Belhaven House
Care Home Service

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Type of inspection:
Unannounced

Completed on:
11 February 2026

Service provided by:
Mansfield Care Limited

Service provider number:
SP2005007720

Service no:
CS2011303194

About the service

Belhaven House is registered to provide a care home service to 32 older people. The service provider is Mansfield Care Limited.

Belhaven House is situated in Troon, South Ayrshire. The service is close to the town centre and local amenities.

The home is a converted villa with extension. Accommodation is over two floors, most bedrooms are on the ground floor to the rear of the building. All bedrooms have either en-suite toilet, or en-suite toilet and shower facilities.

There are communal lounges and dining rooms at the front of the house on the ground floor. A communal lounge on the first floor and a garden room which is a small lounge with direct access to the garden. The garden area is well maintained and secure.

About the inspection

This was an unannounced inspection which took place on 10 and 11 February 2026. 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 information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with people using the service and their visiting family and friends
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People living in Belhaven House are supported by kind and compassionate staff who knew them well.
- People's health and wellbeing needs were being effectively managed.
- Leadership was responsive and committed to continuous improvement.
- Staffing levels and deployment were appropriate to meet peoples needs.

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
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	4 - Good
How well is our care and support planned?	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

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.

During our visit, we observed that people living in Belhaven House benefit from kind and compassionate care. People told us they felt cared for and supported well by all staff.

People spoke positively about the kindness and friendliness of staff who support them, they said -

"The staff are so cheery and kind".

"Nothing is too much trouble for the staff who work here".

"Staff go the extra mile, you can't ask for better care".

"This is a good place to live".

Staff were aware of people's care and support needs and respected their choices. We saw friendly and kind engagement. The staff were responsive and patient. There were respectful relationships between staff and the people they supported.

There was an activity programme on display which offered a wide range of meaningful opportunities for people to engage in, including exercise, quizzes, crafts, outdoor activities, and community based events. Staff demonstrated a strong awareness of individual interests, which was reflected in the personalised one to one support provided.

The activities worker and care staff demonstrated a good understanding of the importance of meaningful activity in promoting people's wellbeing. People spoke positively about both the variety and accessibility of activities. One person described how much they enjoyed being supported to go for walks, while other people told us,

"It's a lively place, there is always something going on and someone to chat to".

"There's always company, it stops me from getting lonely".

Mealtimes were well managed. People were supported to eat their meals at their preferred pace without rushing. Staff were well led and deployed to support mealtimes and ensure that they were an enjoyable and sociable occasion.
People spoke positively about the choice and quality of food, and that there was a good range of drinks and snacks available between meals. They told us -

"The food is good, there is so much choice and its very tasty".

"I look forward to my meals, and I like eating in the dining room as I get a chance to have a chat with other people".

The cook demonstrated a good awareness of individuals' nutritional needs and provided suitable alternatives when people did not like the main menu choices. This supports people's nutrition and hydration needs.

The healthcare needs of people living in the home were effectively managed by a knowledgeable senior care team. Staff contacted a range of health care professionals for advice and support when needed to manage individuals' healthcare needs. We noted that outcomes of visits and appointments with external healthcare professionals were recorded in care notes and any changes in treatments reflected into personal plans. Relatives said that they were confident about the management of their loved one's health care. Family members told us -

"My relative is so much better since coming to live here".

"Staff call for a GP promptly when needed, they keep me updated on any changes in my relative health".

"My relative is well looked after, I have no concerns about their wellbeing".

"My relative's health has improved dramatically since moving into Belhaven".

"I feel my relative has the very best of care. They even said they are all spoiled and nothing is any trouble for the staff".

Visiting healthcare professionals commented positively about the knowledge of staff and were assured that staff followed directions to support people's health needs.

Information in people's personal plans was reflective of the individuals' current care and support needs. Outcomes of clinical risk assessments reflected into plans and were used to inform plans of care to minimise risk for the person. This ensured people's healthcare and safety needs were managed in an agreed and consistent manner.

There was an overview of people's clinical care needs including nutrition, skin care, and their safety. The manager and senior care staff had a good level of knowledge about the clinical care needs of people living in the home and how these needs were being managed. This results in very good outcomes for people's health, welfare, and safety.

Senior care staff were competent and skilled regarding the management of people's medication. There were systems in place to ensure that medication was being managed in line with best practice guidance. This resulted in people's healthcare needs being supported by the safe and effective management of their medication.

How good is our leadership? 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.

Leadership at Belhaven House was visible and responsive. People told us that the manager was supportive and professional.

