

Williamwood Care Home Service

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Netherlee
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Type of inspection:
Unannounced

Completed on:
12 May 2025

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2003000821

About the service

Williamwood is owned and managed by Crossreach, the social care arm of the Church of Scotland. It provides residential care and support for up to 34 older people, who are living with dementia. This includes one place for respite care. At the time of the inspection, 31 people were living in the service.

The property is a large, detached villa in private grounds. It is located in a residential area in Netherlee, East Renfrewshire. The home provides single en-suite accommodation, with showers, over three floors, which is accessible by lift and stairs. Residents have access to a private garden at the rear of the home and there are several living rooms that residents can enjoy.

About the inspection

This was an unannounced inspection which took place from 9 - 11 May 2025 between 06:50 and 16:45. 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:

- Spent time with 18 people using the service and spoke with eight of their families that were visiting. We also obtained feedback via a pre-inspection questionnaire from nine residents and four families.
- Spoke with 20 staff and management, along with feedback via a pre-inspection questionnaire from 10 staff.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from five visiting professionals.

Key messages

- People living in Williamwood House, and their families, were very happy with the care and support.
- People experience care and support with compassion because there were warm, encouraging, positive relationships between staff and people living in the care home. This supported people to achieve their individual outcomes.
- People were respected and listened to because their wishes and preferences were used to shape how they were supported.
- Staff were trained and knowledgeable about how to support people living with dementia.
- Management demonstrated a clear understanding about what was working well and what improvements were needed.
- People living in the care home, and staff, benefitted from a warm atmosphere because there were good working relationships across all departments of the care home.
- The service liaised with other health professionals as and when needed.

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 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 warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. One relative told us, "I can visit as I please and stay as long as I want to", whilst another felt, "I'm always made to feel welcome by staff".

People living in Williamwood House and their families were very happy with the care and support. One person told us, "First class care and support all round. Great team work from everyone involved in my relative's care", whilst another said, "I'm very happy with the care and support my relative receives".

The atmosphere within the care home 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.

An experienced activities co-ordinator ensured that there were a range of daily, weekly and monthly activities for people. Care staff played an integral part in the delivery of these. The service supported people with meaningful connections. There were regular trips out to attend clubs, have picnics and go shopping. People were recognised as experts in their own experiences, needs and wishes. This meant they were fully involved in decisions about their care and support which affected them. The planner included a range of activities to promote physical and mental wellbeing along with spiritual support. Key dates throughout the year were celebrated with special events. Comments from people included, "I enjoy the outings and the company going out for a walk. I enjoy the drive on the bus", "I enjoy the music and we can have a good laugh ", and from a relative, "Wellbeing is met in abundance, social, physical, community and mental indicators are all met. Weekly Activity planner with a vast amount of activities. Various outings and in-house entertainment".

People benefited from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals. One visiting professional told us "The service supports people well, staff know residents' interests and preferences and use these in a proactive way to engage residents in meaningful ways such as activities and outings". This also gave reassurance to families. Feedback from families included, "My relative's care is impeccable", whilst another felt that, "First class care and support all round".

People's wellbeing benefited from an approach that enabled a healthy attitude to food and drink. Staff shared information appropriately when they observed changes in people's eating and drinking. There was a system in place to ensure regular access to drinks, meals and snacks, especially for people who need support to eat and drink. Meals were appetising and the dining experience was relaxing. People spoke positively about the food, with several commenting about how much they enjoyed the meals. One person explained, "The cook is good today - lunch is delicious ", whilst another felt, "I'm full up...that was all lovely".

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.

Management and senior staff worked hard to ensure that people experienced high quality care and support. One family commented, "Leadership within the care home is very good, when I have been in visiting my relative the manager is visible, helps residents and staff and always available if you require to speak with them", whilst a health professional explained, "I have always found management to be very approachable with a management style which reflects the ethos of the organisation".

Leaders identified and overcame barriers to enable people to gain real control over their care and support. A culture of joint responsibility and decision-making helped create a positive climate for partnership working. This considered each individual's whole life including people's physical, psychological, cultural, social, emotional and spiritual needs.

Because leaders had a sound knowledge of the key roles and responsibilities of partner agencies, they quickly identified when to involve them. Partner or multiagency working was supported by a clear strategy to facilitate working together so that people got the right support from the right organisation when they needed it.

Leaders ensured that the process for moving into the care home was person-centred. People were made to feel welcome and comfortable at the care home. I spoke with families of newer people, and all spoke about how homely and friendly the feeling was at Williamwood House. They spoke of also being well supported along with their loved ones.

People felt confident to give feedback and raise concerns because they knew they would be welcomed and responded to in a spirit of genuine partnership.

Staff told us that they felt very well supported and could go and speak to senior staff or management if they had any ideas or concerns.

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 benefitted from a comfortable, warm and homely environment where residents were able to sit and chat to each other. They were able to move around the care home as they wished and choose where to spend their day.

The setting has been designed and adapted for high quality care and support, for example, taking account of good practice guidance such as the King's Fund tool for people living with dementia. A plan was in place to build on this currently, with some aspects being reviewed.

The environment was clean and tidy, with no evidence of intrusive smells. Systems were in place to ensure that repairs were managed efficiently.

Williamwood House has extensive gardens, with some aspects adapted to provide seating and dining areas for people. During the inspection, these were well used by both residents and their families.

People could be assured that the care home supported the inclusion of families and friends and promoted and supported families to take their relatives out.

People were encouraged to personalise their bedrooms to ensure that they were individual to their taste and home comforts, including photographs and ornaments.

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

Medication administration and recording should follow good practice and be consistent across the home. Pain management and medication should be assessed and monitored. All PRN (as required) medication and records should be accountable and staff should use the MAR sheet to record each medication administered. This was first made on 8 June 2021.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:
"My care and support meets my needs and is right for me". (HSCS 1.19)

This area for improvement was made on 8 June 2021.

Action taken since then

People could be assured that they were receiving their medications as prescribed. Systems were in place to audit medication management by senior staff and management.

This area for improvement has been met.

Previous area for improvement 2

To ensure that people's nutritional needs are addressed in accordance with the service policy and procedure, the provider should demonstrate that assessments, monitoring and reviews are completed on a regular and continuing basis. Care record audits should be undertaken to ensure that recording standards are maintained.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:
"My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event". (HSCS 4.14)

This area for improvement was made on 28 January 2025.

Action taken since then

Please see information under key question 1.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (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
2.3 Leaders collaborate to support people	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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