

# David Walker Gardens Care Home Service

12 McCallum Avenue  
Rutherglen  
Glasgow  
G73 3AL

Telephone: 01416 474 781

**Type of inspection:**  
Unannounced

**Completed on:**  
11 March 2026

**Service provided by:**  
South Lanarkshire Council

**Service provider number:**  
SP2003003481

**Service no:**  
CS2003001340

## About the service

David Walker Gardens is owned and managed by South Lanarkshire Council. The service offers residential care and support to a maximum of 50 older people, of whom a maximum of four places will be for those 50 years and above.

The home is situated in a residential area of Rutherglen, South Lanarkshire and has easy access to local amenities and public transport links.

The home is purpose built with parking facilities for visitors at the front of the service leading into the main entrance. The interior provides six separate units housed over three floors with two passenger lifts providing access to each floor. Each room offers spacious, apartment style living with all areas of the building furnished and maintained to a very high standard. There are also communal lounges and dining areas in each unit as well as a hair salon, beauty therapy room, cinema, café and a large, spacious communal dining room.

There is an enclosed, well maintained garden area with a pond and seating areas for people to use.

There were 40 people living in the service at the time of this inspection visit.

## About the inspection

This was an unannounced inspection which took place on 9 and 11 March 2026 between 07:00 and 19:30. 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 eight of their family and friends
- Received feedback via questionnaire responses from seven supported people and 15 of their relatives
- Spoke with 16 staff and management, along with feedback via a pre-inspection questionnaire from 20 staff
- Observed practice and daily life
- Reviewed documents
- Spoke with four visiting professionals and
- Obtained feedback via a pre-inspection questionnaire from 14 professionals and visitors to the home.

**Key messages**

- People experienced consistently warm, compassionate and highly person centred support, which promoted a strong sense of safety, dignity and belonging.
- Staff were very skilled at developing trusting relationships, enabling people to feel valued, understood and emotionally secure.
- Meaningful connection and engagement were embedded across the service, with a wide range of purposeful activities that enhanced wellbeing, confidence and social participation.
- New approaches such as the use of digital technology "Chatta TV", significantly strengthened people's involvement and relationships, including with family living at a distance.
- People experiencing stress and distress received calm, respectful and confident support, leading to positive outcomes and reduced distress.
- People lived in a bright, spacious and very well maintained environment, which had a significant positive impact on their comfort, wellbeing and sense of pride in their home.
- Communal areas were thoughtfully planned and supported a strong sense of community, offering a wide range of purposeful spaces that encouraged social interaction, connection and belonging.
- The home's positive engagement with the wider community enhanced people's experiences, including meaningful intergenerational contact that improved social connection and enjoyment.

**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?	5 - Very Good
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?

## 5 - Very Good

We evaluated this key indicator as very good, as several important strengths had a significant positive impact on people's health, wellbeing, and quality of life and clearly outweighed areas for improvement.

People consistently experienced warmth, compassion and highly person centred support, which contributed to a strong sense of safety, security, and belonging. Feedback we received indicated people were very happy with the care they received, felt listened to, and were supported in ways that upheld their dignity. This was reflected in comments such as "The staff made me feel welcome and took very good care of me... wish I was back under their care" Another person said, "Every [staff member] caring at all times - they bend over backwards to help everyone."

Staff knew people well and were skilled at developing trusting and meaningful relationships. Observations showed staff took time with people, interacted calmly, and responded with genuine compassionate care. This supported very positive outcomes, reducing distress and enabling people to feel valued and understood. Visiting professionals consistently praised the quality of care, one noting that staff were "uniquely attentive... often going out of their way to ensure people feel part of David Walker Gardens." These strong relationships promoted emotional wellbeing and stability.

People benefited from a rich variety of meaningful activities designed to enhance wellbeing, independence and quality of life. There was a strong focus on meaningful connection and engagement in the home, with all staff being responsible for promoting opportunities for activities, relationships and friendships. Opportunities included group events, 1:1 sessions, sensory experiences such as massage, household tasks, and trips into the community. A relative told us, "Staff provided my parents with wonderful care and respected their need to maintain their independence as much as possible". Another person told us, "Staff encourage me out and about downstairs to socialise," which helped maintain confidence, engagement, and social connection. We observed friends meeting up from different parts of the home to socialise and people told us they had formed positive friendships since moving to David Walker Gardens.

