

Dunvegan Lodge Care Home

Care Home Service

31 Howieshill Road
Cambuslang
Glasgow
G72 8PW

Telephone: 01416 414 171

Type of inspection:
Unannounced

Completed on:
18 December 2025

Service provided by:
Keane Premier Healthcare Ltd

Service provider number:
SP2008010039

Service no:
CS2008184563

About the service

Dunvegan Lodge Care Home is registered with the Care Inspectorate to provide care and support for up to 24 older people, including four places for respite care. The provider is Keane Premier Group.

The home is situated within a residential area of Cambuslang, close to local amenities and transport links. Accommodation is provided over two floors in a detached Victorian villa offering single and shared bedrooms, some with ensuite facilities. Communal spaces include a main lounge, a quiet lounge, a conservatory lounge, and a dining room. People have access to a secure garden area with seating and flower beds.

At the time of the inspection 20 people were living in the home.

About the inspection

This was an unannounced inspection carried out on 16, 17 and 18 December 2025 between 09:00 and 18:00. The inspection was conducted by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service, including registration details, submitted documents, and intelligence gathered since the last inspection.

In making our evaluations, we:

- spoke with nine staff across different roles;
- spoke with five family members and 9 residents;
- observed practice and daily life;
- reviewed documentation

Key messages

- People experienced warm, respectful, and attentive care from staff who knew them well;
- Relatives expressed confidence in nursing and care practice;
- Medication management was safe, well organised, and supported people's health;
- Health monitoring was effective and contributed to positive outcomes;
- Meals were nutritious, balanced, and enjoyed by people;
- Personal plans were detailed and reflected people's preferences and life stories;
- Activities and engagement needed to be more varied and personalised to reduce repetition;
- People spent long periods sitting, which increased risks to mobility and wellbeing;
- Staffing arrangements were strong, with a committed and well-trained team;
- The environment was clean, homely, and met safety standards.

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

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| How well do we support people's wellbeing? | 4 - Good |
| How good is our staff team? | 5 - Very Good |
| How good is our setting? | 4 - Good |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People benefitted from kind and attentive support throughout the inspection, with continuity and relationships strengthened by a stable core team. They told us, "The staff are so lovely" and "They take good care of me here." Families echoed this confidence, saying, "I can't fault the care at all." These comments demonstrated that emotional wellbeing was supported by a caring culture.

Medication management was strong. Medicines were stored securely, administered by trained staff, and records sampled were completed and accurate. This gave assurance that systems were safe and effective.

Meals played an important role in supporting people's wellbeing and enjoyment of daily life. Families and residents spoke very positively about the food, and this was observed during the inspection. There was a good balance of nutritious options and familiar favourites, and portion sizes were appropriate. The care home chef demonstrated excellent knowledge of people's dietary needs, likes, and dislikes, ensuring meals were tailored to individual preferences. This attention to detail helped people feel valued and supported in maintaining their health and comfort.

People benefitted from effective health monitoring that supported their wellbeing. Personal plans included clear systems for tracking nutrition, hydration, and skin integrity, and monitoring led to improvements such as weight gain and better skin health through the use of body maps. People also benefitted from strong collaborative working, as staff liaised with GPs, nurses, the falls team, dieticians, and opticians. This holistic approach ensured people's health needs were met comprehensively.

Personal plans supported people to achieve outcomes that mattered to them. These plans were detailed and reflected individuality, including life stories, preferences, and routines. Celebrations of birthdays and anniversaries, such as preparing a cake for someone's special day, showed how plans were used in practice. These touches promoted emotional wellbeing and created a sense of belonging, ensuring care was not only safe but enriched by recognition of what is important to each person.

We spoke with the management team about ways to improve daily life for people living in the home. People enjoyed music and singing, but activities were often the same and didn't always match what individuals like to do. Offering more variety and choice would help people stay interested and connected. (See Area for Improvement 1).

We also identified that some people spent long periods sitting in the lounge without moving. This can affect comfort, health, and mood. Simple steps like helping people change position, go for short walks, or use the toilet regularly would make a big difference. These checks should be planned and recorded so everyone gets the right support at the right time. (See Area for Improvement 2).

