

# Newton House Care Home Service

1 North Greenlaw Way  
Newton Mearns  
Glasgow  
G77 6GZ

Telephone: 01416 165 060

**Type of inspection:**  
Unannounced

**Completed on:**  
23 December 2025

**Service provided by:**  
Hamberley Care 1 Limited

**Service provider number:**  
SP2018013251

**Service no:**  
CS2018372062

## About the service

Newton House is a care home registered to provide care and support for up to 113 adults aged 60 and over. The provider is Hamberley Care 1 Limited. There were 96 people living at the home at the time of inspection.

Newton House is a purpose-built care home comprised of five separate units, with a passenger lift providing access to all three floors. All rooms provide spacious ensuite facilities. Additional features include a wellbeing and beauty salon, café, cinema, multi-faith room, as well as spacious, landscaped gardens. Some rooms have direct access into the garden from patio doors.

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

## About the inspection

This was an unannounced inspection which took place on 17, 18 and 19 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 11 people using the service and six of their friends and family members.
- Spoke with 15 members of staff and management.
- Spoke with two visiting professionals.
- Observed practice and daily life.
- Reviewed documents.
- Reviewed completed online surveys from 16 relatives and friends, four visiting professionals and 57 staff.

## Key messages

- People benefitted from varied and meaningful activities.
- The home was clean and very well presented
- Staff and management knew people well and treated them with kindness and respect.
- There was a warm and friendly atmosphere within the care home, where people felt welcome and valued.

## 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.

We observed that people were treated with kindness, compassion and dignity. Staff and management took time to make sure that people were happy and quickly addressed any needs for people, in a warm and caring manner. A relative told us, "It is a joy to come in here, everyone seems to be happy". People felt valued and had developed positive trusting relationships.

We saw that people's health was monitored through robust clinical oversight, supported by systems including daily flash meetings, weekly clinical meetings and monthly oversight meetings. These forums enabled staff to share observations, discuss people's wellbeing, and agree on appropriate responses. This ensured care remained responsive to people's changing needs.

People's health and wellbeing benefitted from effective communication and collaboration with external health professionals. This approach enhanced decision making and supported timely interventions for people. This contributed to positive outcomes for people living in the service.

Medication was well managed supported by an electronic recording system. Clear 'as required' protocols provided staff with helpful guidance to make informed decisions about when certain medicines should be administered. Robust checking and auditing systems reduced the risk of errors, helping to keep people safe and well.

People enjoyed their meals in an unhurried, relaxed atmosphere. Dining tables were well-presented and inviting, contributing to a pleasant mealtime atmosphere. People were offered choice at mealtimes, and we discussed the importance of ensuring this remained consistent for those who required modified diets. This would ensure that the dining experience continued to promote positive outcomes for people.

The lifestyle and wellbeing team played a vital and well-integrated role within the home. The activity programme was diverse, inclusive, and thoughtfully designed to meet people's emotional, social, and physical needs. The activity planner showcased a broad range of opportunities, including music, cultural events, fitness sessions, and cinema nights. The collaboration between the lifestyle team and homemakers supported a vibrant, inclusive environment. People benefitted from consistent social stimulation, personalised activities, and opportunities that enhanced wellbeing and quality of life.

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 relationships.

Personal plans were regularly reviewed and evaluated, with clear evidence of involvement from people and their families. This meant people could be confident their care and support was right for them. We discussed reviews being more outcome focused to ensure the care being delivered continued to reflect people's goals and desired outcomes.

People's health benefitted from safe infection prevention and control practices within the service. We observed housekeeping staff working hard to maintain high standards of cleanliness throughout the home. Staff we spoke with were clear about their individual responsibilities. This helped ensure the environment remained clean, safe, and comfortable for people.

The management team carried out regular observations and audits to monitor the environment and ensure staff were competent in their roles. These processes supported continuous improvement and helped maintain a safe environment for people.

### 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.

During the inspection, staff demonstrated positive engagement with people living in the care home. Interactions were warm, respectful, and consistently person-centred. A person told us, "Staff are so kind and attentive" and a staff member told us, "I love working here". Staff were friendly, welcoming, and treated people with dignity and respect.

