

# Campsie View Care Home Care Home Service

Campsie View Nursing Home  
Canal Street  
Kirkintilloch  
Glasgow  
G66 1QY

Telephone: 01417778880

**Type of inspection:**  
Unannounced

**Completed on:**  
12 February 2026

**Service provided by:**  
Campsie View Care Limited

**Service provider number:**  
SP2024000316

**Service no:**  
CS2025000190

## About the service

Campsie View Care Home is based in a residential area of Kirkintilloch and the provider is Campsie View Care Limited. The service has been managed by Care Concern since 23 April 2025.

The service is registered to provide care to a maximum of 90 older people.

The home is purpose built over two floors, with Wallace and Rob Roy Units on the ground floor and Bruce Unit on the first floor. Each unit has its own lounge and dining areas. Bedrooms have en suite toilet and wash basin facilities.

At the time of inspection there were 74 people living in the home.

## About the inspection

This was an unannounced inspection which took place on 9, 10, 11, 12 February 2026 between 09:30 and 20:30. The inspection was carried out by two inspectors from the Care Inspectorate and an inspection volunteer assisted the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

- Spoke with 16 people using the service and with six of their families that were visiting. We also obtained feedback via a pre-inspection questionnaire from 11 residents and 13 families.
- Spoke with 32 staff and management, along with feedback via a pre-inspection questionnaire from six staff.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from three visiting professionals.

**Key messages**

- People living in the care home and their families were very happy with the care and support.
- People benefited from access to a tasty, varied and well-balanced diet.
- People enjoyed the home's activity programme.
- Quality assurance systems ensured that standards of good practice were adhered to consistently.
- People could be assured that staff had been recruited following best practice guidance.
- The care home was clean and tidy and the new owners were in the process of carrying out refurbishment.

**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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	4 - Good
How well is our care and support planned?	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.

People experienced warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. One relative told us, "I can visit whenever I want and sometimes bring a fish supper and we go their bedroom to have this", whilst another felt, "The first thing staff do when I visit, is bring me and my loved one a tea".

People living in Campsie View and their families were very happy with the care and support. One person told us, "I get all the help I need to do anything" whilst another said, "They are always kind and help me" and another explained, "My relative is safe and happy".

The atmosphere within each of the units was welcoming and friendly and the strong values and aims of the service were demonstrated and visible at all levels. People knew the staff team well and we witnessed strong and positive relationships, humour, fun and respectful interactions between people living there and the staff across all departments. Time was taken by care staff during personal care to promote their dignity and self esteem.

People benefited from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals. One visiting professional told us "I have witnessed the staff being very supportive in both their provision of care and the way they reassure the people they are supporting". This also gave reassurance to families. Feedback from families included, "My relative has settled in extremely well. They are well supported by all the staff, medical, activity and reception team.", whilst another felt that, "My relative is cared for and looked after", another told us, "Staff are quick to notice any health concerns and get medical attention for them".

People benefited from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks. One person said, "You couldn't get any better....the meals are very nourishing", whilst another said, "I get plenty to eat and drink".

## How good is our leadership?

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.

Management and senior staff worked hard to ensure that people experienced high quality care and support. One family commented, "I can go to staff or manager with anything and would be dealt with", whilst a health professional explained, "Both the care home Manager and Deputy Manager are very approachable and are both pro active in ensuring all individuals within the care home are supported appropriately to best meet their individual needs".

Leaders demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the needs, outcomes and wishes of people living in the service were the primary drivers for change. There was an action plan in place which identified planned actions to drive improvement along with completed actions throughout the year.

People felt confident giving feedback and raising concerns because they knew this would be welcomed and responded to in a spirit of partnership.

The manager had recently started last autumn, people spoke very positively about them and their management style. Staff we spoke with liked that they were being asked for their input, with many saying that they had the residents best interests at heart and liked the new ideas they'd introduced so far.

Staff told us that they felt supported and could go and speak to senior staff or management if they had any ideas or concerns.

### How good is our staff team?

**5 - Very Good**

We found significant strengths in aspects of staffing and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We received very positive feedback from people and their families about the staff team. Comments we received included, "I feel content and very happy here and can't fault any of them", "Staff are wonderful", "Always a great atmosphere in the place" and "The staff at Campsie View care home are extremely hard working and are always pleasant friendly and helpful".

People living in the care home and staff benefited from a warm atmosphere because there were good working relationships. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. Staff were motivated, effectively deployed and spoke of very good team working.

People could be confident that staff had been recruited in a way which had been informed by all aspects of safer recruitment guidance, including a strong emphasis on values-based recruitment. The process was well organised and documented so that core elements of the procedure were followed consistently.

To ensure people were kept safe, staff did not start work until all pre-employment checks had been concluded.

Relevant mandatory training was worked through. There was a clear link between the needs of people and the skill and experience of the staff being recruited.

Newer staff we spoke with were clear about their roles and responsibilities. They all said that they had been made to feel welcome and spoke of good team working.

### 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.

People benefited from a warm, comfortable and welcoming environment. People could choose to use the communal areas to socialise in or spend time in their own bedrooms, which people could personalise to their own taste including ornaments, pictures and furnishings that were familiar to them.

Overall, we found the care home to be relaxed, clean and tidy, with no evidence of intrusive noise or smells. A new corridor carpet had been fitted in Wallace Unit, however, an odour was present in the corridors throughout our visit. We have asked the provider to consider replacing this with a more suitable alternative.

Various other rooms were available including a family room which had been used to hold family gatherings to celebrate special occasions, along with a well used cinema room, where people enjoyed watching a film of their choice.

Since taking ownership of the care home, the provider had identified plans to improve the environment including the refurbishment of the upstairs dining room. People could be assured that the manager included families and friends through regular contact to promote opportunities to share ideas and suggestions.

Where people required specialist equipment to meet their changing needs, this was provided. Equipment was monitored and maintained to ensure people were safe.

Whilst people could be assured that required in house maintenance checks were being carried out, some aspects of recording these could be improved. The manager agreed to review record keeping with the provider.

## How well is our care and support planned?

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 could be assured that comprehensive personal plans were in place, supported by the completion of risk assessments that were regularly reviewed. The outcomes from these directly informed each personal plan. Plans contained a good level of detail to guide staff in delivering personalised care and were completed by staff who had the necessary skills and knowledge.

Personal plans were being updated to a new format; however, people could be assured they continued to reflect their latest care and support needs, wishes and preferences.

We sampled daily supporting documents and found that where people needed a specific aspect of their health monitored, the required supporting documents had been completed consistently by staff. Management had an overview of these to make them meaningful.

Families felt involved with personal planning and the care home worked in partnership with other health professionals to improve people's health outcomes.

Where people were not fully able to express their wishes and preferences, the relevant supporting legal documentation was in place to protect them and uphold their rights.

## 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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