusive noise or smells.

The setting had been designed for high quality care and support. The layout of the setting and quality of fittings supported excellent outcomes for people. Summerlee House was comfortable, homely, safe and extremely well maintained.

There was a well used café near the foyer open seven days a week. This was self-sufficient and opened from 10-17:00 hours each day. It was fully staffed and offered a range of snacks, cakes and drinks, including barista coffees. Residents told us that they enjoyed this either on their own or when their family and friends visited.

The care home had a small cinema for people to enjoy. There was a large beauty room used by the visiting hairdresser, podiatrist and beauty therapist. A small sports room was also provided for people to maintain or improve their fitness. During the inspection we heard from residents, families and staff about how well these were all used.

As well as each unit having it's own lounge and dining room, there was a range of different spaces for people to choose where to spend time. These included a family dining room, a quiet reading room, a reminiscence room and a reflection room. These were used to enhance people's outcomes. Some examples included hosting the weekly church service, the singing group or just spending time with family and friends.

There were clear planned arrangements for regular monitoring and maintenance of the premises and the equipment to ensure people were safe. The provider worked through a programme of refurbishment which ensured that the care home was excellently maintained.

All staff were aware of environmental cleaning schedules and clear about their specific responsibilities. Staff carrying out housekeeping and cleaning in the service were familiar with required environmental and equipment decontamination.

Feedback from people during the inspection assured us that the excellent standard we found on inspection was always the case. Comments included, "The home is always spotless", "I have never visited and found any odours", and "Environment is spotless and very well maintained and I feel this is due to the staff taking pride in ensuring a clean safe homely environment for their residents".

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 promote better outcomes for people, the provider should ensure that care staff are deployed effectively to allow adequate supervision of communal areas and prompt responses to people's requests for support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'People have time to support and care for me and to speak with me' (HSCS 3.16).

This area for improvement was made on 4 July 2024.

Action taken since then

We observed there to be plenty of staff around to safely support and supervise people. Residents we spoke with told us that should they require staff support, then there were no issues.

This area for improvement has been met.

Previous area for improvement 2

To promote people's health and wellbeing, the provider should ensure there are a wide range of meaningful and social opportunities, including recognised therapeutic activities identified by health professionals, available for everyone. People's involvement in these should be recorded to allow effective reviews to take place.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This area for improvement was made on 4 July 2024.

Action taken since then

Please see information under Key Questions 1 & 5.

This area for improvement has been met.

Previous area for improvement 3

To ensure good outcomes for people, the provider should ensure that when services are stopped or withdrawn, the reason for this is discussed and recorded with the person or their representative if appropriate, to allow decisions and choices to be made in relation to their care and support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account' (HSCS 2.12).

This area for improvement was made on 4 July 2024.

Action taken since then

Families we spoke to confirmed that there was very good levels of communication and that staff, management and the provider were both visible and approachable.

This area for improvement has been met.

Previous area for improvement 4

In order to ensure people's dignity is maintained, the provider should ensure that stained clothing is identified and shared with the person or their representative. This will ensure that the person or their representative have the opportunity to discard or replace clothing when required.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 4 July 2024.

Action taken since then

The management had reviewed and improved their systems around this. No concerns were raised to us during the inspection.

This area for improvement has been met.

Previous area for improvement 5

The provider should ensure that when people or their representatives raise concerns about their care and support, effective action is taken to address their concerns without any repercussions, as in line with the service's complaint policy.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me' (HSCS 4.21).

This area for improvement was made on 4 July 2024.

Action taken since then

People could be assured that systems were in place to manage any concerns. Families we spoke to confirmed that there was very good levels of communication and that staff, management and the provider were both visible and approachable. People told us that they would feel at ease to raise any concerns and those that had done so, told us that they had been listened to and resolved to their satisfaction.

This area for improvement has been met.

Previous area for improvement 6

To ensure people's health and safety, the provider should ensure that people have access to the aids they require to safely manoeuvre, and people's risk assessments should consider the risk involved when people do not have access to their required aids.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 4 July 2024.

Action taken since then

We sampled personal plans and found that relevant risk assessments were in place and used to inform separate care plans. These included the use of any agreed equipment.

This area for improvement has been met.

Previous area for improvement 7

To ensure people's dignity, the provider should ensure that people have a continence care plan in place that fully reflects their care needs and provides staff with information on the continence aids they require to ensure these needs are met.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected' (HSCS 1.4).

This area for improvement was made on 4 July 2024.

Action taken since then

We sampled these on the new electronic care plan system and found these to be in place for people.

This area for improvement has been met.

Previous area for improvement 8

To support people's health and wellbeing, the provider should ensure that if agreed, people and their representatives are updated on the important outcomes of medical visits, and this is recorded with any actions required in a person's care plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account' (HSCS 2.12).

This area for improvement was made on 4 July 2024.

Action taken since then

Families we spoke to confirmed that there was very good levels of communication and that staff updated them of any changes. They felt assured that their loved one's needs were fully met.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our setting?	6 - Excellent
4.1 People experience high quality facilities	6 - Excellent

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