

Whitecraigs Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
26 March 2025

Service provided by:
Renaissance Care (No1) Limited

Service provider number:
SP2011011731

Service no:
CS2016346354

About the service

Whitecraigs Care Home is a purpose built two storey building situated in the Thornliebank area on the south-side of Glasgow. The service is provided by Renaissance Care (No 1) Limited.

The home offers accommodation for 58 older people who have been assessed as requiring care and support including nursing care. The home is of modern design, with individual bedrooms with en-suite facilities.

The accommodation is provided over two levels with easy access to a garden area to the rear of the property, which offered people access to fresh air and opportunities to exercise, as well as spend time with their friends and loved ones. The care home is located beside a main road and is accessible by public transport and the motorway. The home is close to a park, nearby golf course and leisure complex, local shops, and wider community amenities.

At the time of the inspection there were 55 people living in Whitecraigs Care Home

About the inspection

This was an unannounced inspection which took place between 25 and 26 March 2025. 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, registration information, information submitted by the service, and intelligence gathered since the last inspection in making our evaluations we:

- Spoke with 11 people using the service and seven of their family/friends.
- Spoke with 12 staff and management.
- Observed staff practice and daily life.
- Reviewed documents.
- Liaised with two visiting professionals.

Key messages

- People benefited from good quality support from a dedicated staff team familiar with their needs and preferences.
- The service was led by approachable and responsive management team who were committed to making improvements.
- People participated in a wide range of activities, with good opportunities to engage in local community-based activities based on their preferences.
- Personal plans were person centred and directed staff on how they should provide care and support.
- The provider was working through an environmental improvement plan

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?	4 - 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 and benefited from positive relationships with a staff team who knew them well. We received the following comments from people who experienced care: "The staff are the best" and "I love the banter". We observed positive relationships and pleasant interactions between residents and staff. This meant people felt valued.

Families of people supported were positive about the care provided. Relatives told us, "The staff are brilliant, communication is good". This meant that families were well informed.

Staff demonstrated a strong commitment to ensure people got the most out of life. People had opportunities to take part in a range of meaningful activities such as bingo, musical events, barge trips, outings for meals, arts and crafts, and spending time with their loved ones. Links with a local nursery helped keep people connected to their local community. It was clear people enjoyed these activities. People told us "I really enjoyed the day out, it was great" and "I really enjoy making cards". This gave assurance of positive outcomes for people.

People benefited from well-presented meals and a varied menu. People were invited to choose meals and snacks which reflected their dietary needs and preferences. Meals were enjoyed in an unhurried, relaxed atmosphere with people choosing when and where they preferred to eat. One person told us "The food is good". This promoted good nutritional intake.

Services should keep clear and accurate records of support given and what these mean for individuals. Recording of fluids offered did not always align to what was observed during the inspection. The management team acknowledged this and agreed there should be a consistent approach in the recording of fluids. Management addressed this by revising the process of documenting fluids immediately during the inspection.

Staff had positive working relationships with other agencies and professionals involved in people's care. One professional told us: "The service is really responsive, and staff are very good", "staff are brilliant". When additional needs had been identified, such as infection, the service worked with external professionals. This collaborative approach helped keep people well.

Personal plans were person-centred and gave good direction to staff about people's care needs, their choices and how their care and support should be delivered. Plans also included any known risk factors and planned interventions to mitigate these. It was evident that staff knew people well and could respond to a change in their well-being. Personal plans were developed in partnership with people receiving care or their family representatives where appropriate. Where needs changed personal plans were updated. All plans had been reviewed in the last six months to ensure they reflected people's current needs. This helped to ensure that planned care interventions remained relevant.

Having the right medication at the right time is important to help people keep well. 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 the right number of appropriately skilled staff to provide care is important to ensure people's needs are met. A recognised dependency tool was used to help the management team identify staffing levels needed to meet the needs of people living in the home. Management had identified areas in the home that required changes in the allocation of staff to meet people's needs. This showed management were responsive to changing situations ensuring care and support was consistent and stable for people.

Sufficient numbers of motivated staff, effective deployment and good teamwork meant that staff spent as much time as possible with people. Staff were clear about their roles and responsibilities and supported each other in response to changing situations to ensure care and support was consistent.

Staff told us the management team were approachable and visible. We observed effective communication between staff and the management team. Staff had regular opportunities for discussion about their work and how best to improve outcomes for people. Comments from staff included "this is a great place to work" and "management are really approachable". This meant staff felt valued.

Formal supervisions with managers gave staff the opportunity for reflective discussions on their development and practice. Staff practice was observed to reinforce good practice and address areas that required further development. Feedback from staff indicated that the staff team felt that they worked well together and offered each other support.

Staff were recruited in accordance with best practice guidance. An induction programme helped prepare them for their role. People should have confidence that the people who support them are trained, competent and skilled. A blended approach to staff training was used. Face-to-face training was provided by in-house and external trainers. This included health specific training relevant for those living in the care home.

How good is our setting?**4 - Good**

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

The home offered a warm and inviting living environment. Hallways and lounge areas had been recently redecorated. The facilities offered a good level of comfort and a range of socialisation opportunities. People could access a lounge and dining area. This meant people could have choice where they liked to spend their time. Bedrooms were comfortable and nicely personalised which helped to give people a sense of belonging. One person told us "I really like my room".

Work was underway to enhance the environment. Refurbishment of communal areas and bedrooms. Residents and their families had been consulted regarding improvements being made to communal and bedroom areas. This helped ensure the changes reflected their taste and wishes.

There was a garden for people to enjoy the fresh air and outdoor activities. Outdoor seating areas encouraged people to spend time outside. During the inspection we observed people enjoying outdoor Easter bingo. People told us how they loved to use the patio when the weather was nice. There were further plans to develop the garden area. People were fully involved in the planning of changes to the outdoor space and were supported to participate in resident meetings where their views were listened to.

Quality audits had been completed of the environment these had informed action plans and improvement. Overall, standards of cleanliness of the home areas were good. However, we identified some bathrooms that required an improved standards of cleaning and areas of staff practice that needed to improve to be consistently aligned to good infection prevention and control guidance. (see area for improvement 1). We also highlighted some equipment in need of replacement. (See area of improvement 1). We were reassured by the response of the management team who gave assurance of improvement.

The service was supported by maintenance personnel. Records showed that regular checks of equipment were being carried out as expected. This included external checks. This helped to keep people safe.

Areas for improvement

1. To ensure people benefit from an environment that is clean, tidy and well maintained throughout the provider should:

Develop existing audits used to monitor cleanliness and the quality of equipment in use. Ensure best practice infection, prevention and control guidance is followed.

Repair or replace poor quality equipment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained furnishings and equipment.'(HSCS 5.22).

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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