

Berelands House Care Home Service Care Home Service

1 Boydfield Court
Prestwick
KA9 2GY

Telephone: 01292 677 760

Type of inspection:
Unannounced

Completed on:
13 May 2026

Service provided by:
Amore (Prestwick) Limited

Service provider number:
SP2011011570

Service no:
CS2009228609

About the service

Berelands House is a purpose built care home situated in a residential area in the town of Prestwick. The care home has 63 single ensuite bedrooms over two floors. Primrose Unit, which is located on the ground floor, has 28 places for frail elderly care and Skylark, which is located on the upper floor, has 35 places for dementia care.

There is a tea room on the ground floor and a hairdressers upstairs. Both floors have multiple seating areas and separate dining rooms.

The service benefits from a courtyard garden which is decorated to look like a street and has a functioning shop. There are covered areas within the garden allowing its use throughout the year.

About the inspection

This was an unannounced inspection that took place on 12 and 13 May 2026 between the hours of 10:00 and 15:00. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; the setting and planned care/support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights. We knew this because we:

- spent time with eight people using the service
- received feedback from three relatives, 10 staff and management, and one visiting professional
- reviewed survey responses from 21 staff members, 21 people who use the service, 38 from friends/relatives and one from a professional
- observed practice and daily life
- sampled relevant documents.

Key messages

Legal Assurances

The service operated in line with its conditions of registration, with key legal documentation accurate, up to date and appropriately displayed. Governance arrangements remained strong throughout the recent organisational change, with no impact on compliance or service delivery. As a result, people could be confident the service was well run, legally compliant and that their safety, rights and wellbeing were consistently protected.

Wellbeing

We found that people were supported safely, with effective systems in place for protection, infection prevention and control, and medication management. Staff were knowledgeable and competent in their roles, and practice consistently reflected current guidance. The environment was clean and well maintained, and people were protected from avoidable harm. Medication was safely managed with appropriate oversight. People were supported to maintain meaningful relationships, with a warm and inclusive culture evident throughout the home. Feedback from people, relatives and professionals was consistently positive, with relatives telling us, 'We feel part of the family' and 'I have real confidence my parent is well cared for.' Interactions observed during the inspection demonstrated kindness, respect and genuine care. Overall, this showed that people experienced safe, compassionate care where their wellbeing, dignity and connections with others were promoted.

Leadership

The service demonstrated strong and effective leadership arrangements in place, with clear governance systems supporting continuous oversight and improvement. Accidents and incidents were appropriately recorded, monitored and reviewed, with evidence of timely follow-up and learning used to reduce future risk. Quality assurance processes, including regular audits and an active improvement plan, were well established and regularly reviewed.

There was a positive and open culture, with visible and approachable leadership and clear opportunities for people, families and staff to provide feedback and influence change. Complaints were minimal, and systems were in place to ensure concerns could be raised and acted upon. This ensured that the service was well led, with strong oversight and a culture of continuous improvement, ensuring high-quality care and positive outcomes for people.

Staffing

We found that people received timely support from enough skilled and knowledgeable staff. Recruitment processes were robust, with appropriate checks, training and oversight in place. Staff spoke positively about their roles and demonstrated good knowledge, confidence and consistency in practice. Staffing arrangements were flexible and responsive to people's needs, with strong teamwork evident and no reliance on agency staff. People, relatives and professionals gave consistently positive feedback about staffing, and observations confirmed that staff were visible, attentive and engaged across the service. This supported safe, responsive care from a stable and skilled staff team, providing continuity, positive relationships and good outcomes for people.

Setting

People experienced a clean, safe and well-maintained environment that supported both their care needs and overall wellbeing. Robust systems were in place to manage maintenance and safety checks, including electronic tracking and clear oversight, with routine servicing and repairs completed in a timely and organised way. Staff demonstrated a clear understanding of their responsibilities in maintaining the environment, and this was reflected in practice through very good standards of cleanliness, safe equipment use and prompt reporting of any issues. The environment was observed to be homely, welcoming and free from odour, with good access to communal and outdoor spaces, and opportunities for people to personalise their own rooms.

People and families were regularly involved in giving feedback about the environment, which informed ongoing improvements and refurbishment. This meant that people were supported to live in a comfortable, safe and enabling environment where risks were well managed, their preferences were respected, and the surroundings actively contributed to positive experiences, independence and quality of life.

Planned Care/Support

We found that people experienced care and support that was person centred and responsive to their individual needs, wishes and preferences. Personal plans were clear and informed by people's lived experiences, with staff demonstrating a good understanding of what mattered to each person. Daily practice reflected this, with staff providing support that was respectful, responsive and aligned with people's care plans. Observations confirmed consistently warm, compassionate interactions, with staff supporting people in a way that promoted dignity, choice and comfort. People appeared relaxed and engaged, and were supported to take part in meaningful activities and daily routines that reflected their interests and preferences. This ensured that people received high-quality, person-centred care that supported their wellbeing, promoted independence and ensured their rights and choices were respected.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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