

## St. Joseph's Care Home Service

14 Cumnock Road  
Robroyston  
Glasgow  
G33 1QT

Telephone: 01415 585 114

**Type of inspection:**  
Unannounced

**Completed on:**  
5 November 2025

**Service provided by:**  
Little Sisters of the Poor Glasgow a  
Scottish Charitable Incorporated  
Organisation

**Service provider number:**  
SP2017013025

**Service no:**  
CS2017362468

## About the service

St. Joseph's provide a care home service (with nursing) for up to 55 older people who may have dementia and/or physical disabilities. Respite care is also offered, where possible.

The care home is located in a residential area of Robroyston, Glasgow, with access to local shops and public transport.

The home is purpose-built and is set within a large, well-maintained garden area that is easily accessible to people who use the service.

Accommodation is provided on the first and second floors with facilities on the ground floor including a concert hall, chapel, shop, café, library, cinema room, hairdressers, physiotherapy room, chiropody room, doctor's surgery and a large dining area.

All 55 bedrooms are single with en suite facilities, six of which also have wet floor showers. Adapted bathrooms and showers are available in addition to the en suite bedroom facilities.

At the time of the inspection, there were 52 people residing in the care home.

## About the inspection

This was an unannounced inspection which took place on 4 and 5 November 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 three people using the service and four family members/visitors
- reviewed the responses from 25 questionnaires completed by relatives, 11 questionnaires by people using the service and nine by visiting professionals
- carried out email communications with four relatives
- spoke with 16 staff and management
- spoke with one visiting professional
- observed staff practice
- reviewed documentation.

## Key messages

- People were very satisfied with the care and support provided.
- Staff were highly motivated to provide very good standards of care and support.
- The management team had a sound overview of the changing needs of people.
- Ongoing work was needed to ensure the environment helps fully orientate people within the home.
- The home was comfortable and clean and the design enhanced people's day to-day- experiences.

## 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 care and support delivered with compassion, evidenced by warm, encouraging relationships between staff and residents. Staff demonstrated strong knowledge of those in their care and how best to meet their individual needs. Residents and their relatives shared positive comments about their experiences including:

"The ethos, culture and the genuine compassion and care is so evident when you step into the home. These values are held by all the staff team and my [relative's] care is excellent."

Recognised assessment tools had been used effectively to identify changes to the health and wellbeing of people.

Staff demonstrated a strong understanding of individual health requirements, with timely access to medical support from external professionals to help keep people well. Strong collaborative approaches had been used with external professionals to ensure consistent approaches which followed best practice were used to benefit people.

Having regular nutritious food and being well hydrated is important to help keep people well. We observed people receiving well cooked and nutritious meals. Snacks and drinks were offered to people regularly throughout the day. Kitchen and care staff worked collaboratively to meet residents' nutritional and hydration needs effectively.

Having the right medication at the right time is important for keeping well. Robust systems were in place to manage medication including the ordering, storage and administration. Staff showed high competency in handling medicines which supported safe and timely administration. The service should continue to work on developing written strategies for people who require medication on an "as required" basis prescribed for emotional distress. This would strengthen and promote consistent approaches by staff. Staff should continue to expand on the outcomes recorded following administration of medication and any other actions taken to benefit individuals.

People's rights were upheld through adhering to legal processes and involvement with key people for the current and future decisions around the health and wellbeing of each person.

## 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.

Cleaning schedules had been used effectively meaning people benefited from living in an environment which was very clean.

Bedrooms had been furnished and decorated in an individualised way reflecting the wishes and preferences of each person. Feedback had been obtained from people and their families. This had been used to inform the ongoing development plan for the environment.

The on-site chapel was readily accessible and people who wished to practice their faith were supported by staff to attend the daily service.

The environment offered people choices as to where they would like to spend their time. There were larger communal areas and smaller lounge facilities. This offered options whether people preferred more or less social contact with others. The service should continue to develop signage throughout the home to help orientate people, particularly for people living with dementia.

Significant investment had been made to maintain and improve the environment to keep people safe and well. The call system had been updated. Individual assessments had been completed to ensure the controls for the call equipment met each person's needs. For example, pendant alarms were offered to people who may have difficulty using standard controls. Environmental improvements included the refurbishment of the frequently used concert hall. Externally the driveway had been re-laid.

People benefited from living in a barrier free environment - there were no locked corridor doors. This aligned to the best practice guidance Rights, risks, and limits to freedom from the Mental Welfare Commission for Scotland, and allowed people choice to move throughout the home.

The gardens were attractively designed and offered a choice of areas to use as well as being well-maintained. People with specific interest in gardening were given the opportunity to join the gardening group and use designated areas within the garden.

Good links had been formed which meant people were helped to keep connected with the wider locality and community.

Staff understood and followed good practice with infection prevention and control (IPC). Guidance for staff and visitors was displayed throughout the home to help remind all to follow good IPC practice. Laundry staff demonstrated a good understanding and adhered to good practice. The laundry was cleaned to a very high standard.

Improvements had been made to the environmental audits, and records in place, since the previous inspection. Records revealed which areas within the home were checked daily, weekly, monthly and quarterly. Contracts were in place with external companies for the servicing of equipment aligned to legislative requirements and manufacturers' guidance.

## 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

The service should ensure that all maintenance records and related documentation are accessible to view, are current and well organised.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience a high-quality environment if the organisation provides the premises" (HSCS 5).

**This area for improvement was made on 4 September 2023.**

#### Action taken since then

Improvements had been made to the environmental audits and better organised records were in place, since the previous inspection. Records revealed which areas within the home were checked daily, weekly, monthly and quarterly.

**This area for improvement has been met.**

#### Previous area for improvement 2

The service should ensure that any identified safety works are carried out promptly to ensure risks are reduced.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience a high-quality environment if the organisation provides the premises" (HSCS 5) and "My environment is secure and safe" (HSCS 5.19).

**This area for improvement was made on 4 September 2023.**

#### Action taken since then

We carried out checks to windows within communal areas and bedrooms. The windows checked all had window restrictors fitted. This meant potential risk had been reduced.

**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](http://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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