

Parksprings Care Home Care Home Service

Frood Street
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Motherwell
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Type of inspection:
Unannounced

Completed on:
28 July 2026

Service provided by:
MMCG (CCH) (3) Limited

Service provider number:
SP2013012124

Service no:
CS2013319182

About the service

Parksprings Care Home is owned by Countrywide Care Homes (3) Limited and provides care and support for up to 96 older people, with a range of physical and cognitive impairments. The home provides long-term residential care as well as short-term respite care.

The home is situated in a residential area of Motherwell and within close proximity to local shops and transport links. The service has five units, two of which were closed due to reduced occupancy. The home is purpose-built over two storeys with a passenger lift, providing access to the first floor. All bedrooms have ensuite facilities.

At time of inspection, there were 65 people using the service.

About the inspection

This was an unannounced inspection which took place on 27 and 28 July 2026 between 07:00 and 17:15. The inspection was carried out by two inspectors from the Care Inspectorate. An inspection volunteer joined day two of the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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 17 people using the service and spoke with seven of their families. We also obtained feedback via a pre-inspection survey from 19 residents and four families.
- Spoke with 26 staff and management. We also obtained feedback via a pre inspection survey from eight staff.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from five visiting professionals.

Key messages

- People living in Parksprings Care Home and their families were very happy with the care and support, with the exception of one family.
- People experienced warmth, kindness and compassion in how they were supported and cared for.
- People were respected and listened to because their wishes and preferences were used to shape how they were supported.
- People living in the care home, and staff, benefited from a warm atmosphere because there were good working relationships across the care home.
- People could choose from a variety of meals, snacks and drinks. We received positive feedback about the standard of meals and people told us they enjoyed the home baking.

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 staffing arrangements and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People living in the care home, and their families, were very happy with the care and support, with the exception of one family. They explained, "I can see my relative is well looked after", "As a retired older person, this has come as a pleasant surprise. I can relax in my own time and space", "Staff have been so supportive as we struggled about making the decision to move my relative to a care home. They made the transition easy", "If I have any questions, I know I can approach any member of staff to get anything resolved", and "I love it here, I have absolutely no complaints".

People's health needs were escalated to other health professionals when needed. Any advice was incorporated into the person's care plan for staff to follow, with specialist equipment provided where needed.

People could be assured that staff supported them to receive their medications as prescribed.

There was a system in place to ensure regular access to drinks, meals and snacks, especially for people who needed support to eat and drink. We received positive feedback about the standard of meals and people told us they enjoyed the home baking. Some aspects around how best to support people who may be at risk of malnutrition could improve to ensure a consistent approach across the care home. We felt assured that this would be taken forward, with some aspects improved before the end of the inspection.

People's wellbeing, mobility and confidence were enhanced as the service promoted a person-centred approach to managing and preventing falls and fractures.

People living in the care home, and staff, benefited from a warm atmosphere because there were very good working relationships across the care home.

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 ensure that the right number of staff are working in the service at all times to meet people's needs, whilst considering staff wellbeing, the service should review the methods used to determine and evidence this. Alongside this, they should ensure that a contingency plan is in place to manage both planned and unplanned absence.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15).

This area for improvement was made on 24 April 2025.

Action taken since then

Whilst staffing levels were determined by the use of monthly dependency tool along with a staffing risk assessment, more work was needed to demonstrate how the service complied with the Health and Care (Staffing) (Scotland) Act 2019. We received some feedback that staffing may need reviewed within Logan Unit and noted that the monthly dependency tool also showed this unit to have the highest dependency levels, yet the same staffing levels as Garrion Unit and Dalziel Unit.

This area for improvement is not met.

Complaints

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

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