

# Golfhill Care Home Care Home Service

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Glasgow  
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**Type of inspection:**  
Unannounced

**Completed on:**  
7 April 2026

**Service provided by:**  
Advinia Care Homes Limited

**Service provider number:**  
SP2017013002

**Service no:**  
CS2017361011

## About the service

Golfhill Care Home is registered to provide a care service to 105 older people. The provider is Advinia Care Homes Limited.

The home is in Glasgow, close to public transport and local amenities.

Accommodation is purpose-built with four separate units that can support: 60 older people with dementia in the Alexander and Whitehill units, 30 older people in the Craigpark unit and 15 adults/older people in the Dennistoun unit. Dennistoun unit remained closed at the time of the inspection.

All bedrooms are provided on a single occupancy basis with en suite shower facilities. There are garden areas for each unit that people can access through patio doors. Car parking facilities are available in the grounds of the home.

## About the inspection

This was a follow up inspection which took place on 7 April 2026. The inspection was carried out by two inspectors from the Care Inspectorate.

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

## Key messages

The service had reviewed the medication of all people supported with actions taken to address any discrepancies identified.

Improvement is still required in the recording of 'as required' medication.

The service had made significant progress in the management and administration of medication.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 23 March 2026, the provider must ensure that people receive the right dose of medication, at the right time. To do this, the provider must, at a minimum

- a) ensure that people's Medication Administration Records accurately reflect the dose and frequency of medication required;
- b) ensure that staff follow the appropriate protocol for PRN 'as required' medication, as detailed in the service Medicines Management Policy and Procedures – The Safe and Effective Handling and Management of Medicines;
- c) ensure that appropriately trained staff engage in regular monitoring and auditing of people's medication.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 / 210)

**This requirement was made on 5 February 2026.**

#### Action taken on previous requirement

The service had taken positive steps overall to improve on medication management.

The service had undertaken a full review of all people's medication including that of 'as required' medication, with noted actions taken for any discrepancies identified.

We observed the notes from a local pharmacy advice visit. This was a positive robust and constructive report, which included assessment of, and not limited to, policies and systems for managing medicines, to administration and medicine risk management. A further review of medication was scheduled for the week of our visit by a local affiliated GP practice.

We saw records of group supervision sessions, which had taken place to discuss how the service could improve on its medication management.

Staff responsible for the administration of medication had completed thorough medication competency assessments. These assessments contained a three-pronged approach of observed practice, theory, and reflection of knowledge and understanding of the service medication management policy.

We sampled digital Medication Administration Records (eMAR). From discussions with the manager, we

agreed that improvement is required regarding the implementation of covert medication pathways, to comply with Mental Welfare Commission for Scotland's 2022 Good Practice Guide on Covert Medication.

The recording of the administration of 'as required' medication also needs to be more robust.

From other eMAR sample records observed, we could see that staff had given people medication as prescribed.

As a result of the recent medication review process, the manager had identified gaps within the current medication audit template. This a standard template used across the Advinia group. The manager is taking steps to have this template reviewed to include more robust information. Oversight of people's medication is now discussed daily at flash meetings, utilising the digital medication dashboard.

Overall, it was evident that significant progress had been made to improve on the service's management of medication and we were satisfied that this requirement has been met.

**Met - within timescales**

## 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 support people's health and wellbeing, the provider should ensure that the activity programme is based on individuals' preferences and choices, and all staff contribute to offering meaningful opportunities for residents, taking their abilities into account.

**This area for improvement was made on 22 October 2025.**

#### Action taken since then

This is an area for improvement given at last service inspection on 22 October 2025.

This was not assessed at this time.

#### Previous area for improvement 2

To support people's health and wellbeing, the provider should ensure that there is an appropriate level of staff across the home at all times, which maintains people's safety and meets individual needs. This should include the views of individuals living and working in the service.

**This area for improvement was made on 22 October 2025.**

## Action taken since then

This is an area for improvement given at the last service inspection on 22 October 2025.

This was not assessed at this time.

## Previous area for improvement 3

To provide reassurance that staff respect and value people's personal belongings, the provider should ensure that staff complete an inventory and regular audit of people's possessions, in accordance with the service Admission, Transfer and Discharge Policy. This should also include, but is not limited to, raising residents and their representative(s) awareness of the importance of notifying staff of any new belongings brought into the home.

**This area for improvement was made on 5 February 2026.**

## Action taken since then

This is an area for improvement given following a complaint investigation on 5 February 2026.

This was not assessed at this time.

## Previous area for improvement 4

To ensure that people receive dignified continence care and support, the provider should ensure that people's continence care plans accurately reflect their assessed support needs. This should include, but is not limited to, ensuring that all relevant staff are trained in continence care and support.

**This area for improvement was made on 5 February 2026.**

## Action taken since then

This is an area for improvement given following a complaint investigation on 5 February 2026.

This was not assessed at this time.

## Previous area for improvement 5

To ensure that people or their representative(s) receive the right information at the right time, the provider should ensure that staff are open, honest, and transparent in their timely communication with people receiving care or their representative(s) when a person's health or wellbeing needs change. This should include, but is not limited to, staff timeously and accurately recording their conversations with a person receiving care's representative within the appropriate communication record.

**This area for improvement was made on 5 February 2026.**

## Action taken since then

This is an area for improvement given following a complaint investigation on 5 February 2026.

This was not assessed at this inspection.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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