

Lindsayfield Lodge Care Home Service

Rosaburn Avenue
East Kilbride
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Type of inspection:
Unannounced

Completed on:
12 March 2026

Service provided by:
Northcare (Scotland) Ltd

Service provider number:
SP2003002314

Service no:
CS2003050656

About the service

Lindsayfield Lodge is a care home for older people operated by Northcare (Scotland) Ltd. The service is registered to provide care for up to 92 people.

The home is purpose built and located in a residential area in East Kilbride. Accommodation is arranged across four units over two floors, with 23 bedrooms in each unit. All bedrooms have en-suite facilities and most open directly onto shared lounge and dining areas.

The layout of the home supports people to spend time together while also having access to quieter spaces. Communal lounges and dining areas are available within each unit, allowing people to socialise, relax and take part in activities close to their bedrooms.

People living in the home also have access to outdoor areas including enclosed garden space and balconies on both floors. These areas provide opportunities for fresh air, relaxation and outdoor activities.

At the time of our inspection there were 87 people living in the home.

About the inspection

This was an unannounced inspection which took place on 10, 11 and 12 March 2026 between the hours of 09:00 and 18:00.

The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, notifications submitted by the service and other intelligence gathered since the last inspection.

During the inspection we:

- spoke with 13 people living in the home
- spoke with 13 relatives
- spoke with 21 staff, including managers, nurses, senior carers, care staff, domestic staff, kitchen staff and hospitality staff
- observed practice and daily life across all four units
- reviewed care plans, health monitoring records and quality assurance documentation

Key messages

- People experienced kind, respectful care from staff who knew them well and understood what mattered to them.
- Relatives told us they were happy with the care their loved ones received and valued good communication and involvement in care decisions.
- People's health and wellbeing were supported through regular monitoring, timely involvement of health professionals and attention to nutrition and daily routines.
- Daily life included opportunities for activities, social interaction and meaningful connection, helping people stay engaged and enjoy their day.
- The environment was welcoming, comfortable and well maintained, supporting people to feel at home and move around safely and with confidence.
- Strong leadership and effective oversight supported staff to deliver consistent, person-centred care and contributed to positive outcomes for people.
- The provider continued to invest in the home and had plans to further improve the environment through refurbishment and development work.

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 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.

Warm and respectful relationships helped people feel comfortable and at ease in the home. Interactions we observed were relaxed and natural, with time taken to listen, have conversations and respond to what mattered to each person. This supported people to feel valued and included. One person told us staff were "nice and friendly", while relatives spoke positively about the kindness shown to their loved ones.

Care and support reflected people's identity, preferences and life experiences. One relative described how their family member, who lives with dementia, sometimes believed they were part of the staff team. Rather than correcting them, staff responded in a way that helped the person feel included and reassured. This reduced anxiety and gave the person a sense of purpose in their day.

The same relative shared that since moving into the home it felt like they had "got their dad back in some ways". This demonstrated how thoughtful, person-centred support and a focus on meaningful connection can help people feel more like themselves, maintain their identity and enjoy their day-to-day life.

Daily life in the home offered a range of opportunities for people to stay active and connected. Activities included exercise sessions, music, quizzes, arts and reminiscence. These supported social interaction and meaningful engagement, helping people maintain relationships and shared experiences. Regular meetings and feedback systems gave people a say in activities, menus and aspects of daily life, allowing them to influence how the home is run.

Good support at mealtimes helped people enjoy food and maintain their health. Meals were freshly prepared each day and people were offered choice and alternatives. The atmosphere during mealtimes was calm and sociable, with support provided in a patient and respectful way. A designated hospitality team supported the dining experience, allowing care staff to focus on providing the right level of support to people who needed it. This meant people received attentive, unhurried support and could enjoy their meals in a relaxed and dignified way. One person told us, "I don't think I have ever eaten better than here".

Medication was managed safely and in line with best practice. Staff responsible for administering medication were knowledgeable and followed clear procedures, with records showing no gaps or discrepancies. Medicines were stored securely and protocols for 'as required' medication were detailed, including guidance on when to administer and the impact. Staff took time to explain what they were doing and supported people in a calm and respectful way. This helped ensure people received their medication safely and in a way that met their needs.

