

Northcare Residences - Glasgow Care Home Service

1 Drumby Court
Clarkston
Glasgow
G76 7AR

Telephone: 01414040348

Type of inspection:
Unannounced

Completed on:
5 February 2026

Service provided by:
Northcare (Scotland) Ltd

Service provider number:
SP2003002314

Service no:
CS2024000402

About the service

Northcare Residences - Glasgow is a care home registered to provide care and support up to 66 adults aged 65 and older. There were 37 people living in the care home at the time of the inspection.

Northcare Residences - Glasgow is a purpose-built care home comprised of three separate suites, with a passenger lift providing access to all three floors. All rooms provide spacious ensuite facilities. Assisted bathrooms are also situated on each floor. Additional features include a hair and beauty salon, restaurant, cocktail bar, cinema, as well as spacious enclosed gardens.

The home is situated within a residential area of Clarkston and is near local transport links and amenities. There is car parking at the side of the building.

About the inspection

This was an unannounced inspection which took place on 3, 4 and 5 February 2026 between 07:30 and 18:30 hours. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- Spoke with 19 people using the service and 14 family and friends.
- Spoke with 17 staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Received feedback from 10 people, 19 relatives, 11 staff and six visiting professionals.

Key messages

- People's health needs were met well, through timely access to the multidisciplinary team.
- The mealtime experience was positive.
- People enjoyed regular, stimulating activities.
- There were a variety of high quality facilities available for people to use.
- Staff consistently demonstrated compassion and a strong person-centred approach.
- The service had excellent support in place to support staff wellbeing.
- Management had robust quality assurance systems to help keep people safe and well.

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? | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| How good is our staff team? | 6 - Excellent |
| How good is our setting? | 6 - Excellent |
| How well is our care and support planned? | 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 were supported to present themselves in a way that reflected their individual preferences. A person told us, "Some things are really excellent. I do feel well looked after". Staff demonstrated an understanding of what was important to each person regarding their appearance, clothing, and personal style. This promoted choice, dignity and contributed positively to their wellbeing.

People's health should benefit from their care and support. The care home provided an enhanced service with the local General Practitioner, who visited twice weekly. Where required, individuals were supported by other members of the multidisciplinary team. People's health needs were routinely assessed and advice from professionals was incorporated into their personal plans. These approaches supported timely interventions for people and contributed to positive health outcomes.

Medication was well managed, with regular audits in place. This helped keep people safe and well.

Mealtimes were relaxed and well organised. The presentation and quality of food was very good, and people told us they enjoyed their meals. The dining tables were well-presented and inviting, contributing to a pleasant mealtime atmosphere. Menus were clearly displayed, offering people the opportunity to make informed choices about their meals, including those with specific dietary requirements. People experienced a positive mealtime which contributed to their health and wellbeing. People who chose to have room service received the same high quality experience.

Food and fluid monitoring were overall well recorded, however some entries were not always completed in real time. The service had already self identified this, and were working to improve this. We discussed how maintaining a continued focus on timely recording would ensure records remain accurate and reliable.

The service offered a varied and enriching activity programme, designed to support people's wellbeing. Activities included Lingo Flamingo, virtual reality experiences, Chi Gong, and aromatherapy. The schedule was clearly displayed at reception, enabling people and visitors to easily see what was available.

People told us they enjoyed taking part in exercise classes, and we observed a relaxed afternoon tea, where people were served high quality food in a sociable and welcoming environment. People also spoke positively about using the hair and nail salon, which contributed to them feeling well cared for and valued. The service provided meaningful and enjoyable experiences that promoted wellbeing, movement, and social connection.

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.

We received positive feedback from people, relatives, and staff about the service's leadership team. A relative told us, "I have been particularly struck by the manager and his genuine care for the residents". These comments reflected our own observations where management knew people well and was dedicated to continuous improvement within the service.

People felt confident giving feedback and raising concerns because they knew this was welcomed and responded to. There were clear systems in place to record, respond to, and resolve complaints. Information about the procedure was displayed so people understood how to raise an issue. People and their families told us that management team responded promptly to any concerns highlighted. There was an open and transparent culture within the service, where feedback was actively encouraged and seen as an opportunity to improve outcomes for people.

There were robust systems in place to monitor standards of care, including both clinical and care governance processes. Falls, wounds, and weights were monitored effectively through weekly clinical governance meetings, and staff used appropriate assessment tools to identify and respond to risks. Oversight included, regular analysis of trends and actions required to support individuals safely and effectively.

The service improvement plan was aligned to the Care Inspectorate Quality Framework and clearly identified the service's strengths and areas for development. However, it was not always clear how some of the planned improvements had been informed, for example whether they were based on audit findings, feedback, or other quality assurance processes. The service had recognised this and outlined plans to strengthen the improvement plan and incorporating more feedback from people using the service. This will help create a more dynamic and responsive tool and support future improvements.

How good is our staff team?

6 - Excellent

We evaluated this key question as excellent, where performance demonstrated outstandingly high outcomes for staff which impacted people.

Staff consistently demonstrated compassion and a strong person-centred approach in the way they supported people. A relative told us, "They are great in here, staff are very caring and empathetic". This reflected a culture of dignity and respect within the service.

There was a strong emphasis on recognising the responsibilities of staff who were not directly involved in providing care, acknowledging the important role they played in building a cohesive and supportive team. Staff reported feeling valued by the senior leadership team. Small but meaningful actions such as leaders knowing staff by name and actively considering their suggestions were appreciated by the staff team. This strong value base has helped establish a positive culture, in which people are treated as individuals, and these values were consistently evident throughout the inspection.

