

Darnley Court Care Home Service

787 Nitshill Road
Darnley
Glasgow
G53 7RR

Telephone: 01418 760 144

Type of inspection:
Unannounced

Completed on:
14 January 2026

Service provided by:
HC-One No. 1 Limited

Service provider number:
SP2016012770

Service no:
CS2016349791

About the service

Darnley Court is registered to provide a care service to a maximum of 110 older people. Inclusive of the total maximum numbers are six places for adults under the age of 65 years. Also, inclusive of the total maximum numbers, is the Specialist Dementia Care Community (SDCC) in the Carmichael unit will support a maximum of 20 people.

The provider is HC-One No. 1 Limited. The home is in the south of Glasgow and is near to public transport facilities. The building is purpose-built with accommodation over two levels. There are four separate units which have access to enclosed garden areas and a car park to the front.

At the time of the inspection, one unit was not operational. There were 66 people using the service when we visited.

About the inspection

This was an unannounced inspection which took place on 13 and 14 January 2026. The inspection was carried out by three inspectors from the Care Inspectorate with the support of a colleague who carried out telephone interviews with relatives.

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 10 people using the service and seven of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from stakeholders.

Key messages

- People's health and wellbeing needs were regularly assessed and reviewed to ensure they were being met.
- Staff and management were highly motivated to ensure people received good standards of care.
- Further work was needed to ensure the environment maximises opportunities for people whilst keeping them safe and well.
- Relatives were involved with the ongoing support and care of their loved ones.

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.

Recognised assessment tools had been used effectively. They informed the content of care plans. This helped promote consistent care and staff followed best practice to benefit people they supported.

We observed interactions with staff engaging positively with people throughout the visit. Staff demonstrated a good understanding of the current needs, preferences and wishes of each person and focused on meeting these needs.

People benefited from the care provided which helped keep them safe and well. For example, due to the approaches used there had been a reduction in the number of episodes of emotional distress. Actions taken had also resulted in the number of falls with the home reducing. Good relationships had been developed with external professionals. Staff had worked in partnership with them to help keep people well.

Feedback from families was mainly positive about the care and support provided. Families shared that communications were generally good with staff updating them when there had been changes to the health and wellbeing of their loved ones. Comments included:

"Staff are willing to listen to me and share updates."

"Any changes in health or wellbeing - this is communicated to me and I can also share things with the staff."

People's nutritional and hydration needs were assessed and reviewed regularly. A whole home approach had been taken with collaborative work between nursing, care and kitchen staff to meet the nutritional and hydration needs of people.

When risks had been identified there were good systems used to monitor individuals and help them to eat and drink well.

People received the right medication at the right time. Staff were keen on using alternative approaches before they considered using medication for people who experienced episodes of emotional distress. This helped promote people's rights.

Staff recorded the legal status of people and used this to inform decisions around people's current and future needs whilst promoting their rights.

The management team demonstrated a good knowledge of the current needs of people living within the service. Overviews had been used to identify trends as well as to check interventions, to help keep people safe and well, were in place and effective.

How good is our setting?**4 - Good**

We evaluated this key question as good. There were several important strengths which taken together clearly outweighed areas for improvement.

The Carmichael unit had been well-designed taking account of the needs of people residing within the unit. The layout offered people a choice of areas where they would like to spend their time. People from other units had been supported to use the communal areas and join activities. Communal areas were bright and attractively decorated.

Further assessment of the environment, using best practice tools, had been carried out within another unit of the home. We looked at this and considered the content taking account of areas that we identified as needing improvement. We concluded that this needed further work and should incorporate our findings. These included improved signage to help orientate people, promoting consistent standards of cleanliness in parts of the home, staff appropriately storing equipment and ensuring repairs are fully completed to keep people safe and well.

The service, with input from people living in the home and their families, had identified some work to improve people's day-to-day experiences such as introducing small seating areas within corridors.

People benefited from having comfortable bedrooms which contained personal effects to help them transition when they moved into the home.

We observed people having free access to secure and well-maintained outside space and could see the positive impact that this made.

There were regular environmental audits and checks being completed. Laundry staff understood and followed best practice when handling laundry.

Cleaning schedules were in place and mainly resulted in good standards of cleanliness being maintained.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is càinain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلؤں اور دیگر زبانوں میں فراہم کی جا سکتی ہے۔

ਬਿਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.