Areas for improvement

1. To promote meaningful days and personal outcomes, the provider should increase the variety, personalisation, and frequency of activities and engagement. This should include a weekly timetable with individual choice, and opportunities that reflect each person's interests and outcomes in their personal plan.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors" (HSCS 1.25), and "My personal 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).

2. To support health and dignity, the provider should implement regular movement and toileting prompts aligned to people's needs and preferences. This should include planned position changes, supported walks, and clear recording of checks and outcomes, with oversight through routine audit.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "My health and wellbeing benefits from safe infection prevention and control, practices and procedures" (HSCS 1.24) and "I am supported to be independent and have control over my own care and support by people who respect my rights" (HSCS 2.11).

How good is our staff team?

5 – Very Good

We found significant strengths in staffing that supported positive outcomes for people, therefore we evaluated this key question as very good.

Staffing arrangements ensured safe, consistent, and person-centred care. There were enough staff on shift, and families raised no concerns about staffing levels. The service did not rely heavily on agency staff, which is a real strength in the current climate and reflects the commitment of the core team.

Staff worked together with shared values and a strong ethos of compassion. Communication across the team was effective, supported by regular handovers and meetings that kept everyone focused on people's needs. One staff member told us, "We are all on the same page and communicate well," which was evident in how smoothly support was delivered.

Roles and responsibilities were clear. Each day shift included team leaders, senior care assistants, care assistants, nurses, and the manager. Team leaders played an important role in delegating tasks fairly, and staff described feeling supported. Induction for new staff was thorough, and those who had joined recently said they felt well prepared and never "thrown in at the deep end." This reflected a positive onboarding process and strong team culture.

Staff spoke with passion about caring for people in the service. Comments such as "The most rewarding job I've ever had" showed how much they value their role. Another staff member said, "We want to make sure people don't feel they are living in a care home." These reflections demonstrated that staff were motivated by more than routine tasks. They were committed to creating a sense of home and belonging.

Training compliance was good across essential areas including continence care, falls prevention, medication, palliative care, stress and distress, and dementia awareness. Some staff expressed interest in more input on stress and distress, which could be addressed through in-house workshops or sharing best practice within the team. Recruitment files sampled confirmed safer recruitment was followed.

Supervision was taking place and supported staff to reflect on their practice. The service should now place more emphasis on staff appraisal to ensure development goals are clear and progress is reviewed regularly. Leadership was described as approachable and responsive, with staff telling us, "I feel like the managers have an open-door policy," which helped build trust and supported staff wellbeing.

Overall, staffing arrangements were safe and responsive, and the caring culture within the team contributed directly to positive experiences for people.

How good is our setting?

4 – Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The home was warm and welcoming, with bedrooms personalised by belongings and colour schemes that reflected individuality. Communal spaces offered opportunities for social interaction and quieter time, helping people feel at home.

Cleanliness and infection prevention were strong. Domestic staff followed clear cleaning schedules, and checks confirmed high standards throughout bedrooms, bathrooms, and shared areas. During the inspection, a stained mattress was identified and replaced immediately, which demonstrated prompt action to maintain safety and dignity.

Health and safety systems were robust. Fire safety checks and maintenance records were up to date, and the QR code system for reporting repairs ensured timely responses. This gave assurance that the environment was not only pleasant but also safe.

Outdoor spaces were available and well maintained, although they were not used during the inspection due to winter weather. People told us they enjoy the garden in better conditions, which supports access to fresh air and nature.

The building is older and includes shared rooms and some shared toilets. While these features present challenges for privacy and dignity, risk assessments were in place, and the management team agreed to review these to ensure they remain aligned with best practice and the Health and Social Care Standards.

Notice boards looked tired and did not fully showcase activities or celebrations. Updating these areas to include photos and quotes would help families see the positive work happening and create a more vibrant environment. We were reassured that the new service manager was implementing an environmental improvement plan for the coming year, which will help maintain and enhance the quality of the facilities.

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

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| How well do we support people's wellbeing? | 4 - Good |
| 1.3 People's health and wellbeing benefits from their care and support | 4 - 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? | 4 - Good |
| 4.1 People experience high quality facilities | 4 - Good |

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