

## Balmoral By Northcare Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
7 May 2025

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

**Service provider number:**  
SP2003002314

**Service no:**  
CS2022000108

## About the service

Balmoral by Northcare care home is registered to provide a care service to a maximum of 69 older people over the age of 65 years. The provider is Northcare (Scotland) Ltd. The home is located in the southside of Glasgow, near local amenities including shops and is served with good public transport routes.

The home is purpose built and describes itself as "a luxury care home". The home has 69 beds over three floors. All bedrooms include en-suite's with double bed, call bell, telephone facility, wireless internet connectivity and Sky TV facility. There are many communal areas in the care home and the third floor has no bedrooms but is a large space which hosts a cafe, hair and beauty salon, cinema and private dining space. There is a large secure garden which has a path leading to a work shed area.

The service aims and objectives state "Our vision is to make a real and lasting difference to the people we support by achieving positive outcomes and enabling as normal and fulfilling a life as possible."

## About the inspection

This was an unannounced inspection which took place between 6 and 8 May 2025. The inspection was carried out by two inspectors from the Care Inspectorate. At the time of inspection there were 61 people residing in the home.

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

## Key messages

- People benefited from high quality care and support from a dedicated staff team.
- The home provided people with a high-quality living space with access to a secure outdoor garden to promote social opportunities.
- People receiving care and support and their families were very satisfied with the service.
- The service was led by approachable and responsive provider and management team focused on high quality care.
- Personal plans were person centred and directed staff on how they should provide care and support in accordance with people's needs and preferences.

## 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
How good is our setting?	5 - Very Good
How well is our care and support planned?	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 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 excellent" and "It is wonderful living here". It was evident that relatives valued the service. They spoke of approachable staff and management and shared that if they raised concerns these were listened to and dealt with. A family member told us, "I cannot speak highly enough of the staff ". People's families confirmed that they were involved in decisions about the care provided. We were told by one relative, "Communication is very good and I am contacted about any changes". This gave assurance that families were well informed.

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 and people told us the chef went above and beyond to ensure food was to their taste. People were able to request off menu items. This afforded people choice and variety in their diet. 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 very tasty here".

Meaningful connection and activity are important for people's health and wellbeing. People were supported to maintain relationships with those important to them. One person told us "I have made great friends here". People had opportunities to take part in a range of meaningful activities such as celebrating special events with family and friends. Group activities such as gardening, yoga and visits from local nurseries were available. There were also one-to-one activities and engagement with individuals who preferred not to join the larger group-based sessions. This included aromatherapy, arts and crafts and time in the garden. People spoke positively about the onsite beauty salon. This promoted wellbeing.

People benefited from regular health assessments and access to community healthcare and treatment. The service had good links and support from a range of external health professionals involved in people's care. One professional told us, "The staff and management team are very responsive" and "the staff are very good". When additional needs had been identified, such as infection, the service worked with external professionals. This collaborative approach helped keep people well.

Medication was managed well. This helped ensure individuals were supported to take the right medication at the right time.

## How good is our leadership?

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 can expect a service to be managed well. The home was well led by a visible management team. People living in the home and relatives spoke positively about the team and their impact in the home.

The staff spoke highly about the manager who was seen as being very approachable and supportive. There were opportunities for staff to discuss aspects of their work, development and wellbeing through team

discussions, reflective accounts and formal supervision. This feedback was used to inform how the service was run.

Quality assurance systems were in place to support a culture of continuous improvement. A range of audits assessed the quality of the service and compliance with expected standards. The outcome informed a comprehensive improvement plan. We saw occasions where the audit system had informed positive changes in practice, including a reduction the use of sedative and as required medications. Accidents and incidents were monitored with appropriate actions taken where needed. Action plans were revisited to ensure that corrective actions had been taken if needed. We shared information to support the provider to undertake a self-evaluation exercise. This is a useful tool to identify what is working well and where improvement is needed.

