

## Wallacetown Gardens Care Home Service

Wallacetown Gardens Care Centre  
20 Forbes Drive  
Heathfield Industrial Estate  
AYR  
KA8 9FG

Telephone: 01292439111

**Type of inspection:**  
Unannounced

**Completed on:**  
9 July 2025

**Service provided by:**  
Wallacetown Gardens Ltd

**Service provider number:**  
SP2021000191

**Service no:**  
CS2021000311

## About the service

Wallacetown Gardens is registered as a care home service for a maximum of 20 adults aged 18 years and over with Huntington's, acquired brain injury, enduring mental health, a learning difficulty and/or physical needs or life limiting conditions. The provider is Wallacetown Gardens Ltd.

Wallacetown Gardens is situated in the town of Ayr, close to the town centre and Prestwick. At the time of this inspection, 20 people lived in the service.

Accommodation is provided over two floors and is connected by two passenger lifts. The care home has been purpose built; all bedrooms are single occupancy with ensuite shower facilities that ensure privacy. Communal areas include open plan lounge/dining/kitchen area for residents use on both floors, accessible toilets and assisted bathing facilities. In addition, there is a hairdressing salon on the upper floor. The ground floor lounge leads into an accessible courtyard garden and the upstairs lounge has access to a large balcony.

The stated aim of the service is:

"Our aim is to provide an excellent standard of person-centred care in line with the Health and Social Care Standards using the Care Inspectorate's Quality Framework to ensure our Service Users experience quality care support and expectations that is individual to them."

## About the inspection

This was an unannounced inspection which took place on 7, 8 and 9 July 2025 between the hours of 07:00 and 21:00. 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
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- Staff were responsive to people's needs with a caring and professional approach.
- People living in the service were encouraged to be as independent as possible.
- Staff had very good knowledge of people's health needs.
- The service had undergone redecoration since it's last inspection. Communal hallways, lounge areas and dining areas had been rearranged and painted making it more homely for those living there.
- There was a cyclical decoration and maintenance programme in place to ensure that people benefit from high quality facilities.

## 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 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.

### Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

We saw positive, encouraging interactions from staff towards people living in the service. Staff were responsive to people's needs with a caring and professional approach.

Staff demonstrated very good knowledge of each person using the service and what mattered to them, which helped to reduce specific behavioural challenges. We were able to see that people had positive behaviour care plans in place to inform and direct staff on how to support people in periods of stress and distress.

The service employs a lifestyle manager and activity staff who organise activities and holidays for people. Activities are based around enablement, promoting people's independence where possible. Other activities include cycling, mindful Monday, group exercise and Zumba, keeping people active.

People living in the service and their family are fully consulted on activities and outings and how they want to spend their one-to-one time. Each person has an enablement care plan, evidencing outcomes and goals that have been achieved.

We saw evidence of people being consulted in the improvement of the service through satisfaction surveys, choice in the redecoration of the service and mealtime surveys.

People are actively encouraged to be a part of their local community by attending various groups, shopping in their local community and volunteering, helping to build daily living skills and promote independence.

Health assessments for people living in the service were fully completed and updated on a regular basis, ensuring that staff had the most up-to-date information to meet people's health needs.

We were able to see that people were encouraged to make healthy choices, however people's choices were respected. Key health information relevant to each person was collated and monitored. These were used to provide information to external health professionals.

There were good relationships with external health professionals such as GP's, district nurses and podiatrists. The service had a very good communication log, giving accurate up-to-date information on discussions about people's health and wellbeing ensuring staff knew how to support each person.

We reviewed medication systems and process and found them to be safe and effective. There were as required protocols and covert pathways in place, which appear to be used effectively. Controlled drugs were recorded and stored appropriately.

We were able to see that where people lacked capacity they were supported under the principles of AWI.

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

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

**Quality Indicator: 4.1 People experience high quality facilities**

The service had undergone redecoration since its last inspection. Communal hallways, lounge areas and dining areas had been rearranged and painted making it more homely for those living there.

There were designated activity areas such as an arts and crafts area, gaming area, hair salon and nail bar and a nightclub. We saw evidence of these areas being utilised by those living in the service.

People have their own bedroom with ensuite facilities which all face onto the communal garden area, benefiting their wellbeing. We could see that people personalised their bedroom to how they wished, and this was facilitated by the service.

There was access to communal bathrooms as ensembles only had showers, giving people a choice of bathing.

People have access to a secure garden area which has raised flower and vegetable beds. A new BBQ area had been put in place with seating at the request of those living there.

People living in the service had access to the door code for gaining access to the service unhindered. Giving people independence.

There was a cyclical decoration and maintenance programme in place to ensure that people benefit from high quality facilities. There was a system in place to check daily maintenance issues which management have an overview of. Health and safety certificates were in place for safety equipment.

There was ample stock of cleaning materials and personal protective equipment. Staff were able to demonstrate their knowledge around infection prevention control practices and the service had daily cleaning schedules, to reduce the risk of infection and cross contamination.

**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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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