

## Strathleven Care Home Care Home Service

30 Strathleven Place  
Dumbarton  
G82 1BA

Telephone: 01389 742 286

**Type of inspection:**  
Unannounced

**Completed on:**  
15 July 2025

**Service provided by:**  
Pelan Ltd

**Service provider number:**  
SP2003000288

**Service no:**  
CS2003001442

## About the service

Strathleven Care Home has been registered with the Care Inspectorate since April 2011. The home is registered to care for 21 older people. The provider is Pelan Ltd.

The care home is a detached villa that has been converted and extended into accommodation over two floors.

Strathleven offers 17 single bedrooms, although 4 of these may accommodate a couple on request. Some of the bedrooms offer ensuite facilities. There are adapted bathrooms and toilets on both floors. The large communal lounge and dining room at the rear of the home has views and access to a secure decking area with a range of garden furniture. There is a small quiet sitting room for residents to use when undertaking one to one activities.

The service is located in a residential area of Dumbarton near local amenities including shops, bus routes and train links. Allied health professionals and district nursing services attend the home to deliver care and support as required.

At time of inspection, 17 people were living in the home.

## About the inspection

This was an unannounced inspection which took place on 14 - 15 July 2025 between 07:00 and 18:45. 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:

- spent time with 11 people using the service and spoke with two of their families that were visiting. We also obtained feedback via a pre-inspection questionnaire from five residents and two families
- spoke with 12 staff and management, along with feedback via a pre-inspection. questionnaire from seven staff
- observed practice and daily life
- reviewed documents
- obtained feedback from five visiting professionals.

## Key messages

- People living in Strathleven Care Home and their families were very happy with the care and support.
- People were respected and listened to because their wishes and preferences were used to shape how they were supported at home.
- People benefitted from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals.
- Management demonstrated a clear understanding about what was working well and what improvements were needed.
- People living in the care home and staff benefitted from a warm atmosphere because there were good working relationships across all departments of the care home.
- The environment was relaxed, clean, tidy and well looked-after, with no evidence of intrusive noise or smells.

## 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

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 experienced warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. One relative told us, "I can pop in anytime and I'm always made to feel very welcome."

People living in Strathleven Care Home and their families were very happy with the care and support. One person told us, "Staff could not be any better, treat me like their family", whilst a relative explained, "We are always reassured that our loved one is safe, well cared for and their needs are put first."

A dedicated activity co-ordinator had recently started within the service. They supported people to get involved in a range of activities and interests. They supported people with both their physical and mental health. Key dates throughout the year were being celebrated with special events. One resident explained, "I enjoy the bingo", whilst another told us, "I like it when the school children visit". The home had continued its very good weekly intergenerational visits from a local school along with regular visits from the local church. They were now in a good position to look at building on supporting people to get out and about more.

The atmosphere across the care home 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.

People were respected and listened to because their wishes and preferences were used to shape how they were supported, including if they wish to decline an aspect of their support. We observed people to be offered choices throughout the day, whether that be where to sit, what to eat and whether to join in any activities.

People benefited from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals. One visiting professional told us, "I visit this care home regularly and find staff know and support their residents well. They are also very supportive of residents' families." This also gave reassurance to families. Feedback from families included, "My relative feels very safe and cared about and this is observed by family when we are there" and "Excellent care and support, go over and above".

The manager worked closely with the local Care Home Collaborative Team to ensure that people had a range of opportunities and health education that promoted their health and wellbeing. Recently they had been part of a 'Decaf Project' and they had just started to get involved in the 'Paths for All' project.

People benefited from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks. One person said, "The meals are nice and if I don't fancy what's on, then they will make something else", whilst another said, "There's plenty to eat and drink here." We observed mealtimes

to be relaxed and well organised, with home cooked meals. People were very well supported by staff as needed.

### How good is our leadership?

### 5 - Very Good

We found significant strengths in the management and leadership and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

Management and senior staff worked hard to ensure that people experienced high quality care and support. One family commented, "The staff go above and beyond and treat them with so much kindness and concern; they are more like family than carers.", whilst a health professional explained, "In my experience the manager and staff in Strathleven Care Home go the extra mile to ensure that residents and their families are well supported and cared for."

Leaders demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the needs, outcomes and wishes of people living in the service were the primary drivers for change. There was an overall service development plan in place which identified planned actions to drive improvement.

Management had a robust and clear understanding of their role in monitoring practice and identifying, directing and supporting improvement activities. There were clear systems for monitoring standards of care including clinical and care governance. The pace of change reflected the priority of the improvements needed.

People felt confident giving feedback and raising concerns because they knew this would be welcomed and responded to in a spirit of partnership.

Staff told us that they felt very well supported and could go and speak to senior staff or management if they had any ideas or concerns.

### How good is our staff team?

### 5 - Very Good

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

People were confident that staff had the necessary skills and competence to support them. There was a clear staff assurance framework that provided structured training for each role within the care home. Staff told us of the various learning opportunities they received throughout the year and how they found this promoted good team working.

We received lots of positive comments from people about the staff. These included "The staff are great - we are always made to feel very welcome at any time and they are very attentive to our loved one and the other residents", "The staff are all great and cheer us all up" and "Staff are well trained."

Regular supervision was used constructively and staff valued them because they supported their personal and professional development. There were clear records of learning undertaken, which informed what was planned for each member of staff going forward. Staff were aware of their responsibilities for continuous professional development to meet any registration requirements.

Staff were very well supported by the manager to keep up to date with current and changing practice, with easy access to a range of good practice guidance.

## How good is our setting?

### 4 - Good

We evaluated quality indicator 4.1 as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvements.

People benefitted from a comfortable, warm and homely environment where residents were able to sit and chat to each other. They were able to move around as they wished and choose where to spend their day.

People could choose to use private and communal areas and had the right to privacy when they wanted.

The environment was clean and tidy, with no evidence of intrusive smells. Systems were in place to ensure that repairs were managed efficiently.

People were encouraged to personalise their bedrooms to ensure that they were individual to their taste and home comforts, including photographs and ornaments.

People benefited from a setting which was the right size for them, including experiencing smaller group living. They had specialist medical equipment which best meets their changing needs and equipment was provided when required.

A newly replaced large decking area had just been completed and provided a great space for people to access fresh air.

Whilst the care home was very clean and tidy, some aspects were now becoming a bit tired and in some refurbishment would be beneficial.

## 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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 ਵਿੱਚ 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.