

Rawyards House Care Home Care Home Service

Motherwell Street
Airdrie
ML6 7HP

Telephone: 01236 761 611

Type of inspection:
Unannounced

Completed on:
23 September 2026

Service provided by:
RH Independent Healthcare Limited

Service provider number:
SP2003002430

Service no:
CS2003010591

About the service

Rawyards House Care Home is registered to provide care and support for up to 97 people. It is located in Airdrie, North Lanarkshire.

Within its maximum number of placements, the service may also provide a care service to a maximum of 40 adults, who are living with dementia and a maximum of five who may be younger adults with a physical disability.

The accommodation is within a converted villa house and attached purpose-built extension, with an adjoining conservatory/lounge area.

All bedrooms are single occupancy most of which have en-suite facilities. Each unit has a lounge and separate dining room, or a lounge/dining room area. Smaller lounges are also in place. There is a lift in place to access all areas of the home. There is access to an outdoor seating area, relaxation room, hair salon and cinema room.

The home is conveniently situated for public transport routes and is within walking distance of local shops and community amenities.

At the time of the inspection, there were 74 residents using the service.

About the inspection

This was an unannounced inspection which took place between 21 and 23 September 2026 between 09:30 and 21:15. The inspection was carried out by two inspectors from the Care Inspectorate.

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 since the last inspection.

In making our evaluations of the service we:

- spoke with 10 people experiencing care and eight of their relatives
- spoke with 15 staff and the management team
- spoke with two visiting professionals
- observed practice and daily life
- reviewed documents
- obtained feedback, using a pre-inspection questionnaire, from 20 people experiencing care, four family members, three staff and four external professionals.

Key messages

- People, relatives and staff experienced a welcoming and positive atmosphere supported by good working relationships.
- The service worked closely with health and social care professionals to ensure people's health and wellbeing needs were being met, in line with their wishes and preferences.
- Relatives spoke positively about the care and support their loved ones received and were satisfied with communication from the service.
- Staff took time to reassure people, responded to distress, and supported people in a dignified and person-centred way.
- People benefited from personal plans which were regularly reviewed and updated.
- Staffing levels should be reviewed with consideration given to the layout of the building and the views of staff.

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
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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 and compassionate and person-centred care. Staff took time to reassure people, responded sensitively to distress, and supported people with dignity and respect.

A staff member told us: "I love it here. I love interacting with residents and hearing their stories." A person being supported told us: "Staff treat you well. They like to see you happy. If I need help, staff will always help."

People appeared well-presented with clean clothing. A relative told us: "My relative loves the staff. They get on well with them. They have improved greatly. It's good to see them up, dressed, clean with something to eat and drink. I know my relative is well looked after, that's reassuring." And another relative told us: "It gives me peace of mind with my relative being in here. Staff are really good. I'm happy they are in here and I think they are too."

People's healthcare needs were supported effectively through timely referrals to relevant professionals, including GPs, podiatrists and tissue viability nurses. This meant people received appropriate advice, treatment and interventions to support their health and wellbeing.

Visiting professionals told us: "The staff and management team are very helpful and receptive to our service" and "Staff are able to communicate well with me regarding anyone I have residing in the care home. If there are issues we will discuss and look at options to move forward in an appropriate way."

People benefited from access to a tasty, varied and well-balanced diet. They could choose from a choice of meals, snacks and drinks which reflected their dietary needs and preferences.

Most people appeared to enjoy their mealtimes and were supported to eat with dignity in a person-centred manner. A person being supported told us: "Food is fantastic - hand made, tables are set and it's clean, it's perfect."

However, staffing arrangements and room layout did not always enable people to receive timely support, and opportunities to promote dignity, social interaction and encouragement during assisted meals were sometimes missed.

Further review of staff numbers and deployment would be beneficial to ensure people being supported had access to the care and support they required and remained safe.

When required, people's food and fluid intake was monitored to help ensure their nutritional and hydration needs were met. Staff were knowledgeable about individuals requiring textured diets and understood the appropriate texture levels. Food and drinks were fortified when required. This meant risks associated with poor nutrition, dehydration, weight loss and swallowing difficulties were reduced.

Relatives spoke positively about the care and support their loved ones received and were satisfied with communication from the service. This meant people and their families felt reassured, involved and confident in the care provided. This was mirrored by external professionals who told us: "Staff and management regularly reach out to our team for support. The care home residents appear happy and well cared for, staff are clearly knowledgeable about the residents."

A person being supported told us: "Staff do very well on my behalf, like everything here." Staff encouraged people to remain active and to participate in activities, both within the care home and within the wider community. A relative told us: "The social activities available are beneficial for my relative. They don't always choose to participate and staff respect their preferences and choices."

Medication was administered safely and recorded well in line with the prescribers' instructions. This included as required medication and medication administered through agreed covert pathways.

Care plans, care reviews and risk assessments were comprehensive and detailed. This meant people benefited from care and support that was relevant and appropriate to their current needs.

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

This area for improvement was made following a complaint investigation.

In order to ensure good outcomes for people, the provider should ensure changes to people's health and wellbeing are regularly reviewed and medical advice is sought when necessary. This should include, but is not limited to, regular monitoring of people's elimination records and seeking medical advice when symptoms and changes are identified.

This is to ensure care and support is consistent with Health and Social Care Standard 4.18: I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.

This area for improvement was made on 8 December 2025.

Action taken since then

Changes to people's health and wellbeing were monitored daily, with plans being updated regularly or when significant changes occurred. When required medical advice was sought, follow up action was taken as appropriate. This contributed to improved health outcomes for people.

This area for improvement has been met.

Previous area for improvement 2

This area for improvement was made following a complaint investigation.

To ensure good outcomes for people, the provider should ensure the administration of as required medication is reflective of their medication management policy. This should include, but is not limited to, ensuring as required protocols are detailed and in place to inform the safe and consistent administration of the medication.

This is to ensure care and support is consistent with Health and Social Care Standard 4.14: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

This area for improvement was made on 8 December 2025.

Action taken since then

In line with the provider's medication management policy, medication was managed well and included as required medication and covert pathways. These plans were detailed and provided all required information to ensure medication was managed safely. This practice contributed to improved outcomes for people.

This area for improvement has been met.

Previous area for improvement 3

This area for improvement was made following a complaint investigation.

To promote good outcomes for people, the provider should ensure care plans are detailed to indicate previous health issues and conditions which may impact on their care and support. This should include, but is not limited to, what staff should observe for indications of these health issues and conditions recurring.

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: 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.

This area for improvement was made on 8 December 2025.

Action taken since then

Detailed care plans were in place, including health conditions and previous health issues. Updates were provided daily and discussed with the senior team and fed back to the wider team during handovers. Care plans were updated when people's health needs changed. This ensured people experienced responsive care and support.

This area for improvement has been met.

Complaints

Please see - What the service has done to meet any areas for improvement we made at or since the last inspection.

You can also see our website for details of complaints about the service which have been upheld.
www.careinspectorate.scot

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

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