The service excelled in supporting staff with their wellbeing. The provider had invested significantly in staff wellbeing through a benefits programme, and staff told us "They really focus on wellbeing for staff, they make sure you are happy". Supervisions provided opportunities for staff to discuss their role and how they could improve outcomes for people. A key focus was staff wellbeing, with the language and approach used by supervisors contributing to a positive, supportive, and reflective experience. Staff consistently described a workplace culture where their wellbeing was prioritised and where they felt listened to and valued.

Effective working relationships between hospitality and care staff meant that staff had time to engage with people in meaningful ways. We observed that both teams worked well together, contributing to improved outcomes for people. Their strong teamwork supported frequent positive interactions, enhancing people's overall experience and wellbeing.

There was an effective process in place for assessing how many staff hours were required. A dependency tool was used to guide management decisions based on people's assessed needs. Rotas demonstrated that, where an increase in staffing was required, this was achieved. This was particularly important during periods when people were moving into the service. Relatives told us that the moving in process was very well managed, and we observed staff having the time they needed to spend with individuals, to support a positive transition. This meant staffing was responsive and planned which people benefited from.

How good is our setting?

6 - Excellent

We evaluated this key question as excellent, where performance demonstrated outstandingly high outcomes for people.

The home presented a spacious, bright and welcoming staffed reception area. The environment throughout was clean, tidy, and free from intrusive noises or unpleasant odours. This created a pleasant environment where people felt relaxed and valued.

The setting had been thoughtfully designed to support high quality care. The manager had completed the Kings Fund Environmental Assessment Tool to ensure the care home environment supported people with dementia. The environment benefited from a generous amount of natural light through many large, full length windows, enhancing comfort and wellbeing. Where individuals required signage to support orientation, this was implemented on a personalised basis.

During our visit, we observed that people appeared relaxed and were able to move freely and comfortably around the suites. Corridors featured engaging artwork, which people told us stimulated conversation and opportunities to reminisce. People experienced very positive outcomes as the environment had been carefully designed to meet their individual needs.

People benefited from a setting that was ideally sized to support their comfort and wellbeing. Each suite offered a variety of environments, including small quiet lounges, larger communal lounges, and dining rooms. In addition, the home provided other high quality areas such as a cinema, cocktail bar, and restaurant, offering welcoming spaces for people to come together. The overall layout and atmosphere of the environment encouraged free movement throughout the home, supporting engagement, social interaction, and physical activity. People could also access extensive enclosed gardens which were carefully thought out. This supported families to use these facilities and also promoted health and wellbeing.

A private dining area was available for those wishing to enjoy meals with their families. During the inspection, we observed people happily enjoying meals and afternoon teas. The complimentary service actively encouraged these positive experiences, and the environment provided ample space to facilitate them. People had genuine choice in how they spent their time, supported by excellent facilities designed to enhance their daily living.

The restaurant area was tastefully decorated with an open, welcoming atmosphere. It featured high quality furnishing including tables chairs, chairs and sofas arranged in a café style. The hospitality team served people a choice of refreshments and snacks. This offered people and families a pleasant space to chat, play games, and spend time together.

All maintenance records, certificates and safety checks were up-to-date and completed regularly. Suitable equipment was available to meet people's needs with regular checks recorded.

This contributed to a safe environment for people.

A very high standard of cleanliness and presentation was maintained by staff. Bedrooms were equipped with ensuite facilities, including showers. They were light and airy, with some offering access to a small patio. Personal belongings were present in each room, creating an individual and homely atmosphere. People had a private, comfortable spaces that felt personal and familiar, supporting emotional wellbeing and a sense of identity. People told us the home was, "superb" and another person shared, "It is a fabulous place". People experienced a safe and very well presented home that promoted their health and wellbeing.

How well is our care and support planned?

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.

Every individual in the service had a personal plan in place. These plans were maintained through a digital system and provided clear, detailed guidance for staff on how each person wished to be supported in a personalised way. Effort was made to ensure that when new people moved into the service, staff had timely access to key information. This supported staff to build positive, trusting relationships.

Staff and leaders demonstrated a clear understanding that people's views and wishes were important, and that actively seeking these views genuinely mattered. This reflected a strong commitment to ensuring that care planning was thorough, personalised, and centred on each person's dignity, preferences, and individual outcomes.

Staff followed thorough procedures for reviewing care plans involving people and their representatives. Reviews happened frequently and care was adapted to changing needs or preferences of the people. There was a commitment to care planning that respected the person's wishes and dignity.

There was very good information in care plans, for those who required, detailing steps staff should take if people experienced stress and distress. This meant people were supported in ways that protected their rights, and were least restrictive, in planning and delivering their care.

Anticipatory care planning was also clearly evident within personal plans, demonstrating that these sensitive conversations were being held collaboratively and with compassion between staff, individuals, and those important to them. This ensured that people's wishes were clearly documented and that stability could be maintained for them during periods of change or in emergency situations.

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? | 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? | 6 - Excellent |
| 3.3 Staffing arrangements are right and staff work well together | 6 - Excellent |
| How good is our setting? | 6 - Excellent |
| 4.1 People experience high quality facilities | 6 - Excellent |
| How well is our care and support planned? | 5 - Very Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 5 - Very Good |

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