

Mugdock House Care Home Care Home Service

Stockiemuir Road
Bearsden
Glasgow
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Telephone: 01419 316 860

Type of inspection:
Unannounced

Completed on:
7 February 2026

Service provided by:
HC-One No. 1 Limited

Service provider number:
SP2016012770

Service no:
CS2016349833

About the service

Mugdock House provides a care home service. They are registered to provide a service to a maximum of 64 older people. Accommodation is over two floors. The Stockiemuir Suite on the ground floor mainly provides care for up to 32 people who live with dementia, whilst Craighdu Suite on the first floor provides care for up to 32 people who mainly require general nursing care. There are two lounges and a dining room in each suite along with a cinema, salon and private dining area for people to use. The service also has a landscaped garden with a patio area which includes a playground area for visiting children. Mugdock House is located in the residential community of Bearsden, just outside Glasgow. At the time of the inspection there were 61 people living there.

About the inspection

This was an unannounced inspection which took place on 6 and 7 February 2026 between 09:00 and 20:30. The inspection was carried out by two inspectors 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:

- Spent time in both units and gathered feedback from eight people experiencing care and spoke with 11 of their families that were visiting.
- We also obtained feedback via a pre-inspection questionnaire from 12 people experiencing care and eight families.
- Spoke with 18 staff and management, along with feedback via a pre-inspection questionnaire from eight staff.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from one visiting professional and via a pre-inspection questionnaire from four professionals.

Key messages

- Mugdock House supported experiences for people which were of exceedingly high quality and resulted in excellent outcomes.
- People experiencing care and their families were extremely happy with the care and support and spoke highly of staff at all levels.
- A wide range of activities and opportunities for meaningful connection were provided in the service and the local community.
- People benefitted from access to timely support from healthcare professionals, and a local GP who visited weekly.
- The service was led well by strong visible leaders who fostered a sense of inclusion.
- Staff were caring, kind and knowledgeable, and knew people extremely well.
- The environment was modern, well-maintained, homely and welcoming.
- Staff demonstrated use of the new electronic care planning system to a high standard.
- Documentation was clear, effective and person-centred. Risks were well managed through proactive, enabling care and support that resulted in positive outcomes.

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?	6 - Excellent
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?

6 - Excellent

We found sector leading strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as excellent.

People benefitted from care and support that was demonstrated with warmth, kindness and compassion. The service excelled at helping people maintain relationships with those who mattered most to them. People felt really welcome and enjoyed opportunities to spend time with their families and friends. This included the use of a private dining facility which could be used to entertain guests. One relative told us, "I just think we are really happy with the care and have built positive relationships with everyone," whilst another explained, "it's very welcoming for visitors, staff are very friendly and I don't feel in the way. We can visit privately which is important."

People experiencing care and their families spoke about the tremendous care and support they received. One person told us, "It's exceptional. This team is outstanding. From the kitchen staff, to front desk, to nurses, they are like family to us. The attention to detail, the care, communication, the activities co-ordinators. They make it really special for birthdays and special events, we come in for the dining, they go above and beyond." Many other comments echoed the same themes.

The home had a genuinely warm and welcoming feel, with the service's core values and purpose evident in the behaviours and attitudes of staff at every level. People had strong, relationships with the staff team who knew them extremely well. Interactions showed genuine care and respect for people's choices and wishes. These positive connections helped create an environment where people felt confident, comfortable and emotionally supported which enhanced their wellbeing.

The service had transitioned to a new electronic care planning system called 'Nourish'. Personal plans meaningfully reflected each person's identity and sense of personhood. This supported staff to deliver person-centred care that was in line with people's choices and wishes. The presence of clear, person-centred information, which was reviewed regularly, meant staff could respond to changing needs in a timely and informed way, leading to consistent and personalised outcomes. Throughout the day, staff had many opportunities to record people's wellbeing, activity engagement and day-to-day support. This helped to build a rich picture of each person's experiences. This continuous, reflective documentation ensured that the care provided not only met needs but actively promoted wellbeing, independence and positive daily outcomes.

Staff valued the involvement of families and legal representatives. One relative said, "I am always involved in the regular reviews and listened to," while another reassuringly said, "I know that I will be immediately informed of any change or concern." Family inclusion was well documented throughout daily notes and when important events happened.

People benefitted from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals. One visiting professional told us, "Management are visible and involved in resident care. They have a good understanding of residents who are unwell and are able to handover coming into care home as a professional to visit".

People enjoyed a nutritious, varied and appealing diet, with the flexibility to choose from a wide selection of meals, snacks and drinks at any time of day or night. Options such as the Light Bites and alternative menus

ensured everyone could find something that suited their tastes and needs. Modified and specialised diet were well catered for and supported choice. We heard many examples where staff had considered individual preferences which had resulted in positive outcomes for people which enhanced their health and wellbeing.

The management team maintained strong clinical oversight of nutritional care and other key areas such as falls, wound care and other risks. Through regular internal audits, this helped them monitor standards which gave assurance that any actions would be identified and managed.

The wellbeing team invested time in truly understanding each person's interests and preferences, enabling them to create experiences that felt meaningful and individual. An active 'Resident's Committee' played an important part in planning and gathering people's preferences. People enjoyed a wide range of outings; such as visits to museums, local fish restaurants and meals out, ballet, theatre performances and many more. Within the home, a varied programme of activities was available every day, offering both mental and physical stimulation that contributed positively to people's overall wellbeing.

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.

People benefitted from a comfortable and inviting environment where people could enjoy opportunities for meaningful connection. They were supported by staff to choose where to spend their day. Each suite had two lounges, one tended to be very busy with lots of activities, while the other was quieter and more contemplative. This meant people could join in, or not with what was going on.

The environment was well presented, clean and tidy with no evidence of intrusive smells. The home was tastefully decorated, extremely welcoming and homely. The environment was spacious and benefitted from plenty of natural light, helping create a bright and comfortable setting for people. Some areas of corridor lighting created shadows which unless addressed could contribute to poorer experiences for people living with a cognitive impairment. The manager took steps to address this during the inspection. This would ensure people could be supported to move around safely and confidently, especially for those who may have changes to visual perception which could lead to falls.

Regular, planned maintenance checks of the environment and equipment meant people could live in a setting that felt safe, secure and was well maintained. People were supported to make their bedrooms their own, by adding personal items such as photos and ornaments, which helped create familiar, comforting spaces that enhanced their sense of identity and belonging.

Staff were knowledgeable of environmental cleaning schedules and understood their specific responsibilities. Some bedroom occasional tables should be replaced as surface edges prevented effective cleaning.

The enclosed garden offered people a safe and accessible outdoor space that could be used in all weathers, giving them regular opportunities for fresh air, movement and sensory stimulation. The walking circuit encouraged gentle physical activity, which helped promote mobility, balance and overall physical health. The presence of children's play equipment created opportunities for connection and intergenerational interaction, which many people enjoyed. Together, these features supported people's emotional wellbeing, reduced stress and enhanced their sense of independence and quality of life.

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 well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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