

# Lillyburn Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
28 January 2026

**Service provided by:**  
Pacific Care Limited

**Service provider number:**  
SP2003002346

**Service no:**  
CS2003010431

## About the service

Lillyburn is managed by Pacific Care Limited. The service is in Milton of Campsie and provides care and support for up to 56 people within a purpose-built environment.

There are four units within Lillyburn's main building. Each unit accommodates up to 10 older people. A separate unit, Kintyre, is situated across from the main building and has been designed to cater for the care and support needs of up to 16 older people with dementia. The grounds provide landscaped gardens that are easily accessible to people.

The main objective of the service is to provide the highest standards of quality care for older people and to enable their time within Lillyburn to be enjoyed with comfort, dignity and respect.

There were 51 people living in the home during the time of this inspection.

## About the inspection

This was an unannounced inspection which took place on 26 and 27 November 2026 between 07:00 and 15:45 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.

In making our evaluations of the service we:

- spoke with 11 people using the service;
- spoke with 12 staff;
- spoke to two relatives;
- observed practice and daily life;
- reviewed documents;
- spoke with and received information from three external professionals.

**Key messages**

- People were very happy with the care and support they received in the service.
- Care planning records with regard to wound management and addressing stress and distress were of a very good quality.
- Some oral care records could have been better completed.
- Positive and caring interactions were seen between staff and residents.
- The environment people lived in was of a very good quality with some planned works to be completed.

**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?	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.

During the inspection, residents across the home consistently expressed highly positive views regarding the care and support they received. Many described the service as a comfortable and welcoming place to live, noting that staff were kind, approachable, and consistently helpful. Residents appeared relaxed within their surroundings and spoke favourably about their daily routines and interactions with both staff and peers. The environment was described as clean, homely, and well maintained. One resident, in particular, displayed clear pride in their personalised room, which was clean, well presented, and reflective of their preferences. Observations also captured a baking activity in progress, demonstrating opportunities for meaningful engagement, social interaction, and participation in daily life.

Residents highlighted strong staff support, encouragement to take part in activities, and an overall positive experience of care. Food was generally regarded as satisfactory, and many people expressed enjoyment of living in the home and valued the trusting relationships they had established with staff members. A small number of residents mentioned occasional delays in receiving assistance to access the toilet, often related to the availability of specific equipment. Observations made during the inspection also noted potential delays during the provision of care; however, following discussion with management, prompt actions were taken to address this issue. Many residents praised the exceptionally clean environment and expressed interest in a wider range of activities. Residents reported being very happy with the care and support they received.

Feedback from relatives was similarly positive. Families noted clean, well-kept rooms, a welcoming atmosphere, effective communication from staff, and reassurance regarding the quality of care. One relative confirmed that concerns previously raised had been acted upon appropriately. While some would welcome more frequent outings, relatives described their family members as safe, well cared for, and supported with personal care.

External professionals reported confidence in the service, praising appropriate referrals and proactive communication.

Observations confirmed warm and supportive staff-resident interactions, alongside detailed and effective handovers between night and day shifts. Medication management and care planning - particularly around wound care and stress and distress - were of a very good standard. Some gaps were noted in oral care recording; however, the quality of care remained strong, and management provided assurance of improvements to documentation.

Overall, the service demonstrated a very good standard of care, proactive management, and strong positive experiences for residents and families.

## 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 walkaround of the service demonstrated a well maintained environment that was in good repair throughout. The manager had shown clear awareness of ongoing improvement needs and had developed plans to enhance the environment further, including the replacement of carpets and other refurbishment work. The kitchen in Kintyre unit was identified as a key focus area, and the service had already secured an agreement for improvement works to begin in February 2026. This proactive planning reflected a strong commitment to maintaining high-quality standards.

During the visit, some pull cords were found to be too short for safe access, and one cord had snapped near the top. The manager was asked to carry out a full audit to ensure all cords were positioned at a suitable length reachable from the floor. The response from the manager indicated a willingness to act promptly to ensure compliance and safety.

Laundry operations were observed to be well structured, with clearly segregated clean and dirty areas. Laundry and domestic staff were knowledgeable and worked to an organised, consistent regime. Infection control measures were evident throughout the service, and sluice rooms were kept locked and operated appropriately, demonstrating good adherence to safe working practices.

In terms of maintenance, all required environmental certification was in place, ensuring that the service remained safe for residents, staff, and visitors. Maintenance records were up to date and demonstrated regular checks of key systems and equipment. This included monitoring water quality and maintaining hoisting and lifting equipment, ensuring that these remained safe and in good working order for residents' use.

Overall, the inspection highlighted a very good standard of environmental management. The service demonstrated strong leadership, effective systems, and a proactive approach to maintaining and improving the physical environment. This, combined with clear staff competence and well established routines, supported a safe and high quality setting for people living within the home.

## 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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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