

Lanarkshire Houses Care Home Service

7 Windmill Gardens
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Telephone: 01555 666599

Type of inspection:
Unannounced

Completed on:
13 May 2026

Service provided by:
Capability Scotland

Service provider number:
SP2003000203

Service no:
CS2003015475

About the service

Lanarkshire Houses is registered as a care home to provide a care service to a maximum of 16 adults, who have physical and/or sensory disabilities and/or learning disabilities. A maximum of 12 will be resident in the Carluke site and a maximum of four in the Lanark site. The provider is Capability Scotland.

At the time of the inspection, 15 people were being supported by the service, four people at the Lanark site and 11 people at the Carluke site.

Although registered as a care home, the service uses a dispersed model. People live in self-contained flats that promote independence and choice. Each flat includes a bedroom, living space, and kitchen facilities. Some flats have shared bathrooms with dual-access arrangements, designed to maintain privacy and dignity. A registration matter was discussed in relation to the location of staff office bases. This was to be assessed by our registration team.

People have access to outdoor spaces, including gardens, and can receive visitors. There is visitor parking available onsite. The service is located close to local amenities, supporting inclusion and community engagement

About the inspection

This was an unannounced inspection that took place on 12-13 May 2026 between 08:15 and 16:45. Two inspectors carried out the inspection, with one inspector being in their induction period.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; setting and planned care/support. During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights.

We knew this because we:

- Spoke with/spent time with seven people using the service and four of their family members.
- Spoke with seven staff members and management.
- Spoke with two visiting professionals
- Reviewed questionnaire responses from two people using the service, two staff members, and three family members.
- Observed practice and daily life
- Sampled relevant documents.

Key messages

Legal Assurances

We found the service was operating legally within its conditions of registration, with the registration and insurance certificates up to date and clearly displayed. This provided assurance that the organisation was meeting its legal responsibilities. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

People told us they felt safe, well cared for and confident in the staff supporting them. One person said, "I am happy with my care and how I am looked after,". This was also representative of overall feedback provided. Family members shared they were happy with their loved ones care with one describing the service as "first class... couldn't fault them". People said they would speak to the leadership team if they had any worries, demonstrating trust in the service.

Visiting professionals described the service as having "a family feel, really on the ball" and "always acting in someone's best interest," reflecting a culture of adaptability and person centred care.

Staff were confident in their responsibilities in line with adult support and protection, which helped ensure people were protected from harm.

Infection prevention and control (IPC) was well managed, with clean, well maintained homes and strong oversight from the leadership team through daily walk rounds, spot checks and audits.

Medication practice was safe and person centred. We observed respectful administration of medication with clear explanation to people supported, accurate recording, and robust processes. This included administration of controlled drugs and use of covert pathways.

People remained connected with family and friends, who told us they felt welcomed. Staff supported people to maintain relationships, including through technology where needed. Activities were recorded, and staff ensured increased 1:1 support was in place, as group activities were more difficult due to the layout of the service. This allowed people to remain connected to their loved ones supporting their wellbeing.

Leadership

There was clear and effective leadership within the service. Staff told us management were supportive, with one describing the service as a 'family'. One relative told us there was "excellent communication" from leaders and this opinion was shared by other relatives.

Incidents and accidents were recorded, reviewed and used to promote staff learning and develop practice within the service.

A wide range of audits were in place, including personal plans, finances, IPC and medication. Leaders should ensure audit processes are consistently finalised by signing off completed actions. Competency checks were being carried out across key areas such as medication, moving and assisting, and enteral feeding.

Staff reported these supported development of their practice and ensured continued delivery of safe and effective care.

Service improvement planning and development was aligned with the service's use of self evaluation, with actions taken in response to audit findings.

Management were visible, approachable and proactive. This resulted in a well-led service and ensured people received responsive, high-quality care.

Staffing

People experienced compassionate and confident care from staff who knew them well. Individuals told us they felt supported, and relatives highlighted excellent communication and improved wellbeing for their family member since moving to the service.

Safer recruitment processes were in place. Completed Interview scoring was missing for some recent staff appointed, although written narratives supported decision making. Leaders acknowledged the need to complete this.

Staffing levels were appropriate to meet people's needs, and staff responded promptly and effectively. New staff completed a structured induction process with shadowing and competency assessments, supporting them to develop knowledge and specific skills required in their new roles. Staff spoke positively about supervision and training provided which promoted learning through reflection. Ongoing competency checks also supported safe practice and continuous learning.

Staff spoke of feeling supported and valued, with a focus on staff wellbeing and genuine care from leaders and senior leaders within the organisation.

People received support from a staff team who demonstrated a high level of knowledge around their needs and delivered consistent care.

Setting

The environment was clean, homely and free from odours. People's houses were well maintained and personalised to reflect their interests, supporting wellbeing and comfort. People shared a sense of pride in showing the things they liked reflected in their home's decoration.

People were consulted about their environment through surveys and keyworker meetings. This encouraged people to voice any suggestions or improvements required, ensuring people had choice and ownership around where they lived.

Infection prevention and control practices were embedded, with regular audits identifying any issues which were addressed promptly. Routine maintenance and safety checks, including fire drills and checks of equipment within people's homes were completed within the required timescales. This ensured the environment remained safe and well maintained.

Planned Care/support

Personal plans contained detailed routines for people and clear guidance in how they liked to receive their care.

Personal plans highlighted what was important to people and how this could be nurtured and supported.

People's health needs were appropriately monitored, with involvement from relevant professionals. Whilst we could see appropriate actions taken by the service to ensure people remained well, we discussed with leaders changes to strengthen weight monitoring processes. Leadership responded positively and demonstrated willingness to do so.

Regular reviews were taking place within the service. Review minutes were person centred and included the views of people and their families.

The service was in a period of transition from paper based to digital care plans and leaders recognised the importance of maintaining this level of detail when transferring fully to the digital system.

Complaints

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

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