

Cumbræ House Care Home Service

4-18 Burnbank Terrace
Glasgow
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Telephone: 01413 325 909

Type of inspection:
Unannounced

Completed on:
2 October 2025

Service provided by:
Oakminster Healthcare Ltd

Service provider number:
SP2003002359

Service no:
CS2010270797

About the service

Cumbræ House is registered to provide a care home service for a maximum of 66 older people, with up to five places for people who require respite or a short-term placement. The provider is Oakminster Healthcare Ltd. There were 63 people using the service at the time of this inspection.

The accommodation comprises of three floors, each with their own lounge and dining areas. All bedrooms are single with en-suite shower facilities. There are communal bathrooms available. The home is situated within a residential area in the west end of Glasgow, has a car park and secure garden area to the rear. There are shops and other facilities nearby.

About the inspection

This was an unannounced inspection which took place on 30 September and 1, 2 October 2025 between 09:35 and 20:40 hours. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- Spoke with four people using the service and seven of their friends and family members.
- Spoke with 12 staff and management.
- Spoke with four visiting professionals.
- Observed practice and daily life.
- Reviewed documents.
- Reviewed completed online surveys from five people using the service and five relatives and friends.

Key messages

- Staff and the senior team were motivated to make a positive difference to people's lives.
- Staff and management knew people well and treated them with kindness and respect.
- People's wellbeing benefitted from regular activity and social opportunities.
- There was a warm and friendly atmosphere within the care home where people felt welcome and valued.

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.

We observed that people were treated with kindness, compassion and dignity. Staff took time to make sure that people were happy and quickly addressed any needs for people, in a warm and caring manner. A person told us, "Staff here are fantastic, they are great with residents" and another relative shared, "Staff are very kind and treat the residents with dignity, respect and care". People felt valued and benefitted from positive trusting relationships.

People's health should benefit from their care and support. The care home valued weekly visits from a GP, which ensured people had timely support from healthcare services. People had appropriate input from other healthcare professionals, ensuring supportive and responsive care was delivered. Records confirmed that advice provided by healthcare professionals was consistently followed. One professional told us, "I have a great working relationship with this home". Another commended the home's high standard of communication, noting that it significantly contributed to the promotion of people's health and wellbeing.

Medication was well managed including the use of, 'As Required' medication protocols. These ensured staff had helpful information to support decision-making, to know when certain medications were needed. Regular medication audits helped ensure expected standards of practice were in place. This helped keep people safe and well.

Mealtimes were relaxed and well organised. The presentation and quality of food was good, and people told us they enjoyed their meals. The dining tables were well-presented and inviting, contributing to a pleasant mealtime atmosphere. Menus were clearly displayed, offering residents the opportunity to make informed choices about their meals. Staff were present and engaging and those who required assistance were supported in a dignified way.

The management team conducted regular, meaningful audits of mealtimes. Following each audit, action plans were developed to address identified areas for improvement. This proactive approach ensured that the dining experience continued to promote positive outcomes for people.

Meaningful daily activities are essential for maintaining physical and mental wellbeing. A variety of engaging activities were observed during the inspection, including soup making, bingo, online exercise classes, pamper sessions, and mass. People were actively encouraged to participate in movement and social interaction, contributing to their physical and emotional wellbeing. There was a strong commitment to promoting stimulation and social connection within the care home.

Every person living in the care home had a personal plan in place. Plans contained detailed and meaningful information about their individual needs and preferences. This enabled staff to deliver consistent care that was both person-centred and responsive. The use of digital care planning systems further enhanced this, with alerts effectively highlighting concerns and tracking responses to ensure people remained safe and well.

Regular reviews of care plans were evident, with key discussions appropriately documented.

People and their representatives were actively involved in the planning process which ensured that care remained tailored to individual needs. This collaborative approach promoted safety, dignity 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 was warm, relaxed and welcoming. One relative told us, "We are always made to feel welcome" and we heard there was an open culture within the service. This contributed positively to the homely and inclusive atmosphere. This openness supports emotional wellbeing and helps maintain strong connections with family and friends.

People were actively involved in sharing their views about the setting. The manager facilitated regular meetings and informal conversations to gather feedback. Improvements to the environment were made based on feedback and the care home appeared well presented. Bedrooms were personalised which promoted comfort and familiarity for people. This meant people felt a sense of belonging and contributed to a comfortable living environment.

Maintenance records were well maintained, with a clear and effective process in place for identifying and addressing required work. Digital systems were used efficiently to report and monitor maintenance issues, ensuring timely resolution. Records demonstrated that routine checks were consistently completed to a high standard. As a result, the general environment was safe and secure.

All staff were aware of environmental cleaning schedules and were clear about their specific responsibilities. We observed the dedicated efforts of housekeeping staff in maintaining high standards of cleanliness. This ensured people benefitted from a clean and comfortable environment.

People had access to an attractive, well-maintained courtyard-style garden. The space was secure and accessible, with suitable furniture and designated seating areas. Brightly coloured flowers and focal points enhanced the experience for people. People were able to be involved in gardening activities which supports wellbeing, by promoting opportunities for social interaction.

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 promote people's health and wellbeing, the provider should improve personal care planning. This should include, but is not limited to, making plans more person-centred, completing all monthly evaluations, and holding six-monthly reviews to ensure accuracy of information.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state, 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15) and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 27 October 2023.

Action taken since then

Personal planning is now on a digital platform, detail provided is person-centred and relevant to the individual. Regular reviews were being carried out, supported by a tracker system that ensured timely updates and effective monitoring. This meant people were more likely to receive care that was personalised and well-coordinated, which enhanced involvement in their own support.

This area for improvement has been met.

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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