People could be confident that staff had the necessary skills and competence to support them. New staff benefitted from a comprehensive two week induction followed by two weeks of shadowing, ensuring they acquired the necessary knowledge and confidence.

A positive learning culture was embedded within the service, supported by opportunities for reflective practice. A dedicated regional trainer had effective oversight of both online and in person learning. Training was comprehensive and compliance across the team was found to be very high. This ensured staff had the required knowledge which contributed to consistent and high quality care for people.

Staff competencies were assessed to support positive outcomes for people. Areas such as moving and assisting, and dignity and respect were routinely monitored. This helped maintain high standards of care and ensured staff were competent and supported in their roles.

There was a focus on increasing dementia knowledge across the staff team. Staff were supported to complete stress and distress training, whilst dementia champions had already undertaken further enhanced training. The service planned to introduce experiential learning, to strengthen staff confidence and practical skills in dementia care. This approach reflected a commitment to improving the quality of support for people living with dementia and ensured staff were well equipped to meet their needs.

Staff were supported to keep up to date with current and changing practice. We reviewed examples of wound care guidance, developed by management to strengthen staff understanding of pressure damage and bruising. This resource was beneficial both for upskilling newer staff and as a valuable refresher for more experienced team members

### 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 home presented a spacious and welcoming staffed reception area.

The environment throughout was clean, tidy, and free from intrusive noises or unpleasant odours. Daily housekeeping teams worked across all areas and communal spaces, ensuring high standards of cleanliness. The laundry facilities were well organised. People and visitors experienced a positive first impression and a calm, environment that promoted comfort and dignity.

The maintenance team supported repairs promptly and completed regular safety checks. All equipment within the home was serviced regularly. Staff received training and ongoing competency assessments. to ensure the safe use of moving and handling equipment. These measures helped maintain safety and ensured a safe environment for people.

People's bedrooms were equipped with ensuite facilities, including showers. Rooms 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 could bring small items of furniture from home if they wished, ensuring their private space reflected personal preferences. People had a private, comfortable spaces that felt personal and familiar, supporting emotional wellbeing and a sense of identity.

Each living area included small quiet lounges, larger communal lounges, and dining rooms, providing flexibility for people to choose between social interaction or quiet time. Alternative dining facilities were available for those who preferred not to eat in the main dining area, or wished to dine with family. People were able to move around safely and choose where to spend time, promoting independence, choice, and social engagement.

The café area was tastefully decorated with an open, welcoming atmosphere. It featured tables and chairs arranged in a café style, a coffee machine and homemade bakes provided by the catering team. This created a sense of being in a town café, offering people and families a pleasant space to chat, play games, and spend time together. The café opened onto an attractive garden, which relatives reported as an excellent space, frequently used during summer. People and families had access to enjoyable, social spaces that encouraged meaningful connections.

During the inspection, several organised events took place in the café area, involving residents, families, and staff, fostering a whole-home approach. People from the local community were welcomed weekly for soup and sandwiches provided by the service. People were encouraged to be part of a wider community, reducing isolation and promoting inclusion and wellbeing.

A newly opened unit had been completed to a very high standard. Additionally, a sensory garden was introduced for people living with dementia, providing a pleasant view and therapeutic environment. The home also featured a dedicated cinema room offering people and families an enjoyable activity. Observations during the inspection indicated that people appeared happy and engaged, with friendships forming through these shared experiences. People benefitted from stimulating environment which encouraged social interaction and supported emotional wellbeing.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To further promote people's wellbeing, the provider should introduce six-monthly person-centred reviews. This should include, but is not limited to, reviewing people's health and social needs, setting outcomes that people want to achieve, and recording the views of people and their representatives.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17)

**This area for improvement was made on 23 May 2024.**

#### Action taken since then

The service had introduced person-centred reviews where people's health and social needs were discussed along with input from people and their representatives. Review trackers were well completed, and although some reviews were currently due, there were clear plans in place to complete the outstanding reviews.

This area for improvement has been met.

### 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
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ '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.