

# Birdston Care Home Service

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Telephone: 01417 763 355

**Type of inspection:**  
Unannounced

**Completed on:**  
20 March 2026

**Service provided by:**  
Pacific Care Limited

**Service provider number:**  
SP2003002346

**Service no:**  
CS2003010430

## About the service

Birdston is a care home for older people located within Milton of Campsie, East Dunbartonshire. It is close to public transport links, shops and community services. The home provides nursing care for up to 60 people including respite and there were 55 people living at the service at the time of this inspection.

Accommodation is on one level and provides single bedrooms with en-suite toilet facilities. There are a number of communal areas across the building which includes lounges, quiet rooms and various dining areas. There is access to a large, enclosed, well-maintained garden which provides outdoor space for people.

## About the inspection

This was an unannounced which took place on 17 - 20 March 2026 between 06:45 and 17:00. The inspection was carried out by two inspectors from the Care Inspectorate and an inspection volunteer assisted the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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 eight people using the service and seven of their family/friends
- spoke with 22 staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals
- reviewed responses from the pre-inspection questionnaires (17 from people using the service, 21 from their relatives, three from visiting professionals and five from staff).

## Key messages

People living in the care home and their families were very happy with the care and support.

People enjoyed the daily activities including visits to the local community.

The care home was very clean, comfortable and welcoming. The environment could be improved to make it easier for people to find their way around.

People had access to a varied and balanced diet and individual nutritional needs were well understood and met.

Quality assurance systems ensured that standards of good practice were adhered to consistently.

People were supported by staff who were respectful, kind and caring.

## 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.

During our inspection, we saw people experiencing care and support that was warm, kind and respectful. People could be assured their care was delivered by trained and competent staff. One family member said 'my relative is very well looked after and cared for with kindness and respect by the lovely staff' with another person saying they felt they were 'well looked after and the staff are great'.

The service created a warm and welcoming environment where family and friends were made to feel included and valued. One relative said 'the care home provides a happy, welcoming atmosphere and is inclusive in all aspects'. As a result the positive atmosphere made people feel involved and connected during visits to their loved one.

People living in Birdston and their families were happy with the care and support. One family member told us 'the care and support my relative receives is excellent' and someone described the care and support as 'first class'.

People's health and well-being benefited from full and thorough health assessments and screening that followed good practice and up to date guidance. Staff used this information well to create and regularly update care and support plans that were clear and based on people's needs and wishes. Although we found some inconsistencies in daily recordings, we were assured that management took immediate action to complete the necessary paperwork and improve the accuracy and quality of future records. In general, staff understood what support each person required, and people received care that was well-organised, consistent and suited to their current health and wellbeing needs. A visiting professional spoke very highly of the staff team and said the staff knew the residents well.

People had access to a variety of meals, snacks and drinks which supported their dietary needs and preferences. Staff took the appropriate action when they observed changes in people's eating and drinking, ensuring nutritional needs were continuously met. People could enjoy their meals in a relaxed atmosphere within their preferred dining room. This contributed positively to people's overall dining experience, health and wellbeing.

During our inspection, we saw a wide range of activities taking place both inside and out with the care home. The St Patrick's Day celebration created a lively atmosphere, with tasteful decorations and staff joining in by wearing green. On another day, children from a local nursery visited and people also enjoyed outings to local community groups and daily exercise sessions were held. People knew what activities were available each day and spoke positively about them. These opportunities supported people's wellbeing, helping to boost their mobility, confidence and social connection.

**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 care home was presented to a high standard with decoration and furnishings well thought out creating a relaxed, welcoming and homely environment. Quiet areas had been designed to create a nostalgic feel and offered a comfortable space for people to enjoy with their family and friends. People could choose to use private and communal areas and had the right to privacy when they wanted.

People benefitted from a warm and comfortable environment with plenty of fresh air, natural light and sufficient space to meet their needs and wishes. Communal areas, including outdoor spaces, were spacious and accessible and we saw people making use of the outdoor space with their visitors. This positively supported people's independence, choice and sense of well-being.

Bedrooms were found to be well-presented, personalised, and reflective of people's preferences and individuality. People had brought furnishings, pictures and items that were meaningful to them from home. This contributed to a sense of identity, belonging and emotional wellbeing within people's living space.

We found the care home to be well looked after and had very good standards of cleanliness with no evidence of intrusive noise or smells. Some minor areas required attention to cleaning mainly within the communal dining area that visitors were welcome to use. We were assured the service would improve the management of cleaning schedules to include regular oversight of these frequently used facilities.

Regular checks and audits were carried out to ensure the environment and equipment was clean and safe. All the required maintenance and health and safety certificates were current and compliant. We discussed with management how signage could be improved to help people move around more easily. We suggested involving people who live in Birdston, in particular those living with cognitive impairment to influence change and support improvements.

## 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 people's health and wellbeing, the provider should implement an activity schedule that promotes and encourages meaningful activities on a group and individual basis.

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

'I can choose to have an active life and participate in a range of recreational, social, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

**This area for improvement was made on 8 December 2023.**

#### Action taken since then

The service had made clear progress in improving the range and delivery of activities available to people. A full programme of meaningful activities was available, including a variety of options held within the home as well as group visits in the local community. People had received a copy of the weekly activity planner and this had been displayed throughout the care home to ensure residents remained well informed about daily opportunities. During the inspection, residents told us they had been aware of the activities taking place and had been supported to make their own choice about whether they wished to attend. As a result, people had benefited from increased opportunities to engage in social, recreational and community experiences.

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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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