

The Haining Nursing Home Care Home Service

Vellore Road
Maddiston
Falkirk
FK2 0BN

Telephone: 01506 896610

Type of inspection:
Unannounced

Completed on:
27 August 2026

Service provided by:
ION Care and Support Services Limited

Service provider number:
SP2016012737

Service no:
CS2016348045

About the service

The Haining Nursing Home is provided by Ion Care and Support Services Limited. The service registered with the Care Inspectorate in September 2016. The home is registered to provide care for 34 older people. At the time of our inspection 33 people were living in the home. The service offers a permanent home to people as well as a "step-down" service which promotes reablement in preparation for people returning home after a hospital stay.

The home is a traditional listed manor house set in large garden grounds. It is situated in the village of Maddiston, which is within the Falkirk Council area. The majority of bedrooms have en suite toilet and shower facilities. There are also communal toilet and bathing facilities throughout the home. The service offers a variety of communal and private areas including a dining room, sitting rooms, and spacious bedrooms which people can personalise to their own taste.

About the inspection

This was an unannounced inspection which took place on 25 and 26 August. The inspection was carried out by one inspector and an inspection volunteer from the Care Inspectorate. Our inspection volunteers are members of the public who have relevant lived experience of care either themselves or as a family carer. They speak to and spend time with people and families during inspections to ensure their views and experiences are reflected accurately in the inspection.

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 18 people, spent time with others and received feedback from nine people via our survey
- spoke with three relatives and received feedback from 10 relatives via our survey
- spoke with 14 staff and management and received feedback from 17 staff via our survey
- observed practice and daily life
- reviewed documents
- received feedback from two visiting professionals.

Key messages

- Staff understood and respected people's preferences, wishes and aspirations and support was tailored to what mattered most to each person.
- The atmosphere within the home was interactive, cheerful and welcoming.
- People's wellbeing was enhanced through a range of meaningful activities and engagement.
- People's health benefitted from timely access to external healthcare professionals whenever this was needed.

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 person-centred care and support and there were genuinely compassionate, respectful and meaningful relationships between all roles of staff and people living in the home. Staff understood and respected people's preferences, wishes and aspirations and this enabled support to be tailored to what mattered most to each person. People told us they felt valued, listened to, respected and included in decisions about their lives. One person said, "I am included and involved with decisions relating to my care and support". Another told us, "The care and support and the team that I have are first class. They always listen to me and update me on my care plan".

The atmosphere within the home was interactive, cheerful and welcoming, with people able to move freely throughout the home and engage with others as they wished. These meaningful relationships helped reduce isolation and promoted a sense of belonging. One person told us, "I like it because I have friends here". Others said, "The staff team is loving and caring" and "You can clearly see the fondness the staff have for us".

People's wellbeing was enhanced through a range of meaningful activities and engagement. The activities programme, supported by a proactive activities co-ordinator and a staff team committed to meaningful engagement, encouraged people to maintain existing hobbies and interests while exploring new experiences. People also told us they enjoyed spontaneous activities such as dancing, singing and playing the piano. This meant opportunities for participation were embedded throughout daily life.

Some people living in the home told us they had experienced significant improvements in their lives since moving to The Haining and described feeling happy, comfortable, respected and valued. This meant that the service was having a positive and measurable impact on people's overall quality of life.

People's nutritional wellbeing was supported through a positive dining experience that promoted choice. Mealtimes were relaxed and unrushed, with people choosing where and what they wished to eat. Dietary preferences and individual choices were consistently respected, and people spoke positively about the quality of the food. The availability of drinks and snacks throughout the day, alongside appropriate encouragement and support where required, helped maintain nutrition, hydration and overall health while preserving dignity and independence.

The physical environment also contributed positively to health and wellbeing. Improvements had been made to support a comfortable, homely and personalised living environment, informed by meaningful involvement from people using the service. Bedrooms reflected individual personalities and preferences, supporting identity and comfort. Improved access to the courtyard and gardens promoted independence, physical activity, relaxation and access to nature, all of which contributed positively to both physical and mental wellbeing. The service also demonstrated a commitment to continuous improvement by recognising opportunities to further improve access to the garden and create more private indoor spaces for relatives to spend time with their loved ones.

People benefitted from safe, effective and person-centred care planning arrangements. Assessments, care

plans and risk assessments were comprehensive, respectful and focused on individual outcomes. Medication management followed best practice guidance, ensuring people received safe and appropriate support. There were proactive approaches to managing stress or distress, with personalised guidance to help staff prevent, minimise and respond effectively to situations that may impact upon wellbeing. Detailed records and care planning supported continuity and consistency of care. Relatives told us, "I am kept up to date with everything relating to my [relative] and know I can ask anything at any time" and "I know any health or personal issues concerning my [relative] will be relayed to me promptly".

Health outcomes were strengthened by timely access to external healthcare professionals whenever this was needed. A professional told us, "The staff ensure the residents are well looked after". This meant people could be confident that health concerns would be identified promptly and appropriate professional support sought without delay, helping to maintain health and prevent deterioration.

Complaints

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