

Croftbank House Care Home Service

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Uddingston
Glasgow
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Telephone: 01698 814 466

Type of inspection:
Unannounced

Completed on:
16 March 2026

Service provided by:
Renaissance Care (No 7) Limited

Service provider number:
SP2008009685

Service no:
CS2008172862

About the service

Croftbank House is registered to provide a care home service to a maximum of 68 older people. People's needs vary and may include dementia, physical disabilities, learning disabilities, sensory impairments and palliative care needs. In addition to this, the service was supporting one named individual under the age of 65 years. The provider is Renaissance Care (No 7) Limited.

The care home is a purpose built single-storey building set within the town of Uddingston, South Lanarkshire. There is easy access to local shops, services and transport links. The home is divided into three units with no restrictions between them. All 68 bedrooms have ensuite toilet facilities, and some bedrooms also have ensuite shower facilities. Residents have access to communal dining rooms, lounge areas, a hairdresser, café and a quieter, smaller lounge. There is a secure well-maintained garden and car parking facilities to the front of the building.

At the time of this inspection there were 64 people living at the home.

About the inspection

This was an unannounced inspection, which took place between 12 and 13 March 2026 between 07:30 and 18:45. 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, registration and complaints information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluation of the service we:

- spoke with 20 people using the service, and five of their friends and family members
- spoke with 14 staff and management
- received feedback from five visiting health professionals
- received 22 responses to feedback questionnaires from staff, relatives and professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced warm, respectful and compassionate support, and this had a significant positive impact on their wellbeing.
- People benefited from good nutrition and relaxed mealtime experiences, which contributed positively to their health and comfort.
- Personal plans were improving and often contained rich personal detail, but quality varied, and some plans lacked clear guidance for staff on managing stress and distress.
- Robust clinical governance ensured early identification of risks, learning from events and timely action to support safer, better outcomes for people.
- The environment was bright, homely and freshly refurbished, which had a significant positive impact on people's comfort and wellbeing.
- A variety of communal spaces, including the café and garden room, enhanced people's choice and quality of life, and people spoke positively about using these areas.

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.

People experienced warm, respectful and attentive care, and this had a clear, positive impact on their wellbeing. Relatives told us staff were "So helpful and respectful" and that loved ones were "Always immaculately presented," which mattered greatly to them. People described staff as "lovely" and appreciated seeing familiar faces, which supported trusting relationships and a strong sense of security. Staff interactions we observed were kind and compassionate and they knew people well, enabling them to respond in a personalised and reassuring way. These consistent relationships contributed to people feeling valued, comfortable and at home.

People's day-to-day health needs were well-supported. Staff were visible across the home and generally responded promptly to people's needs, including help with mobility, comfort and reassurance. Although, a few people told us they sometimes waited when using their buzzer, most feedback indicated staff were helpful, attentive and doing their best during busy periods. Oversight systems, including monitoring of buzzer response times, and the provider's own observation tools helped leaders identify where responsiveness could improve and supported ongoing, proactive adjustments to staffing. This will ensure people continue to experience very good outcomes.

People benefited from a safe and enabling environment. The home was calm and settled, and people were able to move freely, use communal spaces and spend time with friends. We observed positive social connections, such as residents meeting in the café and walking together, and staff encouraged these friendships. This contributed to emotional wellbeing and reduced isolation. The activities coordinators supported to plan and offer a range of opportunities that people enjoyed. However, meaningful activity relied heavily on activities staff, and opportunities were less consistent at weekends. The management team were aware of this, and action plans were in place to support all staff to contribute to planned activities, ensuring a whole-home approach to connection and engagement.

People's nutritional wellbeing was promoted well. Mealtimes were relaxed and sociable, with good staff presence and attractive meal presentation, including show plates to support people to make decisions in a way that suited their needs. People spoke positively about the food. In units with higher levels of need, staff worked hard to support several people who walked around or required one-to-one help. Leaders were present and supported the team, though consideration should be given for periods, such as weekends when management support is reduced.