The manager demonstrated a commitment to ongoing service improvement. They had a clear understanding about what was working well and what improvements were needed. The manager was listening to people's views and using these views to drive service improvement. This demonstrates a culture of continuous improvement and ensures that the needs and wishes of people living in the service are the primary drivers for change.

There was an effective quality assurance system in place, which included the regular use of quality audit tools to assess and monitor service provision. The outcomes of audits were being used to inform action plans to address issues. The manager and heads of departments were using the provider's quality systems effectively to improve service delivery and ensure positive outcomes for people.
Staff commented positively about the manager, they said that if there were issues discussed with the manager that they would be listened to and actions would be taken for improvement.

People we spoke with were aware of how to raise concerns. They said that the manager was responsive and took appropriate action. There was evidence that lessons learned from the outcomes of adverse events were being used to improve the quality of care and support in the home.
The manager had a clear vision about the improvement and development of the service. This resulted in good outcomes for people living in, visiting and working in the home.

How good is our staff team? 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.

Staff were observed to be kind and respectful. People and their families consistently described the staff as friendly and caring. There was a strong sense of teamwork and good communication across departments. This helps support good outcomes for people living in Belhaven House.
People commented positively about the staff teams that supported them. They told us -

"The whole staff team is friendly and caring".

"Staff are good at their jobs, they work very hard".

"There are some excellent staff who provided exceptional care"

"I find the staff are always welcoming and helpful".

"The staff team are always courteous and helpful, they are so very caring",

Staff said that they felt supported by the management team. They have access to regular formal supervision giving opportunities for discussions about leaning and development. They described the manager as approachable and supportive, and said they felt confident that their views were listened to.

People benefited from being supported by knowledgeable and competent staff teams who reflected on their practice. Training records were up to date indicating good compliance with the completion of essential training. Staff told us that they felt supported with their learning and development. We observed staff teams who were skilled and knowledgeable. This assured that staff had the skills, training, and competence to promote good outcomes for the people they support.

There was evidence that regular competency checks and observations of practice were being completed by the manager. This helps assess the impact of training on the way that staff deliver care. It helps support staff development and improve outcomes for people.

There was a full induction programme in place to support new staff in their role. Staff who had recently started working in the home told us that they have felt supported through their induction. This helps to support new staff to settle in and ensure they have the knowledge they need to perform their role and ensure good outcomes for people living in the home.

Staff were clear about their roles, they were effectively deployed and directed by competent leaders. We observed that staff were responsive, which ensured care and support was consistent and ensured that people received the care they needed at the time they needed it.

There were good communication pathways between staff teams which provided effective updates of information. This included information about people's care needs at each shift change over, and daily heads of department meetings. This ensured that people benefited from the support of well informed and organised staff teams.

Care service providers have a duty to ensure that staffing effectively supports the health, welfare and safety needs of people. The service had a dependency tool in place which helped to inform the skill mix and number of staff needed to support people's needs effectively. The provider was in the process of reviewing the current staffing assessment tool in place and was aiming to introduce a more effective assessment tool to inform the decisions regarding the staffing levels and skill mix needed in the home. This would help support effective decisions regarding staffing, ensuring that the right staff are in the right place, with the right skills, at the right time to fully support people's needs. We will continue to review progress with this.

How good is our setting? 4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People spoke positively about the environment of the home. People told us -

"I feel welcomed when I visit, there is a relaxed and homely atmosphere in the home".

The home is lovely, its kept clean and tidy".

"The garden is well maintained, it's a lovely place to spend time in the better weather".

There were good standards of cleanliness throughout the care home. The housekeeping staff demonstrated a good level of knowledge regarding their role and responsibilities to ensure that good standards of cleanliness were maintained. This helped to keep people safe from the risk of infection. People we spoke with commented positively about the cleanliness and comfort of the home.

The maintenance records were up to date to show that checks of the equipment and safety of the home were completed. This ensured that the home was safe, and people were protected from harm.

Depending on people's preferences, staff support people and their families to personalise their bedroom. Incorporating familiar items from home helps to create a welcoming and comfortable personal space for people.

People had access to a range of communal spaces within the home, this offered people choices of where to spend their time.

The garden area was accessible. There was evidence that the garden was well used in better weather. Having access to outdoor space supports people's wellbeing.

There was a need to improve aspects of decor and replace carpets in the home. This had been recognised through completion of an audit of the quality of the environment of the home. This had resulted an improvement plan being put in place to action and improve the issues identified. We will monitor progress with this at the next inspection.

