

## Florence House Care Home Service

70 Nimmo Drive  
Govan  
Glasgow  
G51 3SG

Telephone: 01414 450 422

**Type of inspection:**  
Unannounced

**Completed on:**  
4 December 2025

**Service provided by:**  
Oakminster Healthcare Ltd

**Service provider number:**  
SP2003002359

**Service no:**  
CS2003010458

## About the service

Florence House care home is registered to provide a care service to a maximum of 56 people, of whom no more than 28 may be adults under the age of 65 years with physical/sensory impairments, and/or mental health needs. The provider is Oakminster Healthcare Ltd.

The home is located within a large, converted school building in the Govan area of Glasgow, and is close to local parks, shops, and public transport.

The care home supports three communities: Carrick, Caledonia, and Columbia. People who require nursing care live in Carrick. Caledonia provides both residential and nursing support and Columbia supports adults under 65. People on each floor can access their own dining and sitting area, communal toilets and baths and a range of small lounges. Access to the upper floors was by lift or stairs.

At the time of the inspection there were 53 people using the service.

## About the inspection

This was an unannounced inspection which took place on 2, 3 and 4 December 2025, between 07:30 and 18:00 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 seven people using the service and four 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 two people using the service, nine relatives and friends and two professionals.

## Key messages

- Staff knew people well and treated them with kindness and respect.
- There was a multi-disciplinary approach to help keep people well and improve their outcomes.
- People's wellbeing benefited from meaningful activities.
- There was a relaxed and welcoming atmosphere within the care home.
- Once completed, the environmental improvements identified will further enhance the overall quality of the setting.

## 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?	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?

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 interactions between people and staff that were consistently kind, compassionate, and respectful. People were supported by a stable and knowledgeable staff team who demonstrated a clear understanding of their needs and preferences. Feedback from people using the service and their relatives reflected this, one person told us, "They always look after me," and a relative shared, "The staff know my relative very well". These trusting and respectful relationships contributed to achieving very good outcomes for people.

People's health and wellbeing should benefit from their care and support. Feedback from professionals was positive and a professional told us, "Is a lovely home and the staff make it what it is". We observed staff demonstrating a proactive approach in recognising and responding early to changes in individuals' health, mood, or behaviour, enabling timely and targeted interventions. This contributed to ensuring people received timely support and enhanced overall quality of care.

We saw that people's health benefitted from robust clinical oversight, supported by systems including daily flash meetings and regular clinical review meetings. These forums enabled staff to share observations, discuss people's wellbeing, and agree on appropriate responses ensuring care remained responsive to changing needs.

Mealtimes were generally well organised, and people told us they enjoyed their meals. Improvements to the dining environment and regular mealtime audits would further enhance people's overall experiences.

Medication was well managed supported by an electronic recording system. Resident of the day auditing helped ensure standards were maintained, which contributed to keeping people safe and well.

Meaningful daily activities were a key strength of the service, supporting both physical and mental wellbeing. We observed a strong emphasis on community engagement, with well-organised opportunities for individuals to access the community. Activities included visits to a craft café, walking football sessions, music and pet therapy, intergenerational engagement, walking and cycling initiatives, and trips to nearby areas. Wellbeing staff demonstrated genuine passion for their roles, which was supported and encouraged by management. People experienced a fulfilling and varied lifestyle, with opportunities to maintain independence, build social connections, and enjoy activities that reflected their interests.

Every individual in the service had a personal plan in place. These plans were maintained using a digital system and provided clear, detailed guidance to staff on how each person wished to be supported in a personalised way. The information within people's personal plans offered meaningful insight into their personalities, preferences, and what mattered to them. This supported staff to build positive, trusting, and supportive working relationships

Personal plans were regularly reviewed and evaluated, with clear evidence of involvement from individuals and their families. This meant people could be confident their care and support was right for them.

## 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 service was re-evaluated as good at this inspection which confirmed high standards of care for people. There were no poor outcomes for people identified during our visit. The environment was safe, clean, welcoming and well maintained.

The quality of the environment plays a vital role in promoting people's sense of value and wellbeing. The environment was warm, relaxed and welcoming. One relative told us, "The environment is relaxed and homely" and we heard there was an open culture within the service. People felt valued and benefitted from a positive, supportive atmosphere.

Bedroom doors were thoughtfully personalised. A relative told us it helped stimulate conversation and form relationships with people. Bedrooms were generally personalised with familiar objects and photographs, reflecting individuality and personal history. However, some rooms appeared quite plain, with limited visual features or items on the walls to provide focus or stimulation. The manager was working hard to ensure that bedroom areas offered more opportunities for stimulation whilst respecting people's personal preferences. This would further enhance people's wellbeing and comfort.

People benefitted from an accessible, well-presented garden featuring a shelter. We observed individuals regularly spending time outdoors which was promoted by staff. This gave people a choice of where they wished to spend their time.

During the inspection, there were no intrusive noises. Buzzer systems were thoughtfully located to ensure people got the required support without disturbing others. This discreet approach contributed to a more relaxed atmosphere within the service and promoted a calm environment for people.

The home was observed to be clean and well presented, with housekeeping staff working hard to maintain high standards of cleanliness. The laundry area was well organised and tidy, reflecting robust systems in place. These effective housekeeping and laundry practices help reduce the risk of infection and promote a safe, comfortable environment for people.

An established programme of health and safety checks were also completed and recorded well, to ensure people living at the home, visitors, and staff were safe.

We have identified some areas for improvement which will equip the service to further enhance the environment for people. The service had a comprehensive improvement plan which outlined the identified improvements. We discussed our observations with management which reflected areas identified in the plan. Specifically, we discussed focussing on the Carrick and Caledonia dining areas and lounges. The dining spaces would benefit from more homely touches to create a warm and inviting atmosphere, whilst seating arrangements in both lounges should be reviewed, to ensure they are positioned to create social interaction. (See area for improvement 1)

The care home featured a bright and welcoming reception hub with a café area which provided a space for social events as well as a quiet area for people. Whilst the café counter was not in use there were plans in place to further develop the area. The development of this additional space could create additional opportunities and enhance outcomes for people.

We identified the service could enhance the environment for people living with dementia through improved signage and the use of more visual cues. This would support people in identifying the purpose of different spaces, thereby promoting independence and orientation. Conducting an environmental audit using recognised assessment tools, such as the King's Fund Environmental Assessment Tool, would support the service to identify strengths and areas for development and guide the improvements needed. (See area for improvement 2)

Although the service has been re-evaluated to good this is not a reflection on the service's commitment to progress the environment. The areas for improvement identified aligned to the quality framework will create opportunities to further enhance the environment for the changing needs of people experiencing care.

## Areas for improvement

1. To promote people's wellbeing, the manager should improve the care home setting. This includes, but is not limited to:

a) Create a more inviting, homely environment within the dining areas in both Carrick and Caledonia communities.

b) Review seating arrangements in the communal lounges in both Carrick and Caledonia communities, to promote opportunities for social interaction and help people feel more connected.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment'. (HSCS 5.24)

2. To promote the safety, comfort and dignity of people, the manager should assess how well the environment supports people living with dementia and use this information to drive improvements. This includes evaluating whether the physical space, signage, lighting and layout are designed to enhance people's independence using a recognised tool such as: The King's Fund Environmental Assessment Tool (2014).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'The premises have been adapted, equipped and furnished to meet my needs and wishes'. (HSCS 5.18)

## 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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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