

Abercorn House Care Home Care Home Service

184-192 Low Waters Road
Hamilton
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Telephone: 01698 423 342

Type of inspection:
Unannounced

Completed on:
13 February 2026

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378604

About the service

Abercorn House Care Home is situated in a residential area of Hamilton, South Lanarkshire. It is close to local transport links, community facilities and local amenities. The service is provided by Sanctuary Care Limited and is registered to support up to 57 people, including older adults and a small number of younger adults living with physical disabilities.

The home is purpose built across two floors, each with communal lounges, dining rooms and small kitchen areas. People have access to shared bathrooms and shower facilities throughout the building. Outdoor garden areas sit to the rear of the home and are used by residents and families during better weather. At the time of the inspection, 56 people were living in the home.

About the inspection

This was an unannounced inspection carried out by one inspector on 11, 12 and 13 February 2026, between 09:00 and 18:00.

To prepare for the inspection, we reviewed previous findings, registration details, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluation, we:

- spoke with nine relatives
- spoke with 13 staff across a range of roles
- spoke with 12 people living in the home and observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

- People experienced kind, compassionate interactions from staff who knew them well and supported them with dignity.
- Mealtimes were calm, organised and respectful, offering choice and supporting people's nutritional wellbeing.
- Health needs were monitored effectively through strong clinical oversight and digital systems.
- Advocacy was a clear strength, with staff working hard to uphold people's rights and choices.
- Meaningful activity and community connection strongly contributed to positive outcomes.
- The positive culture, skilled practice and consistent standards observed across the home reflected strong leadership and clear oversight.
- The environment was clean, homely and increasingly dementia friendly, with improvements ongoing.
- Maintenance, fire safety and IPC arrangements were well managed and overseen effectively.
- Bedrooms and shared spaces were personalised, welcoming and reflected people's identities and preferences.

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 setting?	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.

People experienced warm and compassionate support from a staff team who understood their individual preferences, routines and histories. Throughout the inspection, interactions were patient, unhurried and respectful. People spoke positively about their experience, with comments including "they take good care of me" and "they are so kind to me." Relatives also expressed strong confidence, describing staff as "the nicest people I have ever met" and saying their loved ones had been "cared for without exception."

Mealtimes were calm, well paced and supportive. We observed lunch and dinner on both floors and found that people were given clear choice about where and how they preferred to eat. Staff encouraged independence sensitively, enabling people to feed themselves where possible and providing support discreetly when required. The atmosphere was relaxed, with meaningful conversation, humour and natural engagement between staff and residents. People told us they enjoyed the meals, with one resident commenting, "I don't think I've ever eaten better than here." Families consistently shared that their relatives enjoyed the food and felt well supported with nutrition.

Monitoring of health needs was proactive and well coordinated. The digital system provided a clear structure for recording weight, falls, skin care, MUST scores and clinical risk. Staff were confident in recognising early signs of deterioration and escalated concerns promptly to nurses or external professionals. Relatives described communication as excellent, one noting, "I was always kept up to date, they are really attentive and reassuring." This responsiveness contributed to prevention of avoidable deterioration and supported people's safety.

Advocacy was a notable strength. Staff actively supported people's rights and wishes and took action when barriers arose. One relative shared a significant example where the manager had persevered through a complicated process to allow a couple to be reunited in the home. They described this as staff "going above and beyond," adding that the experience "gave us so many memories." This demonstrated a deep commitment to family connection, emotional wellbeing and human rights.

Meaningful activity strongly supported people's wellbeing. The activities coordinator played a central role in promoting engagement, identity and joy within the home. Activities were varied and creative, including cinema experiences, intergenerational visits with nursery children, reminiscence sessions using VR technology, music, movement groups and regular outings. The renewal of a couple's wedding vows, coordinated with support from the local community, was a strong example of thoughtful person centred practice that strengthened relationships and enhanced wellbeing. For those that this was important to, community and faith connections were actively maintained, and local churches provided valued spiritual support that contributed to people's emotional wellbeing.

Staff promoted independence sensitively. We observed people being given time and encouragement to complete tasks at their own pace, which supported confidence, dignity and maintenance of abilities.

Medication management was safe and effective. Staff were confident using the electronic medication system, records were clear and PRN medication guidance was robust and monitored well. Links with GPs,

pharmacy, dietetics and the falls team were strong and contributed to timely intervention and coordinated care.

People living in the home benefited from a service that demonstrated consistent warmth, skilled practice and proactive health monitoring. These strengths clearly supported positive outcomes for people's health and wellbeing.

How good is our setting?

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.

The environment at Abercorn House was warm, clean and homely. Housekeeping arrangements were well organised, and domestic staff worked diligently to uphold high standards of cleanliness. They demonstrated strong knowledge of infection prevention and control, structured touch point cleaning and consistent routines across both floors. Cleaning storage areas were tidy and well stocked, and staff spoke confidently about their responsibilities, with one telling us they aimed "to make the home as clean and hospitable as possible."

There had been clear and meaningful improvements to the second floor since the previous inspection. The unit had been developed with dementia friendly principles in mind, including brighter colours, clearer visual cues and familiar local imagery that supported orientation and emotional comfort. These changes helped reduce distress and contributed to a calmer atmosphere. Staff understanding of dementia informed practice was evident in how spaces were used and personalised for residents.

People's bedrooms reflected their personalities, interests and histories. We observed themed rooms, photographs and personal belongings that supported identity and comfort. Family members valued this attention to detail, and one relative noted that when they raised a concern about tired bedding, staff addressed it promptly. A rolling programme of bedroom improvements was underway, ensuring furnishings and décor continued to meet people's needs and preferences.

Communal lounges and dining areas were welcoming and well supervised. People were supported to use these spaces comfortably, with staff present to facilitate interaction and provide support. Televisions and music were used sensitively, and spaces felt calm and inclusive. Where a small number of people were seated for longer periods, we suggested continued gentle prompting for movement or comfort breaks would support ongoing mobility and wellbeing.

Outdoor spaces, although less used in winter, were valued by residents and families in better weather. Plans for further development of the garden, including accessible planting and community involvement, demonstrated an ongoing commitment to improving the outdoor environment.

Maintenance systems were well organised and responsive. Repairs were addressed promptly, routine checks were carried out as scheduled, and records indicated strong compliance with safety requirements, including fire safety.

The effective organisation of cleaning, maintenance and safety systems reflected strong managerial oversight, helping to ensure the environment remained safe, clean and well maintained.

Abercorn House continued to provide a safe, well maintained and homely environment that supported

people's independence, comfort and wellbeing. Strengths across IPC, maintenance, personalisation and dementia friendly design contributed to consistently positive outcomes for residents living in the home.

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
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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