

## Executive Suites at 3 Bridges Care Home Service

108 Carmunock Road  
Glasgow  
G44 4UN

Telephone: 01416 326 600

**Type of inspection:**  
Unannounced

**Completed on:**  
19 March 2025

**Service provided by:**  
Northcare (Scotland) Ltd

**Service provider number:**  
SP2003002314

**Service no:**  
CS2014325015

## About the service

Executive Suites at 3 Bridges is a care home registered for 22 older people who may be living with dementia and/or physical disabilities. The provider is Northcare (Scotland) Ltd.

The care home is purpose-built. The accommodation is divided into two units on the upper floor, each with a lounge/dining room. Each unit also offers quiet communal areas for people living in the service and relatives to use. All bedrooms have en-suite shower facilities. The garden area is readily accessible. The home is situated in the southside of Glasgow close to local facilities and transport links.

The overall aim of the service is: "To provide every resident with the highest possible standard of individualised care within a friendly, homely and supportive environment. Quality of life is paramount, and residents' rights are safeguarded and respected."

At the time of the inspection, there were 22 residents living within the home.

## About the inspection

The inspection which took place between 10 - 12 March 2025. The inspection was carried out by three 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 six people using the service and four of their family/friends/representatives.
- Spoke with seven staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with three visiting professionals.

## Key messages

- People living in the care home enjoyed a wide range of meaningful activities.
- People using the service were highly satisfied with their support.
- Peoples' health benefitted from effective assessment and monitoring of their needs.
- People benefited from a very well presented and maintained living environment.
- The staff team were committed, worked well together and knew people's preferences well.
- Management and staff demonstrated a commitment to working together to achieve the best possible outcomes for people in their care.

## 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 staff team?	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.

People experienced compassion, dignity, and respect. It was evident that they benefited from positive relationships with a staff team who knew them well. We received the following comment from a person who experienced care: "The staff are the best". This meant people felt valued.

Staff used effective strategies to support people experiencing stress and distress. We observed an individual being skilfully supported with kindness and compassion. Staff were confident in their approach and were knowledgeable about people's presentation and their communication needs. This meant people could be confident they were supported by staff who knew their needs well.

Staff demonstrated a strong commitment in supporting people to get the most out of life. People could take part in a range of meaningful activities such as 'Dancing with Donn', art classes, French classes and maintain connections with the wider community. It was clear people enjoyed the dance event observed during the inspection. People told us, "I love this, its great fun" and "It keeps me fit". This gave assurance of positive outcomes for people.

People benefited from access to a well-presented and varied menu. The chef used a tasting menu to ensure that menu options reflected people's preferences. People enjoyed their meals in an unhurried, relaxed atmosphere. This promoted good nutritional intake and a positive mealtime experience. One person told us "The food is excellent". The management team agreed that good practice on offering a visual choice of meal to people should be consistently applied across the service to support meal selection.

Staff were knowledgeable about people's care and support needs. Staff responded to changes in health care needs and liaised with external health professionals. We received positive feedback from external professionals. One professional told us "I find the staff know people well".

Personal plans were person-centred and involved those living in the service. Personal plans gave staff very good direction about people's support needs and their choices. There was good detail about known risk factors and planned interventions to mitigate these. This helped promote health and wellbeing and ensure people's support was right for them.

Medication was managed well. Appropriate systems ensured people received their medication at the right time which promoted safety and wellbeing.

## How good is our staff team?

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.

Having appropriate numbers of staff with the right skills, available in the right place at the right time to provide care is important for ensuring people's needs are met. A recognised dependency tool had been used to help the management team identify appropriate staffing levels to meet the needs of people. Staff were clear about their roles and were deployed effectively.

During the inspection we observed good staffing levels. Staff helped each other by being flexible in response to changing situations to ensure care and support was consistent for people.

Formal supervision and team meetings with managers gave staff the opportunity for reflective discussion on their development and practice. Staff were encouraged to reflect on the Health and Social Care Standards which set out the standards people who use care services should expect. Staff practice was observed to reinforce good standards and address areas that required further development. Comments from staff included "this is a great place to work". This meant staff felt valued.

People should have confidence that the people who support them are trained, competent and skilled. Training had been undertaken by all staff to improve person-centred practice, promoting an understanding of people's needs and wishes and how to meet these.

People could be confident that new staff had been recruited safely and the recruitment process which reflected the principles of "Safer Recruitment, Through Better Recruitment".

Appropriate systems were in place to ensure staff were registered with the appropriate professional body.

## How good is our setting?

## 5 - Very Good

We evaluated this key question as very good where significant strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People benefited from high quality facilities. Accommodation within the Executive Suites was bright, modern and very well presented. The environment had been enhanced by the completion of a recent refurbishment. The provider, maintenance and domestic team were committed to ensuring that the accommodation was presented and maintained to the highest standard inside and out. This helped to make the care home a safe and pleasant place to live.

The accommodation was over two floors and accessed via a passenger lift. Residents had access to a choice of well decorated lounge and dining areas.

All bedrooms were single with en suite wet floor shower facilities which promoted privacy and dignity. To create a homely and welcoming environment some residents had been supported to choose and personalise their own bedroom with personal items and furnishings. Bedrooms had been refurbished. Residents had been consulted regarding the recent refurbishment. This helped ensure their living environment reflected their taste and wishes.

Residents could be confident that the service provided an appropriate range of equipment to support their needs.

There was some signage to support orientation around the building. However, we discussed further improvements were needed to develop an environment supportive of the needs of people who lived with dementia.

People benefit from outside space to enjoy fresh air and outdoor activities. There was a well maintained and presented garden area. The environment supported people's physical wellbeing.

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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