

Norwood Care Home Care Home Service

39 Victoria Road
Barrhead
Glasgow
G78 1NQ

Telephone: 01418 808 669

Type of inspection:
Unannounced

Completed on:
9 October 2025

Service provided by:
Advinia Care Homes Limited

Service provider number:
SP2017013002

Service no:
CS2017361017

About the service

Norwood Care Home is registered to provide a care service to a maximum of 54 older people over two floors: including older people with Dementia and older people with learning disabilities. The provider is Advinia Care Homes Limited. Single bedroom accommodation is provided, and all rooms apart from 16 have en-suite toilet and/or shower facilities. There are also shared showers and bathrooms throughout.

Two residents lounges are available on the ground floor and a central dining room that is also used for group activities. There is a games room available on the first floor, hairdressers, lounge and dining room available upstairs which is accessible by lift.

There is on-street parking at the front of the home and an enclosed garden for residents and relatives use at the rear of the home.

The care home is situated in Barrhead, East Renfrewshire, close to public transport links and there are some local shops in the nearby area.

At the time of this inspection the home supported 36 people.

About the inspection

This was an unannounced, follow up inspection which took place on 09 October 2025 between 10:00 and 14:30. This inspection was carried out by two inspectors from the Care Inspectorate to follow up on one requirement that was made on 31 July 2025 as a result of complaint investigation findings.

To prepare for the inspection we reviewed information about the 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/spent time people using the service;

spoke with 8 staff and the registered manager;

observed staffing arrangements and daily life;

reviewed documents.

Key messages

The service had audited personal plans and taken action to improve the accuracy and content of these.

The provider had taken action to improve staffing arrangements in the service as an interim measure.

The provider must ensure staffing arrangements are sustained, with a planned and co-ordinated approach to ensuring they reflect the changing needs of people experiencing care.

How good is our staff team?

We concluded the risks of poor outcomes for the health and wellbeing of people who live in the care home had been somewhat reduced with the provision of additional staff. However, there remained concern that the service required to implement a more planned approach to staffing arrangements, and be able to demonstrate its effectiveness in providing responsive, person-led support. This requirement has been met, and a new area for improvement has been made to address the outstanding issues.

Areas for improvement

1. To ensure that people's care and support needs are met, the provider should plan staffing arrangements to be safe and effective. This should include, but is not limited to, ensuring the outcome of people's care assessments are being used to inform staffing numbers and arrangements, consider and safeguard the wellbeing of staff, and implement a quality assurance system to evaluate care experiences and assess if staffing arrangements are effective in providing responsive, person-led support.

This is in order to comply with section 7(1)(a) of the Health and Care (Staffing)(Scotland) Act 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 06 October 2025, the provider must ensure staffing arrangements are safe and effective to meet people's care and support needs. To do this, the provider must, at a minimum:

- a) regularly assess and review people's care and support needs;
- b) demonstrate how the outcome of people's care assessments are used to inform staffing numbers and arrangements;
- c) ensure the arrangement of staff considers and safeguards staff wellbeing;
- d) implement quality assurance systems to evaluate care experiences and assess if staffing arrangements are effective in providing responsive, person-led support.

To be completed by: 06 October 2025

This is in order to comply with: Sections 7(1) and 7(2) of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure care and support is consistent with Health and Social Care Standard 3.15: My needs are met by the right number of people.

This requirement was made on 31 July 2025.

Action taken on previous requirement

The Registered Manager shared the work that had been undertaken to review people's care and support needs. There had been a planned and co-ordinated approach to auditing personal plans which had identified where the record keeping needed to improve. We evidenced that the service had then taken the necessary action to improve the content and accuracy of the records, which meant staff had access to the information they needed to provide person-centred care. The service had a clear timescale for completion of this exercise, and evidenced that they were on track to meet this.

Senior care staff had undertaken additional training in relation to care planning and assessment. This has provided increased capacity within the staff team to sustain regular care reviews and assessments. The audit arrangements demonstrated the management team had a quality assurance oversight of the content and accuracy of personal plans.

At the time of our visit the new staff dependency tool had not been introduced, therefore we could not yet be confident that staffing arrangements were planned to be effective in providing responsive person-led

support. However, we spoke with the staff team who told us the provider had taken immediate action following the complaint investigation to increase staff numbers. We were told this has had a positive impact on staff morale and wellbeing, and all staff reported this has resulted in better outcomes for people experiencing care. The staff team feel they have more time to spend with people and provide the care and support that they require.

We concluded there had been notable improvements in the quality and content of personal plans. The risks of poor outcomes for the health and wellbeing of people who live in the care home had been somewhat reduced with the provision of additional staff. The service require to implement a more planned approach to staffing arrangements and demonstrate it's effectiveness in providing responsive, person-led support. This requirement has been met, and a new area for improvement has been made to address the outstanding issues.

Met - within timescales

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 support people's care and wellbeing, the provider should ensure personal plans are accurate, detailed and up to date. This includes, but is not limited to, ensuring personal plans clearly set out how staff should support people's care needs, what action, safeguards or equipment is required to manage risks, and having management oversight of clinical risk to ensure there is timely access to health services when required.

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: 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.

This area for improvement was made on 31 July 2025.

Action taken since then

Not assessed at this complaint follow up.

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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