

Foxley House Care Home Care Home Service

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Mount Vernon
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Type of inspection:
Unannounced

Completed on:
3 March 2026

Service provided by:
Foxcare Ltd.

Service provider number:
SP2005007828

Service no:
CS2005108224

About the service

Foxley House care home is registered to provide a care service to a maximum of 23 older people, two of whom can be on respite care. The provider is Foxcare Ltd.

The home is situated in the Mount Vernon area of Glasgow. Accommodation is on three levels with lift access to the first floor and a chair lift to the second floor. There were 11 single bedrooms, six double bedrooms, 10 of which are ensuite. Communal facilities are situated throughout the home, four bathrooms, two shower rooms with toilet facilities and four toilets.

There are two lounges and a separate dining area that are well-situated on the ground floor with views overlooking the surrounding landscape. The home is pleasantly decorated and comfortably furnished. There is a small car park to the rear of the home and good access to public transport.

The service aims to provide older people with a quality service in a pleasant and comfortable environment which promotes and respects their rights, privacy, dignity, choice, safety and independence as adults. While providing care and support in a homely environment and on an individual basis according to agreed assessed needs.

About the inspection

This was an unannounced inspection which took place between 2 and 3 March 2026. The inspection was carried out by two inspectors from the Care Inspectorate. At the time of inspection there were 19 older people experiencing care within the home.

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 we:

- Spoke with nine people using the service and five of their family representatives.
- Spoke with five staff and management.
- Observed staff practice and daily life.
- Reviewed documents.
- Liaised with two visiting professionals.

Key messages

- People benefited from good quality support from a dedicated staff team familiar with their needs and preferences.
- People receiving care and support and their families were very satisfied with the service.
- People living in the care home enjoyed a wide range of meaningful activities.
- Improvements were needed to ensure personal plans and daily documentation consistently reflected current support needs.
- The home had a warm and welcoming atmosphere, with comfortable communal spaces.

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?	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.

People's health and wellbeing benefited from the care and support. We observed a dedicated and compassionate staff team who demonstrated genuine care for the people they supported. People told us, "Staff are great" and "they are wonderful". Staff understood individuals' communication needs and responded appropriately. This meant people could be confident they were supported by staff who knew them well.

Feedback from families indicated high levels of satisfaction with the quality of care provided. Families told us the service made a positive difference to their relatives' lives. One family member said, "We are delighted with the care that is given." This showed families had confidence in the service.

Staff worked effectively with external professionals, who also provided positive feedback. One professional shared, "Communication is very good and they always get in touch for appropriate advice". This demonstrated a collaborative approach that supported people's wellbeing.

Medication was managed safely, with appropriate systems in place to ensure people received their medication at the correct times.

Meaningful activity was promoted, which supported people's overall wellbeing. The service had recently appointed an activity coordinator to enhance the range of experiences available, including dance sessions, themed events, community outings, arts and crafts, and planned activities involving families. People told us, "I like the going out in the fresh air" and "I like the activities". This indicated positive outcomes for people.

Mealtimes offered a valuable opportunity for social interaction, allowing people to dine together in a welcoming environment. People expressed satisfaction with their mealtime experiences, noting the quality of food and drink provided. Individuals were able to choose alternatives when preferred, ensuring their dietary needs and preferences were respected and promoting choice. One person commented, "The food is the best here". Where support was required to eat or drink, staff delivered assistance in a respectful, compassionate, and prompt manner, enabling people to receive help at a pace suited to their needs. Staff demonstrated awareness of the use of monitoring charts for individuals at risk of inadequate nutrition or hydration. However, the consistency and detail of documentation varied. The management team recognised this as an area for further development and welcomed suggestions made during the inspection. (See area for improvement 1).

People should expect staff to have the necessary information needed to support their health, safety, and personal wishes. Personal plans were in place to guide staff and reduce risks; however, the quality and consistency of information within plans and daily recordings varied. Improvements were needed to ensure documentation consistently reflected people's needs and supports positive outcomes. The service was in the process of introducing an electronic personal planning system, and the manager recognised the ongoing need for improvements. (See area for improvement 1).

Areas for improvement

1. The service should improve the quality, detail and consistency of personal plans, monitoring charts and daily recordings to ensure they accurately reflect each person's current needs, wishes, risks and required interventions.

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

"My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

How good is our setting?

4 - Good

We evaluated this key question as good, as several strengths had a positive impact on outcomes for people and clearly outweighed areas for improvement.

People experienced care in an environment that was safe, clean, and well maintained. The home had a warm and welcoming atmosphere. People benefited from a choice of communal areas, including two well furnished sitting rooms, a dining area, and accessible outdoor space. The newly carpeted communal lounge created a comfortable area for social interaction. People were observed engaging positively with one another.

Bedrooms were comfortable and personalised, helping people to feel at home. One person told us, "I really like my room". Three bedrooms were twin rooms for individuals who had chosen to share, and we were assured that those living in shared accommodation were satisfied with this arrangement. Privacy screens were in place, helping to maintain dignity and respect. A range of bathing and showering facilities were available, offering people choice. The provider was progressing an environmental improvement plan, including the refurbishment of bedrooms. People and their families were consulted about planned and ongoing improvements to ensure the environment reflected their preferences. The management team demonstrated a clear commitment to continuous development of the care home environment.

The outdoor area, enhanced with new furniture, offered pleasant opportunities for fresh air and socialising. Families spoke positively about the environment, with one person describing it as "it feels like home", which contributed to a sense of belonging.

Quality audits of the environment were completed and used to inform improvement planning. Staff were knowledgeable about cleaning schedules and clear about their responsibilities. Housekeeping and cleaning staff described their routines confidently, providing assurance that cleanliness was being consistently maintained. While standards of cleanliness were good, we identified a small number of areas requiring improvement; however, the manager responded positively and provided assurance that these would be addressed.

The service was supported by maintenance personnel, and records showed that regular checks of equipment were carried out in line with guidance and best practice, including external checks. These systems contributed to keeping people safe.

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

1. The service should ensure that important health appointments are discussed with families and Power of Attorneys before a decision is taken to cancel them. Records should be taken of any discussions relating to health appointments.

This is in order to comply with: Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

This area for improvement was made on 23 June 2025.

Action taken since then

Feedback from families and professionals indicated satisfaction with the communication provided by the staff team at Foxely care home. Families reported that they were consistently kept informed regarding any changes to health appointments.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

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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