The use of Chatta TV, a digital programme to allow video calling and messaging via people's televisions further strengthened involvement and connections. We heard of very positive outcomes, where people were able to remain connected with family who lived abroad in a simple way that met their individual needs. One person commented that "messages come up on my TV and ask me things too. My son phones me and I can see him on the TV." These approaches contributed to people maintaining connections, relationships, and a sense of belonging.

People's health needs were monitored effectively, with clear clinical oversight, regular multidisciplinary involvement, and timely referrals when needs changed. Staff had a very good understanding of an enabling approach and effectively supported people to maximise their independence in daily living. Relatives told us their family members had "thrived," with one stating, "My mum has been looked after really well... it's just like her own home." We observed people taking part in daily tasks such as preparing breakfast and folding laundry, and saw people encouraged to take part in maintaining their apartments through housework such as hoovering. This contributed to sustained wellbeing, life skills, and improved quality of life.

People experiencing stress and distress benefited from skilled, calm and respectful support from respectful and attentive staff. Staff paused other tasks to prioritise people's needs, showing unconditional positive regard. A visitor commented on this, noting that despite people presenting with agitation, staff "always

strived to ensure her safety and wellbeing." This demonstrated staff confidence and competence in de-escalation and relational approaches.

End of life care was commented on by families as "phenomenal, I can't thank them enough" and highly compassionate. Sensitive communication, a thoughtful approach and inclusive decision making ensured people and their loved ones felt supported at every stage of life.

The home was in the process of transitioning to an electronic personal planning system. Care plans were in place where people had an identified health or care need, and people were involved in reviewing and developing these. Personal plans captured "what makes me, me", with very good detail of what was important to people. We saw staff giving care and attention to ensure people were dressed and presented in ways that maintained their dignity and values as individuals. For example, tongs ladies hair, supporting people to dress in their costume jewellery or makeup that meant a lot to them.

Overall, the strong culture of compassion, meaningful connection, and proactive health monitoring ensured people experienced very good outcomes in their health and wellbeing.

## How good is our setting?

### 5 - Very Good

We evaluated this key question as very good, as several important strengths had a significant positive impact on people's experiences and clearly outweighed areas for improvement.

People lived in a bright, spacious, and a very well maintained environment that supported their wellbeing. The atmosphere throughout the building was warm, welcoming and homely, and people consistently described feeling comfortable and proud of where they lived. One person told us "My room is beautiful. I love my patio in the summer... I have my room decorated the way I like it". Another said, "Beautiful place - I feel lucky to be here." These views reflected what we observed in the environment.

People lived in self-contained apartments which were well designed, offered generous space, and were personalised in ways that clearly mattered to them. People chose to show us their rooms, expressing genuine satisfaction with the comfort and layout.

Communal areas were thoughtfully designed and contributed to a strong sense of community. There was a bright, spacious foyer termed "the Street" area which created an inviting hub where people regularly mixed freely, and we saw frequent positive interactions between residents from different floors. A wide range of purposeful spaces was available, including the public café, cinema, lounges, quiet areas and reminiscence spaces. The café was used particularly well by people, families and the wider community, promoting meaningful social connections. People told us they valued the opportunity to interact with neighbours, day services and visiting groups.

The home had taken positive action by supporting a local community group to use one of its communal rooms to host support sessions for mothers and babies. This created a genuine sense of community integration, enabling residents to mix naturally with parents, infants and members of the wider community who visited David Walker Gardens. We saw that this meaningful intergenerational contact contributed to very good outcomes, including increased social connection, enjoyment and a strengthened feeling of belonging. This approach demonstrated how the home's environment had the potential to be used as a vibrant community hub. We look forward to seeing how the service continues to build on these positive links and further enhance its role as a valued and connected part of the local community.

A visiting professional described the environment as being "right up there or beyond high-end luxury homes... exceptional cleanliness, ambience and room quality". This echoed our observations that the standard of furniture, soft furnishings and décor throughout was consistently high and supported people to experience high quality facilities.

Systems to maintain a safe environment were robust and well organised. Regular environmental walk arounds, checks and audits, such as mattress audits and environmental safety reviews, were completed effectively. Repairs were carried out promptly and storage was appropriate throughout the home. Staff champion roles were in place to support environmental standards and maintaining high quality safe facilities.

There were opportunities for continued improvement, including planned reviews of the use of less frequented spaces such as the sensory room and library to ensure these continue to reflect people's changing needs. The service would also benefit from using structured self evaluation tools, such as the King's Fund environment tool, to capture progress and involve people further in shaping the environment.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

Detailed evaluations

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

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
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