

Dunn Street, Duntocher - Respite Service Care Home Service

10 Dunn Street
Duntocher
Clydebank
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Telephone: 01389 878 403

Type of inspection:
Unannounced

Completed on:
27 February 2026

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2010238999

About the service

Dunn Street, Duntocher Respite Service is registered to provide a respite stay for adults with learning disabilities. Breaks range from long weekends to several weeks and the allocation process is managed between Quarriers and West Dunbartonshire Council.

The service is managed by Quarriers and can support a maximum of six people at any one time. It is located in Duntocher in West Dunbartonshire with access to local shops, amenities and bus services. People also benefit from use of the service's minibus during their stay. The building is leased by Quarriers from a local housing association.

The respite facility is purpose built over two floors and has a lift for access between each floor. It comprises of two living areas, two kitchens, a sensory room and six ensuite bedrooms. The ensuite bathrooms have either a jacuzzi bath or a walk-in shower room. All but one of the bedrooms has overhead tracking hoist equipment. The home has an enclosed garden and patio area on two levels that can be accessed from each floor.

At the time of inspection there were five people using the service.

About the inspection

This was an unannounced visit which took place on 24 and 25 February, 2026. 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 five people using the service and evaluated feedback from four family members
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- evaluated feedback from three external professionals

Key messages

Staff demonstrated a strong understanding of people's health needs, routines and preferences, resulting in personalised and responsive care.

We observed warm, respectful interactions between staff and people using the service, helping people feel comfortable, valued and supported.

Feedback from people using the service, relatives, staff and external professionals was consistently very positive about the quality of care and support provided.

The environment was welcoming, clean and well maintained, with personalised bedrooms and a range of communal spaces that supported comfort and choice.

The garden was developed collaboratively by staff and guests and provided meaningful opportunities for outdoor activity, wellbeing and participation.

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.

Staff consistently demonstrated a strong understanding of people's individual needs, preferences and routines. During the inspection we observed warm and respectful interactions between staff and the five guests who were staying at the service. Staff supported people in a calm and unhurried way, importantly during mealtimes and activities. For example, staff took time to explain things clearly, adapt their communication if someone became frustrated, and reassured people when they were anxious. Staff also demonstrated detailed knowledge of people's health needs, such as the need to monitor individuals fluid intake and support medication safely, and they followed clear guidance for individual routines. This meant people received support that was personalised, safe and responsive.

Care planning documentation was used to support practice. Individual care plans contained clear information about people's health needs, communication styles, routines and preferences. For example, one person's care plan described their love of singing and music, and we observed them singing along to music during the evening with encouragement from staff. Another person's care plan explained that they may become frustrated if not understood, and staff responded patiently and respectfully when this occurred. Medication arrangements, health conditions and risk assessments were clearly documented, which helped ensure staff provided safe and consistent care.

Feedback from people using the service, relatives, staff and external professionals was very positive. Five surveys were returned by people using the service and all respondents indicated that they were happy with their care and support and would not change anything about the service. One person I spoke to said that all staff were 'ten out of ten'. Another person talked about how much they loved the food, particularly the home made lasagne. Four relatives also responded, describing the service as having a 'personal touch that is second to none' and describing the care provided as 'first class'.

Eighteen staff surveys were returned, with staff highlighting strong teamwork and a shared commitment to supporting people's independence and wellbeing. External professionals also confirmed that communication with the service was good and that staff responded promptly to concerns.

This consistently positive feedback, combined with our observations and review of care documentation, showed that people's health and wellbeing were supported very well.

How good is our setting?**5 - Very Good**

We found significant strengths in aspects of the environment and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

The environment was welcoming, comfortable and well maintained, supporting people's wellbeing and sense of belonging. The building made a positive first impression, with good natural light and a warm atmosphere. For example, a 'discovery tree' display with photographs of people and staff and positive messages was displayed on the first landing. This helped create a sense of community and showed that people were valued. The service was clean and tidy throughout the inspection and staff demonstrated a clear understanding of their responsibilities for maintaining hygiene and safety.

People had a choice of communal areas where they could spend their time, depending on their mood or preferences. This allowed people to socialise together or spend time in quieter areas if they wished. Bedrooms were personalised with people's own belongings and bedding, helping them feel comfortable during their stay. We saw people taking part in everyday domestic activities if they wished, such as helping to wash dishes after meals. This helped create a homely environment where people could be involved and feel part of the household.

The outdoor space was a particular strength of the service. Staff and guests had worked together to create and develop the garden, including installing raised beds and planting vegetables. People were involved in growing and caring for plants and vegetables, which were later used in meal preparation. This gave people meaningful opportunities to take part in activities and spend time outdoors. The garden provided a relaxing space where people could enjoy fresh air, socialise or take part in gardening activities. The service also benefitted from having use of a minibus which was used regularly to support people to their preferred community activities and shopping trips. This enhanced people's wellbeing, dignity and choice.

The above findings demonstrated that the environment was safe, welcoming and homely, with thoughtful use of space and meaningful involvement of people in shaping and using their surroundings.

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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