People can expect to be meaningfully involved in shaping the development of their care service. Feedback was actively sought from people who live in the home. This allowed those living in the home to contribute their views and ideas and helped ensure people got the most out of their time at Balmoral. Feedback forms contained action points to reflect any areas of improvement identified. This information informed the service development plan. This helped promote a positive development culture within the service.

The management team were responsive to concerns or issues raised. People gave examples of occasions where issues had been raised and a prompt response and resolution was achieved demonstrating a lesson learned approach promoted improvement.

### 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.

The staff team worked well together. There was respectful communication within the team. Good working relationships helped to create a warm atmosphere in the care service. People received care from staff who knew them well and who had built up caring relationships with them. The staff appeared motivated and very good feedback was received from those they supported. One person told us "I have a sense of belonging". This showed people had confidence in the staff.

Having the right number of appropriately skilled staff to provide care is important to ensure people's needs are met. During the inspection we observed good staffing levels. A recognised dependency tool had been used to help the management team identify appropriate staffing levels to meet the needs of people. Staff were confident in building positive relationships and knew people well. We observed staff practice and found staff were responsive and caring. Staff were clear about their roles and responsibilities and supported each other in response to changing situations to ensure care and support was consistent for people where possible.

Formal supervision 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. Staff spoke positively about the support they received. This promoted a culture of learning and continuous improvement.

People should have confidence that the people who support them are trained, competent and skilled. It was evident that all staff had access to relevant training to meet the ongoing care and support needs of people. A training matrix was monitored by the management team to ensure staff training was up-to-date and

reflected the needs of the resident group. Staff were registered with relevant professional bodies and had an understanding of their responsibilities. People could be confident that safe recruitment guidance was followed. An induction program for new employees helped ensure staff were prepared for their role. This included shadow opportunities to facilitate introductions with people who experience care.

## How good is our setting?

### 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 benefited from tastefully decorated and high-quality accommodation in Balmoral. The facilities and quality of fittings and furnishings offered people who experience care a very good level of comfort and an extended range of socialisation opportunities. People benefited from access to a range of indoor seating, lounges and dining areas. This meant people could have a choice of where they liked to spend their time. This promoted opportunities for privacy, quiet time, physical activity and the opportunity to meet and engage with others. People we spoke with praised the quality and presentation of the care home environment. One person described it as "exceptional".

A designated private dining area with butler service was available for special events and family celebrations. Residents and their families could also access a cocktail bar, cinema room and brasserie area. It was evident the amenities supported people to socialise and connect with their loved ones.

Bedrooms were spacious and well-equipped with quality furnishings and ensuite facilities to promote comfort, privacy, and dignity. People had been supported to personalise their bedroom to make it feel more like home. One person told us "My room is exactly as I want it". Specialist equipment was available to meet people's care and support needs if required.

People can expect to choose to have an active life and participate in a range of recreational activities indoors and outdoors. Outdoor space could be independently accessed throughout the building. The upper floors had well-furnished balcony areas. The ground floor accommodation had direct access to individual patios and a large garden area, putting green, seating area and greenhouse. This allowed people to enjoy fresh air and outdoor activities. People told us how they loved to access outdoor space when the weather was nice. This supported people's physical wellbeing.

The service was supported by maintenance personnel. Records showed that regular checks of equipment were being carried out in line with guidance. 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.

## How well is our care and support planned?

### 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 were cared for by a knowledgeable staff team. Pre-admission assessments were undertaken to ensure people received the right care and support from the time of admission. A daily staff handover promoted effective information sharing. This helped ensure people's care was right for them.

The service currently used paper care records. There were plans to introduce electronic care records.

Personal plans were person-centred and gave very good direction to staff about people's care needs and 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 last six months to ensure they reflected people's current needs. This helped to ensure that planned care interventions remained relevant.

People had an anticipatory care plan (ACP) in place that reflected their wishes and, where appropriate, those of their representatives. Staff were familiar with people's preferences.

## Complaints

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

## 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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good



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