

David Walker Gardens Care Home Service

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Glasgow
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Telephone: 01416 474 781

Type of inspection:
Unannounced

Completed on:
9 March 2025

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Service no:
CS2003001340

About the service

David Walker Gardens is owned and managed by South Lanarkshire Council. The service offers residential care and support to a maximum of 50 older people, of whom a maximum of four places will be for those 50 years and above. This includes two apartments which can provide respite facility.

The home is situated in a residential area of Rutherglen, South Lanarkshire and has easy access to local amenities and public transport links.

The home is purpose built with parking facilities for visitors at the front of the service leading into the main entrance. The interior provides six separate units housed over three floors with two passenger lifts providing access to each floor. Each room offers spacious, apartment style living with all areas of the building furnished and maintained to a very high standard. There are also communal lounges and dining areas in each unit as well as a hair salon, beauty therapy room, cinema, café and a large, spacious communal dining room.

There is an enclosed, well maintained garden area with a pond and seating areas for people to use.

There were 39 people living in the service at the time of this inspection visit.

About the inspection

This was an unannounced inspection which took place on 7-9 March 2025 between 09:15 and 19:00. 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 12 people using the service and 12 family members. We also obtained feedback via a pre-inspection questionnaire from one resident and eight families.
- Spoke with 19 staff and management, along with feedback via a pre-inspection questionnaire from seven staff.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with one visiting professional and obtained feedback via a pre-inspection questionnaire from another six.

Key messages

- People living in the care home and their families were extremely happy with the care and support.
- People were respected and listened to, because their wishes and preferences were used to shape how they were supported whilst living in David Walker Gardens.
- People's health needs were escalated to other health professionals when needed.
- Personal plans were in place to guide staff on how best to care and support for each person.
- People living in the care home, families and staff benefitted from a warm atmosphere because there were good working relationships across all departments of the care home.

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 leadership?	5 - Very Good
How good is our staff team?	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 warmth, kindness and compassion in how they were supported and cared for. The service excelled at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. One relative told us, "The care is wonderful and level of attention is great", whilst another felt, "I can't fault the care".

People living in the care home and their families were extremely happy with the care and support. One person told us, "I am happy with the care and support I receive in this home" whilst another said, "I like it here, we're all well looked after".

The atmosphere at David Walker Gardens was welcoming and friendly and the strong values and aims of the service were demonstrated and visible at all levels. People knew the staff team well and we witnessed strong and positive relationships, humour, fun and respectful interactions between people living there and the staff across all departments. Time was taken by care staff during personal care to promote their dignity and self esteem. One person told us, "You can have a laugh with staff, they make you feel at home".

The service supported people with meaningful connections and provided opportunities within the care home, local community and with their families and friends. This included a recent trip out to the local town hall to a concert, visiting entertainers as well as key dates throughout the year being celebrated with special dinner events. Alongside these, was a varied in-house programme of activities for people to participate in. This included quizzes, social nights and movies in the cinema room.

People benefited from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks. One person said, "The food is fabulous", whilst another said, "If you don't like what's on they will make you something else".

People's health needs were escalated to other health professionals when needed. One visiting professional told us "David Walker Gardens is always welcoming. From the minute you arrive you are welcomed and given the information required for your visit". This also gave reassurance to families. Feedback from families included, "I can go home at night and know that my relative is safe and well looked after", whilst another felt that, "I am always kept in the loop with my relative's care and I appreciate this".

How good is our leadership?

5 - Very Good

We made an area for improvement in November 2022 for the service to review their quality assurance processes. We found that this had been improved and the service were able to demonstrate how this supported management to have a full overview of the service. This area for improvement had been met.

Because we could see how this promoted very good outcomes for people, we have re-assessed the grade for quality indicator 2.2 from an 'good' to a 'very good'.

How good is our staff team?**5 - Very Good**

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

People living in the care home, families and staff benefited from a warm atmosphere because there were good working relationships across all departments of the care home.

People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment. We discussed aspects which could further support them to demonstrate that they act in accordance with the newly enacted Health and Care (staffing)(Scotland) Act 2019.

Staff were motivated and effectively deployed. All staff spoke of very good team working and being very well supported by senior staff and management. Staff were confident in building positive interactions and relationships.

People living in the care home and their families were positive about the staff group. One person told us, "Every member of staff I meet are polite respectful attentive and very caring". Whilst another similarly said, "The senior team are outstanding, their training and standards filter down throughout everyone which creates an outstanding team".

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

In order to improve and ensure an effective quality assurance system, the management team should have an overview of all audits completed, including maintenance, training and consultation. Improvements to the way this information is then collated will assist the management team to present information that provides a full overview of the service and demonstrate that any issues raised have been dealt with appropriately.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 11 November 2022.

Action taken since then

Please see information under Key Question 2.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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