

Northwood House Care Home Care Home Service

114 Sinclair Street
Helensburgh
G84 9QF

Telephone: 01436 676 300

Type of inspection:
Unannounced

Completed on:
19 February 2026

Service provided by:
Third Life Care Limited

Service provider number:
SP2003000159

Service no:
CS2003000436

About the service

Northwood House Care Home provides 24-hour care for older people. There is access to daily nursing care for up to 20 older people. The provider is Third Life Care Limited.

The care home is a large detached villa with added extensions and is located in a residential area of Helensburgh. There is limited parking in the grounds of the care home.

There were 18 people living there at the time of the inspection.

About the inspection

This was an unannounced follow up inspection which took place on 19 February 2026 between the hours of 9:30 and 14:45. 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:

- two people using the service
- spoke with three staff and management
- reviewed documents.

Key messages

- We followed up on one requirement and one area for improvement made at a previous inspection. The requirement was met.
- A long term environmental improvement plan had been developed for the home.
- On our visit there was ongoing building work taking place in the building.

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 setting?	4 - Good
--------------------------	----------

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

How good is our setting?

4 - Good

The service had made significant improvements in the setting to meet the requirement made at the previous inspection. We have therefore re-evaluated this key question from adequate to good.

The provider had already made some improvements in the service and other improvements were included in the new environmental plan that were currently taking place.

We saw that some redecoration had taken place throughout the home as well as some of the ensuite downstairs bedrooms. Rooms were bright and attractive, had new wet wall in the bathroom area and had new flooring in place. Bedroom doors had also been replaced with attractive fire doors.

The cleanliness of the home had improved to meet Infection Protection and Control standards. The laundry area in particular had been redecorated with easy clean materials and all non laundry related items had been removed. The kitchen/dining area was clean and was on the planned timescale for improvements to take place. This included new kitchen flooring, replacement and repair of windows and overall redecoration.

People were aware and could see the improvements taking place throughout the home. This meant they would be living in a more comfortable and safer environment with good quality facilities.

Please see 'What the service has done to meet any requirements we made at or since the last inspection' for further details.

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

Requirements

Requirement 1

By 20 October 2025, the provider must ensure that a workable mid to long term plan is produced, in order to improve the quality of peoples living environment.

To do this the provider must:

- a) Carry out a full environmental audit of the service covering décor, furnishings and fittings, as well as the layout and structure of the building.
- b) Produce a separate environmental plan based on the results of the audit.
- c) Ensure that the manager, or other appropriate person, has good oversight of all environmental issues and works being carried out.
- d) Ensure that the cleanliness of the environment meets the standards stated in the national infection prevention and control manual for care homes.
- e) Arrange for the smaller improvements and repairs to be carried out quickly and/or in a timely manner.

This is in order to comply with: Regulation 10(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

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 5.24)

This requirement was made on 7 August 2025.

Action taken on previous requirement

An environmental plan had been produced that was done in consultation with the provider, the manager, residents and family members. When we spoke with the manager they took us through the planned improvements and it was clear to us that they had good oversight of all the works to be carried out.

There is a maintenance person employed by the home. Their hours of work have been increased since our last inspection, and this has ensured that any small improvements and repairs can be carried out quickly.

The smaller T V lounge in the service had been freshly decorated and had a more comfortable bright and tidy look to it. All unnecessary items had been removed from this room, such as a spare walking frame, old unused games and boards, and wheelchairs. Flooring had still to be replaced in the room, however due to the works going on it had been decided to replace all flooring (apart from bedrooms and bathrooms) once building works had been completed. This was a necessary action as otherwise any new flooring would be ruined.

The lounge was next door to the corridor where current building works were taking place. Bedrooms were in the process of being decorated, and several ensuite bathroom, had been replaced with up-to-date decor and new flooring. The rooms looked bright and fresh. Each bedroom door had been replaced with a new and attractive fire door.

When we spoke with the manager she assured us that there will be new furnishings purchased for the home, in particular modern and appropriate seating. This will improve the overall look of the home as well as ensuring comfort and safety for people.

There were still visible laundry trolleys that could be seen in the home, however they were covered over and had been placed discreetly. and safely. This meant there were no barriers to people walking throughout any of the spaces throughout the home.

The laundry area looked brighter and clean, and there were no longer old unused items lying around. Behind machines and other awkward spaces had been cleaned in line with Infection Prevention and Control practices. The manager told us that domestic staff now doubled up one day each week and carried out a deep clean throughout the service; this included areas such as the laundry and kitchen.

The kitchen dining area still needed the flooring to be replaced however it was clean and tidy. New flooring and other building repair works are still to take place in the kitchen/dining area and as such this will be done once works are completed.

The outside area of the home had also been included in the environmental plan. We saw that this included new large storage areas to be built, this will assist with the lack of space that is available inside the home. Garden and courtyard areas will undergo improvements, such as more accessible areas for growing plants, whether that be flowers or vegetables. This is an activity that many people living there enjoy doing and as such will benefit people's overall health and wellbeing.

Met - within timescales

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 ensure that people benefit from care by staff with the relevant knowledge, the provider should ensure that all additional training for individual staff is recorded on the service training plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I experience high quality care and support based on relevant evidence, guidance and best practice". (HSCS 4.11)

This area for improvement was made on 7 August 2025.

Action taken since then

All staff were required to complete a range of mandatory training which reflected their role in the organisation. This mandatory training had been recorded for all staff. Additional training had been undertaken, both via eLearning and face to face sessions. While there were trackers in place to keep track of staff training compliance the additional training had not yet been added in a set format. The manager had started the process asking staff to confirm what additional training they had undertaken and to bring certificates of completion to them. This would ensure that there were completed records for each staff member. However, this process had not been in place for long so all the information was not yet recorded.

This area for improvement was not 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

How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - 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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 iarrrtas.

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.