

McKillop Gardens Care Home Service

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East Kilbride
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Type of inspection:
Unannounced

Completed on:
16 January 2026

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Service no:
CS2003001336

About the service

McKillop Gardens is owned by South Lanarkshire Council and is situated in the old village area of East Kilbride, South Lanarkshire. The home is registered to provide care to a maximum of 37 older people with up to two long-term places for those over 50 years. Inclusive are seven places in a separate unit for respite/ short breaks for older people with a maximum of two places available for those over 50 years.

The home is in a quiet, residential area and is a short distance from local amenities and public transport links and is purpose-built over two floors with a lift providing access to the first floor. The home has five units containing seven individual apartments. Two of the units have an apartment with a double bedroom. The double rooms may be used for individuals who have a prior established relationship and have given informed written consent to share. The apartments have a private bedroom, sitting room, and kitchen area. The residents also have use of communal lounges, dining areas, balconies, and gardens.

At the time of this inspection, there were 28 residents living at the care home with four units fully occupied.

About the inspection

This was an unannounced inspection which took place on 14, 15, and 16 January 2026 between 09:20 and 12:30. The inspection was carried out by one inspector 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 four people using the service and three of their family
- spoke with five staff and management
- spoke with two visiting professionals
- received 16 completed questionnaires (all types)
- observed practice and daily life
- reviewed documents.

Key messages

- People benefited from safe, responsive care and meaningful support, though personal plans still need to be more consistent and complete.
- Staff were motivated, compassionate, and well supported, working effectively as a team to deliver positive outcomes for people.
- Staff identified changes early, acted quickly, and maintained strong links with families and professionals.

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 staff team?	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 benefited from regular health checks, which helped staff identify changes early and take prompt action. Senior staff monitored residents' physical and emotional wellbeing closely and families told us they trusted staff to respond quickly to any concerns. One relative said, "The staff are all friendly and act on any issues that we might present to them". Visiting professionals also described the service as proactive in seeking advice and making referrals when required.

Medication systems were safe and well organised. Records were accurate and routinely checked and any errors were followed up appropriately to support staff learning. Clear guidance for the use of 'as required' medication supported consistent and safe administration.

Infection prevention and control practices were effective. Staff had clear guidance, completed relevant training, and followed safe procedures throughout the inspection. Regular checks and audits helped maintain a clean environment and reduced infection risks for residents.

People experienced fewer episodes of stress and distress because staff understood their needs well and used effective communication-based approaches. Staff could identify triggers and put preventative strategies in place, with support from other professionals when needed. The service took part in a pilot programme to improve understanding and management of stress and distress. This strengthened staff's ability to assess information and support people effectively.

Residents benefited from meaningful activity and emotional support. Staff offered a range of person-centred opportunities that reflected people's interests and abilities. Relatives described positive relationships between residents and staff, and people were supported to maintain important connections.

Mealtimes were positive and relaxed. Residents reported they were happy with the quality and choice of food. Families felt meals were flexible and responsive to individual needs and the kitchen team engaged well with residents to shape their preferences.

People appeared comfortable and well presented, indicating that daily care needs were being met with sensitivity and understanding. One person commented, "Care and support is first class".

Personal plans were generally detailed and person-centred. In some cases, information from assessments could have been linked more clearly. Strengthening this would ensure staff have clear and accurate information to continue delivering safe, personalised care.

How good is our staff team?

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.

Staffing levels were planned and adjusted in line with people's needs, with regular reviews helping ensure staff were allocated where they were most required. This supported safe and responsive care throughout

the day. Shift leader oversight also helped maintain good coverage across the home, with staff moved promptly when needed to ensure all areas remained well supported. People shared mixed views about staff availability at certain times, with comments such as, "Not enough care staff within the unit at times", "Sometimes can't find staff", and "Perhaps staffing is lower at weekends". Although, overall, residents continued to experience consistent and timely care.

Shift leadership arrangements were well structured and supported safe, consistent care. The shift leader role was clearly defined, which helped staff understand responsibilities and ensured key tasks were managed effectively. Records showed that handovers, medication oversight, activity planning, and contingency arrangements followed an organised structure. This helped staff stay informed and prepared throughout the day. Both day and night shifts used a consistent handover process, supported by written updates to management. This helped strengthen communication and ensured important information was shared reliably. Overall, this contributed to smoother team coordination and continuity of care for residents. One person commented, "All staff, all grades work well together as a team, treating each other with dignity, care, and respect".

Staff were well supported in their roles, with supervision providing space for meaningful reflection and discussions about wellbeing. Team members held a range of responsibilities, including champion and key worker roles. This helped strengthen practice and promote consistency across the service. Training opportunities were broad and up-to-date, ensuring staff had the skills and knowledge needed to support residents safely and confidently.

Staff told us they felt well supported by leaders, who were described as approachable and responsive. Staff had access to wellbeing resources which helped contribute to a positive and respectful workplace culture. The service also promoted a positive workplace culture, with an emphasis on kindness and respectful behaviour. This contributed to a supportive environment for both staff and residents. One relative told us, "Staff have all been fantastic with [relative] and made the family all feel very welcome on our visits".

We found some individual areas where the service could streamline their systems to support clearer and more consistent practice. This included some handover information, audit follow up, and staff practice observation recording. The service also continued to develop areas that had been identified within the service improvement plan.

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.

The environment supported people's comfort, safety, and overall wellbeing. The home was clean, tidy, and welcoming, creating a warm first impression for visitors and a pleasant living space for residents. Domestic records showed well established routines and the availability of appropriate resources, helping to maintain high standards of cleanliness and organisation. Families described the setting as "a perfect setting" and "always immaculately clean". The layout of small units had helped create a relaxed, family-like atmosphere where people could build familiarity and feel at ease.

The facilities also supported meaningful connection and engagement. People had access to smart technology, which promoted reminiscence and interaction. Resources linked to human rights principles were displayed in communal areas, helping reinforce a focus on dignity and personal identity. Opportunities for

shared entertainment with neighbouring homes further encouraged social contact and community involvement.

Safety and maintenance arrangements were well managed. Compliance records for equipment and utilities were up-to-date, providing assurance that essential checks were completed as expected. One item required follow up and this was actioned promptly. Alert systems were adapted to be discreet and dementia-friendly, allowing residents to remain safe without intrusive or distressing features.

The environment also supported people whose health needs were changing. Staff created calm, respectful surroundings for people approaching the end of life. Adjustments to rooms, equipment, and layout were made when individuals required additional support. This responsive approach helped ensure people continued to feel comfortable and well cared for as their needs evolved, with one person commenting, "The space provided for each resident is exceptional".

Overall, the environment promoted safety, dignity, and wellbeing, with facilities and routines that supported people to feel comfortable, connected, and at home.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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