Whiteford House
Care Home Service

Forbes Drive
Ayr
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Telephone: 01292 430204

Type of inspection:
Announced (short notice)

Completed on:
14 October 2026

Service provided by:
Whiteford House Limited

Service provider number:
SP2023000201

Service no:
CS2023000312

About the service

Whiteford House is registered as a care home service for a maximum of 31 adults with complex health needs including mental health conditions. The provider is Whiteford House Limited.

Whiteford House is situated in the town of Ayr, close to the town centre and Prestwick. At the time of this inspection, 29 people lived in the service.

Accommodation is provided over two floors and is connected by two passenger lifts. The care home has been purpose built; all bedrooms are single occupancy with ensuite shower facilities that ensure privacy. Communal areas include open plan lounge/dining/kitchen area for residents' use on both floors, accessible toilets and assisted bathing facilities. In addition, there is a games room and sensory room on the upper floor. The ground floor lounge leads into an accessible courtyard garden and the upstairs lounge areas have access to a large balcony area.

Some of the stated aims and objectives of the service are:

"To deliver care in a safe, secure, comfortable and positive environment by ensuring service delivery is of upmost importance.
Promoting independence to re-enable through goal setting; adapting an approach to reintroduce life skills encourage through enablement.
Delivering a person-centred approach by detailing outcome-focused care planning, created in partnership with service users, families, friends, and external professionals to ensure the best outcome is achieved to reshape lives.
Providing opportunities within the service to maintain personal interests as well as introduce individuals to new prospects to enrich individual lives.
Encourage social connections to enhance independent choice by creating a positive and caring environment.
Having a trained and skilled staff team with a person-centred approach to individual diagnoses."

About the inspection

This was an unannounced inspection which took place on 12, 13 and 14 October 2026, between the hours of 09:45 - 15:45. 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:
- spoke with seven people using the service and two of their family
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced positive outcomes and a good quality of life, supported through person-centred care that reflected their individual needs, preferences and life histories.
- People were supported to remain engaged in their communities and pursue individual interests, with outings and experiences reflecting their previous hobbies and personal preferences.
- People's health needs were well managed, with regular monitoring, involvement of healthcare professionals, and up-to-date assessments and risk management plans supporting safe and effective care.
- The service demonstrated a strong commitment to helping people maintain their identity and life story.

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

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

Quality Indicator: 1.3 - People's Health and Wellbeing Benefit from Their Care and Support

We found significant strengths in how people's health and wellbeing were supported and promoted, therefore we evaluated this key question as very good.

People supported received care that was tailored to their individual needs, preferences and life experiences. Care plans contained detailed information about how people wished to be supported and provided clear guidance to staff. Records demonstrated a focus on promoting independence, dignity and choice while ensuring risks were appropriately managed.

The service placed a significant emphasis on meaningful activity and helping people maintain the things that are important to them. There was a varied programme of group and individual activities available throughout the week, supported by activity coordinators and a wellbeing coordinator. Activities were designed around people's interests and included arts and crafts, music, quizzes, movie nights, sensory activities and community outings.

A notable strength of the service was its commitment to supporting people to maintain their identity and life story. Staff described and evidenced examples of highly personalised support that helped people reconnect with significant aspects of their lives. This demonstrated a clear understanding of what mattered to people and promoted emotional wellbeing, inclusion and self-esteem.

There was also evidence of people being supported to pursue individual interests and enjoy meaningful experiences in the community. Recent outings included visits to museums, the science centre and cinema trips that reflected people's previous hobbies and interests.

Staff understood the importance of meaningful relationships and emotional wellbeing. Care plans clearly identified people who were important in residents' lives, and relatives confirmed they were welcomed into the service and kept informed about their family members' wellbeing. One relative stated "it's an amazing place", an another stated "it's an answer to my prayers." Reviews demonstrated involvement from relatives and professionals where appropriate.

People's health needs were well managed. Care records showed regular monitoring of health indicators, ongoing involvement from healthcare professionals and detailed guidance for staff regarding complex health conditions. Records demonstrated that assessments and risk management plans were kept up-to-date and reviewed regularly.

Medication systems were well managed. Records reviewed were accurately completed, as required medication guidance was available and controlled drugs were managed safely.

People's nutritional needs were well understood, with systems in place to ensure dietary requirements and food preferences were communicated effectively to kitchen staff. While a small number of people spoke negatively about the food available on the day of inspection, arrangements were in place to offer alternatives and support individual preferences.

Financial records sampled demonstrated that people requiring support with managing their finances were protected appropriately and that money was being used in their best interests.

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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