Ongoing monitoring helped identify changes in people's health at an early stage. Electronic care planning systems supported staff to record information as care was delivered and track areas such as weight, skin condition, mobility and continence. When changes were identified, appropriate action was taken, including referrals to health professionals. This helped ensure people received timely support to meet their changing needs.

Information about incidents, including falls, was reviewed to identify patterns and reduce risk. This supported staff to spot patterns and respond early, helping people remain as safe and independent as

possible.

Anticipatory care planning and end of life discussions were approached with sensitivity and respect. Records showed that plans were in place where appropriate and reviewed regularly, helping ensure people's wishes and preferences were understood. Relatives spoke positively about how staff managed these conversations, describing a compassionate and thoughtful approach. This helped families feel supported during difficult times and gave reassurance that care would reflect what matters most to people.

Relatives told us, "we feel our relative is well looked after" and spoke positively about communication and involvement in care decisions. Families also described seeing positive changes in their relatives' wellbeing after moving into the home, showing how care and support helped people maintain their health, dignity and quality of life.

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.

The home presented as warm and welcoming, creating a positive first impression for people and visitors. Hospitality staff were available in the reception area during the day to greet visitors and offer assistance, helping people and families feel reassured when arriving. Communal areas across the home were spacious and comfortable, providing inviting spaces where people could relax, meet others and take part in activities.

Bedrooms we visited were well sized and personalised in line with people's preferences. Many contained photographs, ornaments and meaningful items that reflected people's lives and interests. Some people also had personal equipment such as televisions, music players or small fridges. This helped people feel at home and maintain their identity within the environment.

Communal spaces supported both social interaction and quieter time. Comfortable seating areas encouraged people to spend time together, while the layout of the suites allowed people who preferred to walk about the home to do so safely. One relative told us, "my dad has dementia and likes to walk around a lot, and the building suits him." This showed how the design of the home supported people to move around freely and with confidence.

People also benefited from access to outdoor areas. Balconies on both floors provided opportunities for fresh air, while the enclosed garden offered a secure space to spend time outside. The garden also provided opportunities for activities such as gardening, supporting wellbeing and a sense of purpose.

Facilities within the home enhanced people's everyday experiences. The hairdressing salon was in use during our visit and people spoke positively about being able to have their hair styled. Relatives also valued the availability of a private room for family celebrations or special occasions, helping people stay connected with those important to them.

The home was clean and well maintained. Housekeeping staff demonstrated good knowledge of infection prevention and control practices and cleaning schedules were in place for bedrooms and communal areas. Equipment such as mattresses, lifts and bedding were in good condition and monitored regularly. One relative told us the environment is "always clean", reflecting consistent standards across the home.

Maintenance systems supported the upkeep of the building. Repairs were reported through a clear process

and records showed that issues were addressed promptly. Environmental checks were completed regularly, helping to ensure the environment remained safe and well maintained.

During the inspection we noted that some carpets showed signs of wear. We were reassured that the provider had already identified this and included it within their improvement plan. Planned refurbishment works will help maintain the overall standard of the environment.

We also discussed opportunities to strengthen dementia-friendly design. Some signage and visual prompts were in place, however these were limited in parts of the home. Further development of orientation cues, such as more personalised signage or themed areas, could help people recognise spaces more easily and move around with greater confidence.

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 the safety of the building for all users the provider should ensure all cupboards and spaces used by staff are included in the monthly environmental audit. This includes areas to which outside contractors have access.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My environment is secure and safe.' (HSCS 5.19)

This area for improvement was made on 1 March 2024.

Action taken since then

Environmental audits had been extended to include all cupboards and staff-used spaces, including those accessed by external contractors. Records and observations confirmed that these areas were now routinely checked and secured, with improved oversight from management. This helped ensure the environment was safe and aligned with the Health and Social Care Standards.

This area for improvement has been met.

Previous area for improvement 2

To ensure staff have the skills to meet people's needs the provider should review staff training information on a regular basis. Adjustments to the training calendar should be made to support staff engagement with training which is relevant to their role and supports good outcomes for people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

This area for improvement was made on 1 March 2024.

Action taken since then

Training records showed full compliance across mandatory modules, including areas previously identified as gaps. The introduction of a structured training plan and learning platform supported improved oversight and engagement, helping ensure staff had the skills and knowledge required to meet people's needs.

This area for improvement 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

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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