

Bagatelle

Care Home Service

47 Eldon Street
Greenock
PA16 7RA

Telephone: 01475 729 424

Type of inspection:
Unannounced

Completed on:
27 October 2025

Service provided by:
Greenock Medical Aid Society

Service provider number:
SP2003002221

Service no:
CS2003010200

About the service

Bagatelle is a care home for older people situated in a quiet residential area of Greenock. It is near local amenities including shops, bus routes, train and ferry links. The service provides nursing care for up to 41 older people.

The service is provided in a traditional detached villa which has been converted and extended into accommodation over two floors in the main home and over three floors in the extension. Bedrooms are mainly single rooms, some en-suite and the service is currently exploring the addition of further en-suite facilities. There is one larger and one smaller dining room located on the ground floor. The service has other lounge areas to support small group living where people can choose to dine or relax. These are available throughout the home.

About the inspection

This was an unannounced inspection which took place on 22, 23 and 24 October 2025. 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 five people using the service and seven of their family members
- spoke with 15 staff including management and received feedback via email from three staff
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals
- considered the returned Care Inspectorate survey questionnaires completed by 17 people using the service, 20 relatives and 19 staff.

Key messages

- People received safe, person-centred care from caring, attentive staff.
- Staff had built warm relationships with people and responded quickly to health changes.
- Mealtimes were calm and respectful, with dietary needs well met.
- Staffing levels and teamwork were strong, ensuring consistent, high-quality support.
- Activities were varied and expanding, with plans for more weekend options.

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 staff team?	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 evaluated this key question as very good. We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. The strengths had a positive impact on people's experiences and outcomes.

We saw that people's health needs were well supported. Care plans and reviews were kept up to date, and our observations showed that people looked well cared for and received person-centred support that respected their dignity and choices.

There were warm and genuine relationships between people and staff. People described staff as caring and attentive, with one saying "The carers are wonderful. They always look after me and I couldn't ask for better care". Staff knew people well and were quick to notice any changes in health, acting promptly when concerns arose. Relatives appreciated being kept informed, which helped them feel confident in the service. For example, one family member shared that "Staff are quick to notice when X is unwell and always let us know if there are any worries". These warm, attentive relationships meant people felt safe, well cared for, and reassured that any health concerns would be noticed and dealt with quickly.

Staff used electronic care plans and mobile devices to monitor and deliver care efficiently. Records about health concerns and follow-up actions were generally clear, and external professionals commented that staff were well informed and worked well with others to provide joined-up care. External professionals expressed high levels of satisfaction and confidence in the quality of care and support provided by the service.

Medication was managed safely. Staff followed clear procedures and kept accurate records. People received their medication as prescribed, and staff understood the importance of promoting independence where possible. This meant people received their medication at the right time, which helped maintain their health and gave confidence in the care they received.

We found that on occasions, a few monitoring records for food, fluid and bowel care were unclear and appeared to show gaps. However, other records confirmed that there was no evidence that anyone's health had been affected. The manager responded quickly and introduced a revised system for monitoring records. This meant people's health needs could be tracked more effectively, and the risk from unclear records was minimised. These improvements will help to prevent potential issues and build confidence in the care provided. We noted that further time would be needed to confirm how well this system worked in practice.

Mealtimes were calm and respectful, with staff offering choices and supporting people to eat and drink with dignity. Dietary needs were met, and almost all feedback about the food was positive. Some relatives noticed weight gain in their loved ones, which increased their confidence in the meals provided. The kitchen team was enthusiastic about meal planning and enjoyed involving people in food choice.

Staff encouraged mobility and independence through physiotherapy activities and access to outdoor space. Activity staff were proactive and creative, offering a varied programme that included baking, bingo, and exercise, with plans to expand further through volunteers and additional staff. These opportunities made a positive difference to people's daily lives, helping them to stay active, engaged, and connected.

How good is our staff team?**5 - Very Good**

We evaluated this key question as very good. We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. The strengths had a positive impact on people's experiences and outcomes.

We saw that staffing levels were very good, with sufficient staff on duty at all times to meet people's needs.

Staffing was reviewed regularly using a range of information, including assessment of people's needs, quality checks, feedback from people, families and staff, and professional judgement. We found the service to be very responsive to changing levels of need. The service was able to change the number and skill mix of staff quickly when required, ensuring continuity and sufficient time for meaningful engagement. This allowed them to deliver safe, high-quality care. The introduction of a twilight shift had helped provide better care and reduced pressure on night staff.

The service had a full team and did not rely on agency staff, which meant people received consistent care from familiar staff, and from staff had time to meet their needs and build meaningful relationships.

A family member commented "It's always the same friendly faces looking after X, and that really helps us feel at ease. You can tell they genuinely care, and it makes all the difference".

Staff were well trained, with up-to-date training which was matched to their needs and the support needs of people living in the home. This supported effective teamwork and ensured staff felt confident and capable in their roles, contributing to well-organised and responsive staffing arrangements.

Teamwork and communication were strong, with structured handovers that helped maintain continuity. Staff felt able to raise concerns and worked together to follow care plans and routines. Managers were visible and approachable, creating a positive culture where staff felt respected, valued and included.

How good is our setting?**5 - Very Good**

We evaluated this key question as very good, as people benefitted from a safe and well-maintained environment that enabled people to have many positive outcomes.

People should expect to experience care in a setting that is clean, safe, and welcoming, with spaces designed to support comfort and dignity. We saw that the home was well maintained, with strong attention to housekeeping and timely repairs. Staff worked together effectively and followed clear procedures, ensuring people's routines were respected and disruption kept to a minimum.

The atmosphere was calm and inviting. The silent buzzer system and thoughtfully designed communal areas helped create a peaceful environment. Staff showed us recent improvements, including natural elements brought indoors and a dedicated music room. People told us they enjoyed these spaces and used them for activities such as physiotherapy.

Bedrooms were personalised with familiar items, helping people feel at home. Artwork created by people using the service added colour and reflected creativity throughout the building.

Notice boards and themed zones, such as the 'floral area,' provided points of interest and supported wayfinding. Staff said this zoning approach helped people navigate the building, and visitors also found it useful.

Outdoor spaces were attractive and secure, and staff told us they were well used by people and their families during the summer.

An environmental improvement plan was in place, including refurbishment of the kitchen and reception area, and the addition of ensuite facilities to some bedrooms. The provider also shared plans to purchase a minibus to give people more opportunities to enjoy outdoor activities. We look forward to seeing how these plans progress while recognising that further work will be needed to ensure that they are delivered and that people benefit from them.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.