How well is our care and support planned? 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 should have a personal plan which details how their current care and support needs will be managed. This ensures that staff are effectively directed to support the individual by taking a consistent and agreed approach. We sampled several support plans We noted that plans were nicely detailed, reflected the individuals' preferences and were written taking a person-centred approach. There were very good examples of the person's choices and preferences in their personal plan. This guided staff to ensure that people's choices and wishes were respected and supported good outcomes.

Care reviews were being carried out six monthly, which ensures that people and their representatives have the opportunity to formally discuss current care and plan for future care. Families told us that they feel involved in discussions and decisions about their relatives care.

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 further develop the culture of continuous improvement, the provider should ensure that comments and suggestions gathered from stakeholders are used to inform the service development plan. A system should be put in place to communicate the results of actions taken and the impact on outcomes for people.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.8).

This area for improvement was made on 19 April 2024.

Action taken since then

There was a culture of continuous improvement within the service. Comments and suggestions gathered from stakeholders were used to inform the service development plan.

This area for improvement has been implemented.

Previous area for improvement 2

To improve connections and communication between people, their families and staff the provider should develop a keyworker system in the home. Staff assigned as keyworkers should have clear guidance regarding their role and responsibilities.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS 1.61).

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 19 April 2024.

Action taken since then

There was a key worker system in place. Staff were aware of their role and responsibilities regarding key working. This helped to support good connections and communication between people, their families and staff.

This area for improvement has been implemented.

Previous area for improvement 3

People using the service should have confidence that staff supporting them are competent and confident in their role. The service should ensure that:

- staff receive regular support and supervision.
- staff have an annual appraisal.
- observations of staff practice are carried out.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 19 April 2024.

Action taken since then

Staff received regular supervision and annual appraisals. Their leaning and development needs were discussed and informed the training plan. There were observations being carried out to ensure that training received by staff was informing good practice. This assured that people were being supported by competent and confident staff teams.

This area for improvement has been implemented.

Previous area for improvement 4

To ensure personal plans are person-centred and fully reflect the interest and choices of the individuals, the provider should include details about what is important to the person and their preferred daily routines.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

This area for improvement was made on 19 April 2024.

Action taken since then

Personal plans were written taking a person-centred approach and reflected the interests and choices of the individuals. This ensured that staff were directed to deliver consistent and agreed care and support.

This area for improvement has been implemented.

Previous area for improvement 5

To support positive outcomes for people experiencing care, the provider should ensure that any concerns related to people's care and support are responded to appropriately. This should include, but is not limited to, ensuring the services' complaint policy and procedure is implemented when required.

This is to ensure care and support is consistent with Health and Social Care Standard 4.21: If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

This area for improvement was made on 3 July 2024.

Action taken since then

The providers complaint process was being followed . People we spoke with were aware of how to raise a concern or make a complaint.

This area for improvement has been implemented.

Previous area for improvement 6

To support people's nutritional needs, the provider should ensure breakfast is offered to all people experiencing care. This should be accurately recorded and there should be a clear system of communication, between all staff, to prevent people missing meals.

This is to ensure care and support is consistent with Health and Social Care Standard 3.19: My care and support is consistent and stable because people work together well.

This area for improvement was made on 3 July 2024.

Action taken since then

There were systems in place to ensure that meals were served to all residents and that no one missed a meal.

This area for improvement has been implemented.

Previous area for improvement 7

To support people's health and wellbeing the provider should ensure people experiencing care are supported to attend medical appointments. This should include, but is not limited to, having accurate information passed between shifts, and providing additional checks to ensure the person is ready in advance.

This is to ensure care and support is consistent with Health and Social Care Standard 1.28: I am supported to make informed lifestyle choices affecting my health and wellbeing, and I am helped to use relevant screening and healthcare services.

This area for improvement was made on 3 July 2024.

Action taken since then

There was evidence that people were supported to attend medical appointments. There were records of the outcome of appointments and directions from healthcare professionals was reflected into peoples personal plans to direct staff.

This area for improvement has been implemented.

Previous area for improvement 8

To support people's health, the service provider should ensure people experiencing care have ongoing monitoring for signs of deterioration when they become unwell. This includes, but is not limited to, ensuring all staff are aware of their responsibilities, are confident to escalate their concerns, and have access to the correct information, when necessary, to obtain external medical input without delay.

This is to ensure care and support is consistent with Health and Social Care Standard 3.17: I am confident that people respond promptly, including when I ask for help.

This area for improvement was made on 3 July 2024.

Action taken since then

There was evidence that staff were monitoring people for signs of deterioration when they become unwell. Concerns regarding peoples health were escalated promptly. There were records of the advice and directions given by healthcare professionals, this information was reflected into peoples personal plans to direct staff.

This area for improvement has been implemented.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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