

Cartvale Care Home Care Home Service

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Cathcart
Glasgow
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Telephone: 01416 370 577

Type of inspection:
Unannounced

Completed on:
5 February 2026

Service provided by:
Cartvale Care LLP

Service provider number:
SP2004007156

Service no:
CS2004086243

About the service

Cartvale Care Home is situated in the Cathcart area of Glasgow and is operated by Cartvale Care LLP.

The service is located on a main bus route and is close to a range of local amenities including, local shops. The home can accommodate up to 30 older people and one additional named person. There were 26 people residing in the service at the time of the inspection. Those living in the service had access to two lounge areas, a dining room and a central courtyard garden. People were encouraged to personalise their own rooms.

About the inspection

This was an unannounced inspection which took place on 3,4,5 February 2026 between 09:30 and 20:45. 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 seven people using the service and five of their family
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced kind, compassionate care from staff, and families consistently reported positive relationships.
- The service showed improvement in process that supported management oversight.
- People experienced a homely, welcoming environment with well presented bedrooms.
- Some environmental improvements were needed, including managing corridor clutter and maintaining cleanliness outside domestic hours.

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? | 4 - Good |
| How good is our setting? | 4 - Good |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Feedback from people experiencing care and their families was consistently positive. They spoke highly of staff, describing them as kind, caring, and empathetic. This contributed to positive relationships and a warm, supportive atmosphere within the home.

Some people commented that staff did not always have sufficient time to spend with them or to respond to call bells promptly. Given the high level of support needs within the home, including many residents requiring two to one support, there were times when waiting was unavoidable. However, a review of staff deployment at key times of day may have helped reduce delays. Supporting people to access the toilet promptly is important for comfort, dignity, and health.

Medication management was well organised with individual pods in bedrooms to ensure each person's medication was stored safely. Electronic medication recording systems were in place, reducing the risk of missed medication or errors. There were robust processes for checking that prescriptions were ordered in time, and controlled medications were securely and appropriately managed.

People's dietary needs were being met effectively, including allergies and textured diets. Homemade soup and baking were available daily, and snacks and drinks could be accessed at any time. During the visit, people were observed being regularly offered tea and coffee. This ensured that people's dietary needs were met.

Referrals to external health professionals such as GPs, Occupational Therapists, and Community Psychiatric Nurses were made appropriately. Staff worked well with visiting professionals to ensure care was informed by up to date clinical advice.

The home benefited from regular visitors, and the location made it easy for people to access the wider community with support from family. This helped people maintain relationships and a sense of connection to the community.

Activities took place most days and appeared to be well attended. They were based largely on people's interests. Staff were observed supporting individuals to participate. There were a range of outings organised for people who had requested to visit places.

Staff were seen interacting warmly with residents and demonstrating good knowledge of individuals' histories and preferences. This contributed positively to wellbeing and social contact.

Care plans were, for the most part, person centred and reflected people's needs and preferences. Some sections showed inconsistencies in writing style, suggesting that certain text may have been copied from other sources. There were plans to increase the auditing of care plans to ensure they were well written and up to date. This should ensure that there is more consistency in the quality of plans.

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The home provided a homely and welcoming environment that supported people to choose where they wished to spend their time. Bedrooms were bright, clean, and personalised, often decorated by the person or their family, contributing to comfort and a sense of identity.

Although the environment was generally pleasant, some areas of the home were a little shabby, and the service's environmental improvement plan was expected to address these issues.

Cleanliness was good during core hours when the domestic team were present. However, during the later evening and early morning, some areas required additional attention. It is recognised that some mess is inevitable in dining or bathroom areas, particularly when domestic cover is not available. However, cleaning up of spills and food should be carried out when needed. This would ensure the home is clean and reduce risks of slips and falls.

The home was well laid out in a way that supported people to walk with purpose and move around safely. Separate lounges created a choice of quieter or busier areas, enabling people to select environments that suited their needs and preferred activities. The courtyard provided a safe and enclosed outdoor space, offering the opportunity for people to spend time outside in good weather. Some areas were cluttered with moving and assisting equipment. The placement of equipment should be reviewed, although it is acknowledged that storage solutions may be limited. An area for improvement will be made to ensure the environmental audit incorporates the Kings Fund dementia-friendly environment tool as part of its assessment process. (See area for improvement one)

Areas for improvement

1. The provider should ensure that the planned environmental audit includes the King's Fund tool to audit how dementia friendly the environment is. This will support the service to plan improvements to the environment that will enhance the experiences of people living in the home.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.22).

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

The service should ensure that staff record quantities of snacks eaten and detail if people enjoyed their food. This will provide evidence to ensure that meals offered represent people's likes and dislikes. This is of particular relevance when people are unable to express their preferences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

This area for improvement was made on 10 December 2024.

Action taken since then

In the plans sampled during the inspection there was a clear improvement to recording of people's food and fluids.

This 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.

Detailed evaluations

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| How well do we support people's wellbeing? | 4 - Good |
| 1.3 People's health and wellbeing benefits from their care and support | 4 - Good |
| How good is our setting? | 4 - Good |
| 4.1 People experience high quality facilities | 4 - Good |

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