

Clarkston House Care Home Service

57 Stamperland Hill
Clarkston
Glasgow
G76 8AJ

Telephone: 01416 333 030

Type of inspection:
Unannounced

Completed on:
5 March 2026

Service provided by:
Northcare (Scotland) Ltd

Service provider number:
SP2003002314

Service no:
CS2014333443

About the service

Clarkston House is a care home registered to support 50 older people. The provider is Northcare (Scotland) Limited.

The care home is a purpose-built four storey building. It is divided into two self-contained suites, each with a lounge, dining room and kitchen. All bedrooms have en-suite shower facilities.

The home has enclosed outdoor areas for people using the service, and is close to local shops, amenities and public transport.

There were 47 people using the service at the time of inspection.

About the inspection

This was an unannounced follow up inspection which took place on 05 March 2026 from 11:00 - 13:00. 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 three staff and management
- observed practice and daily life
- reviewed documents

Key messages

- The provider had reviewed their recruitment process.
- Management oversight of the recruitment process had improved.

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 good is our staff team?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our staff team?

4 - Good

We followed up on one requirement that related to this quality indicator. See section "What the service has done to meet any requirements we made at, or since the last inspection."

We were satisfied that sufficient progress had been made to meet the requirement.

In recognition of improvements made we have revised the evaluation of this quality indicator from adequate to good, as several strengths impacted positively on outcomes for people, and clearly outweighed areas for improvement.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 20 February 2026, the provider must ensure that all essential background checks are completed prior to people commencing work in line with legislation, guidance and the providers policy.

To do this the provider must:

- a) Ensure all background checks are appropriately requested.
- b) Ensure all responses are assessed as suitable when received.
- c) Ensure the management team consistently audit and verify all personnel files prior to staff being employed in supporting vulnerable people.
- d) Ensure the recruitment process in place adheres to all legislation and the providers own policy, when recruiting new staff.

This is to comply with Regulation 4(1)(a)(Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), and to the Disclosure Scotland Act 2020.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24).

This requirement was made on 8 January 2026.

Action taken on previous requirement

We viewed three staff files for recently recruited staff. All background checks were in place, and had been received prior to those staff commencing work.

The management team had strengthened their oversight of all staff files, ensuring full compliance with Safer Recruitment guidance from the Care Inspectorate and the Scottish Social Services Council (September 2023).

The provider had also implemented a new human resources system, which had a built-in safeguard, preventing staff from being added to the rota management system until the recruitment process was fully completed.

This meant people could be confident they had been supported by staff who were safely recruited. It also ensured there had been no gaps in the provider's safer recruitment process.

Met - within timescales

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 good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good

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