Personal planning was improving and plans generally contained meaningful personal detail about people's histories, preferences and what mattered to them. Reviews took place regularly and included families and residents where appropriate. However, the quality of some personal plans and six-monthly reviews varied. Some contained generic information which risked obscuring important personalised guidance. Care plans for people who experienced stress and distress were in place, and we discussed ways these could be further strengthened to guide staff in supporting people with agitation or distress. Strengthening these plans will help staff consistently promote dignity, choice and emotional wellbeing.

Clinical governance processes were robust and comprehensive. Leaders had very good oversight of risk, incidents and changes in need, enabling timely action. For example, strengthened falls analysis and training supported safer outcomes for people. These systems helped ensure people's health and wellbeing needs were identified early and responded to effectively. We heard positive feedback from professionals, and families told us they were kept up to date with any changes to their loved ones. This supports confidence and trust that people are receiving care and support that meets their needs.

Overall, people benefited from warm relationships, meaningful support and a service that was committed to improving outcomes. Some refinements would further enhance consistency, but the strengths we found had a significant and positive impact on people's health and wellbeing.

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 environment had a strong, positive impact on people's comfort, wellbeing and sense of belonging. People and relatives told us the recent refurbishment had "Made a big difference," describing the home as fresher, brighter and more homely. The setting was clean, welcoming and thoughtfully designed, and people benefited from living in a space that felt modern, calm and uplifting. The single-level layout supported independence and freedom of movement, while clear walkways and uncluttered communal areas ensured people could move around safely and confidently. Bedrooms were personalised, supporting identity, orientation and emotional security.

The home provided a range of inviting spaces including the café and garden room, which people used for socialising, private events and daily enjoyment. People told us they were looking forward to using the garden in the summer. These spaces promoted connection, choice and meaningful experiences that contributed positively to wellbeing.

Maintenance and safety arrangements were robust and responsive. Daily checks were completed consistently, and systems for reporting and addressing environmental issues worked well. When a leak occurred during our visit, the response was prompt, and assurances were given regarding the repair timeline, helping maintain a safe and high-quality living environment. Statutory checks and equipment servicing were up to date, supported by strong management oversight.

Infection prevention and control measures were well-established, with effective cleaning schedules, mattress audits, accessible PPE stations and organised laundry processes. Staff and management demonstrated a positive culture of escalating and addressing environmental concerns, contributing to a setting that promoted people's safety, dignity and wellbeing.

We heard that housekeeping staff felt under pressure due to vacancies, and that recruitment was underway. Although we did not identify any concerns regarding the environment or cleanliness during our inspection, the management team will continue to monitor staffing levels for domestic staff to maintain a good quality environment for people living in the home.

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 environment promotes independence, the provider should review the use of directional signage for people living with dementia. This will support people to mobilise safely and independently throughout the home.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that: "I can independently access the parts of the premises I use, and the environment has been designed to promote this." (HSCS 5.11).

This area for improvement was made on 14 March 2025.

Action taken since then

Signage in the home had been reviewed and improved to support wayfinding for people living at Croftbank House. We observed a number of people walking independently around the home, and signage supported with orientation and freedom of movement. The management team had completed the 'King's Fund' best practice tool for people living with a cognitive impairment. We discussed where enhancements could be further made, via the use of colour and contrast. Although we did not identify any concerns during this inspection, we encouraged the provider to continue to monitor the impact of the environment on people living there, to ensure this continues to meet the needs of individuals in the home.

This area for improvement has been met.

Previous area for improvement 2

To ensure people experience care and support that is right for them, personal plans should remain accurate and up to date. Reviews should be undertaken as and when there is a change in people's circumstances, and within six months.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "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).

This area for improvement was made on 14 March 2025.

Action taken since then

Processes were in place to review all personal plans on a monthly basis, via updates and audits, with actions identified, discussed and delegated to support continual improvements. Formal six-monthly reviews were taking place with relatives and residents where appropriate. Ongoing work was taking place to improve the quality of information captured within personal plans, to ensure they remain up to date and relevant.

We encouraged the service to consider the use of advocacy services for people living in the home, to ensure their voices are being heard as part of the review process.

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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