

# Wyndford Locks Nursing Home Care Home Service

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Glasgow  
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**Type of inspection:**  
Unannounced

**Completed on:**  
11 March 2026

**Service provided by:**  
HC-One No. 1 Limited

**Service provider number:**  
SP2016012770

**Service no:**  
CS2016349825

## About the service

Wyndford Locks Nursing Home is registered to provide care and support for a maximum of 150 older people. The provider is HC One No.1 Limited.

The care home is purpose-built with single en-suite accommodation currently provided within three of the five units, referred to as communities. Each community provides nursing care, two are memory care communities supporting people with dementia and one supports people with physical health needs and/or frailty.

All accommodation is on ground level with access to an enclosed, well-maintained garden. The home was supporting 88 people at the time of this inspection.

The home is in the Maryhill area of Glasgow with local amenities and transport links nearby. Visitor parking is available within the grounds of the home.

## About the inspection

This was an unannounced inspection which took place on 10 and 11 March 2026 between 07.30 and 16.00 hours. The inspection was carried out by four inspectors 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 10 people using the service and seven of their relatives
- reviewed comments in a questionnaire completed by a relative
- spent time in the company of people less able to provide verbal feedback
- spent time observing activities
- spoke with 20 staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional

**Key messages**

- People experience compassionate care from staff who are attentive, respectful, and responsive to their individual needs.
- People experience positive health and wellbeing outcomes because staff understand their needs and provide care that is safe, effective, and person-centred.
- People have access to a variety of activities promoting opportunities for stimulation and social contact.
- Areas within the home would benefit from modernisation to enhance comfort and promote a more supportive, homely environment for people living there.

**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?	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?

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 benefited from interactions with staff that were natural, respectful, and delivered with sensitivity, contributing to them feeling valued and emotionally supported. Staff provided timely reassurance helping people feel safe, calm, and settled.

People presented as well cared for throughout the inspection, reflecting consistent attention to their personal appearance and dignity. Relatives confirmed this was their experience of support provided, which indicated sustained positive outcomes in day-to-day care. Relatives provided consistently positive feedback about the staff team and indicated that they felt confident that people were receiving safe and compassionate care. "Mum has thrived since moving into the home" and "the staff genuinely care about him and me" were comments made by relatives.

People experienced safe, consistent, and proactive healthcare support. Medication practices were well managed, with effective systems that ensured safe administration. Falls were managed effectively, with preventative measures implemented to reduce the risk of harm. Clear treatment plans and timely interventions promoted skin integrity and supported proactive and effective management of wounds where these had developed. Feedback from an external health professional indicated that people benefited from a clinically confident workforce who were able to respond appropriately to changing health needs.

Daily flash meetings, effective handovers, and the use of a clinical risk register supported clear communication and oversight of people's needs. These systems promoted continuity of care and ensured emerging risks were identified and responded to promptly, contributing to positive outcomes.

People benefited from a range of activities, and activity staff demonstrated enthusiasm and a strong commitment to meaningful engagement. As a result, people had regular opportunities for social connection, stimulation, and enjoyment throughout the day. The café and bar areas that had been developed within the home provided welcoming and comfortable spaces where people and their relatives could spend quality time together, supporting important connections and contributing positively to social wellbeing.

The mealtime experience was calm and well organised. Meals were visually appealing, and staff provided support at a pace suited to each person's needs. This approach enhanced people's overall dining experience. Food and fluid intake was being monitored where required, which ensured that any targets were being met and that nutritional needs were effectively supported.

Positive infection prevention control (IPC) practice was evident across the home, with access to personal protective equipment, visible IPC information and accessible hand-washing stations. The manager was receptive when we highlighted one area that could be improved further in line with best practice guidance.

**How good is our setting?****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 should experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment. The home was clean throughout, with no lingering intrusive odours noted. We found the home was well lit with a comfortable ambient temperature, which contributed to a calm, safe, and reassuring living environment and supported their overall comfort and wellbeing.

People benefited from ongoing redecoration, which enhanced the environment and created brighter, more welcoming spaces. At the time of this inspection plans for refurbishment were paused which meant areas that were dated, damaged or not aesthetically pleasing still needed attention. While relatives commented that the environment was 'tired', for them this was mitigated by the high standard of care delivered by staff. We appreciate that the installation of a new nurse call system will further delay plans for redecoration.

Future improvements should take into account the needs of people living with cognitive impairment and include better signage to help orientate people around the home.

Bedrooms contained personal effects that reflected people's interests and personalities, which supported familiarity and a sense of ownership. Communal spaces provided opportunities for people to congregate in smaller groups. Occasional seating areas were planned where this could be safely accommodated in corridors providing a destination point and choice of areas for people to spend time.

The café and bar areas which had been developed in one empty unit within the home provided comfortable social spaces where people and their relatives could spend quality time together. This afforded opportunities for engagement outside the living units and contributing positively to people's social wellbeing.

The grounds of the home were well maintained, creating a pleasant and welcoming outdoor environment and a positive first impression for visitors. Some people were observed enjoying unrestricted access to the garden, which supported their wellbeing and promoted their independence.

## 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 improve the meal experience for people who require a textured diet, the management team in partnership with the catering team should ensure that people have a choice of meal options and continue to explore ways to ensure food is appetising and presented well.

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

'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

**This area for improvement was made on 8 August 2024.**

#### Action taken since then

Meals for people requiring a textured diet were nicely presented, helping to ensure that people felt respected and encouraged to enjoy their meals. Whilst space constraints in the heated trolley limited the ability to keep multiple textured-diet options warm, resulting in only one meal choice being routinely offered, we were reassured that alternatives could be provided at short notice.

This area for improvement has been met.

#### Previous area for improvement 2

To ensure people experiencing care and their representatives are fully involved in decisions about their care and support, the care provider should ensure staff have an understanding of the arrangements in place to help people manage their affairs. This should include the roles and responsibilities of the power of attorney, guardianship orders and the situations where 'do not attempt cardiopulmonary resuscitation' (DNACPR) both do and don't apply. This should be achieved through appropriate training.

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

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

**This area for improvement was made on 8 August 2024.**

#### Action taken since then

Staff had received training on the role of Power of Attorney and Guardianship through an NHS resource and where these powers were in place for people; this was recorded in their personal plans. This training was also offered to relatives; however, there was no uptake at that time.

The Promoting Excellence Framework training that staff undertake also covers legal orders, to protect the rights of adults deemed as not having the capacity to make certain decisions. There was a designated champion within the staff team who was actively supporting colleagues to develop their knowledge and practice in this area.

Where it had been identified that cardiopulmonary resuscitation should not be attempted, this was clearly recorded in the person's personal plan, and the information was accessible to staff.

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](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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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