

# **Twechar Residential Respite Service Care Home Service**

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**Type of inspection:**  
Unannounced

**Completed on:**  
9 May 2025

**Service provided by:**  
The Mungo Foundation

**Service provider number:**  
SP2003000182

**Service no:**  
CS2006115401

## About the service

Twechar Residential Respite Service is operated by the Mungo Foundation. It provides a residential short break service for a maximum of five adults at a time who have learning or physical disabilities and who may also have complex health and support needs.

The service operates from a house owned and maintained by East Dunbartonshire Council. The house is purpose built and accommodation is provided over two floors.

At time of inspection there were 64 people using the facility at different times across the year.

## About the inspection

This was an unannounced inspection which took place on 6 May, 2025 from 13.30pm to 18.45pm. Written evidence was scrutinised on 7 and 8 May, 2025. 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 registration information, information submitted by the service and intelligence gathered.

In making our evaluations of the service we

- Spoke with four people using the service and five of their family members
- Spoke with six staff and management
- Observed practice and daily life
- Viewed documents
- Analysed survey results from 14 family members, 16 staff members and one visiting professional

## Key messages

- People experienced warm, caring, and person-centred support.
- The service responds well to individual needs and preferences.
- People enjoy meaningful activities and social opportunities.
- The environment is well-maintained, welcoming, and homely.
- Staff are skilled, experienced, and committed to providing great 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 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 made an evaluation of very good for this key question as we found significant strengths in aspects of the care provided and how these supported positive outcomes for people.

People were treated with warmth, kindness, and respect. Staff engaged with people using the service in a relaxed and friendly way, often using humour to build connections. One staff member shared how much they enjoyed joking with a person. 'He loves you to kid on with him. If you're not bantering and joking with him, he'll go, 'I fell out with you today.'

This approach helped people feel comfortable, valued, and emotionally supported during their stay.

The service was flexible and adapted to people's routines and preferences. People who worked or attended day centres while at respite were supported to continue with their schedules. A welcome meeting was held at the start of each stay to ask what people wanted to do. Staff ensured that specific requests were met, such as one person's preference to eat alone. This meant people had control over their daily routine, making their experience more enjoyable and tailored to their needs.

Meals were not restricted to set times, allowing people to eat when they wished. Fresh fruit, vegetables and yogurt were available. One family member praised the service, saying, 'Anything that she does like or requests, they never fail, they do deliver.' This meant people felt listened to and respected, ensuring their personal choices were valued.

Staff were attentive to people's health needs, ensuring medical conditions were well managed. People were supported with medication and meals when some specific intervention was needed to support a health condition.

Care plans were detailed and up-to-date. Staff followed people's care plans to make sure that people were supported in a way that reflected their preferences. The high quality of the care plans ensured that people's needs were met in a way that was dignified and safe.

Training in areas such as stoma care and peg feeding ensured staff were equipped with the right skills. This supported people's health and wellbeing, providing reassurance to them and their families that their medical needs were well supported during their respite stay.

**How good is our setting?****5 - Very Good**

We made an evaluation of very good for this key question as we found significant strengths in aspects of the environment and how this supported positive outcomes for people.

The service provided a safe, comfortable, and welcoming environment. Bedrooms were allocated based on individual needs and preferences, and communal areas encouraged social interaction.

Picture boards displayed photographs of people enjoying activities, reinforcing a sense of community. This helped people feel at home and supported social connections among those staying at the service. One family member commented on her son's positive response to going to the service. 'I say you're going on holiday, and he just laughs and screams the whole time, knowing he's actually going to Twechar.'

People were encouraged to take part in activities that suited them. A notice board in the hallway displayed information about people's rights and about upcoming events, including the 'Incredible Eggs' hatching project. One person who had previously avoided socialising, became more engaged after interacting with the newborn chicks. Her mother described this as life-changing, sharing that her daughter now shows excitement about attending the service. This showed that creative and engaging activities could have a lasting positive effect on people's confidence and involvement.

The building was well-maintained, with regular safety checks and repairs carried out as needed. Outdoor spaces were actively used, with some people enjoying planting seeds and helping to maintain the outdoor space. One individual proudly showed his planted bean seeds and the work he had done to clear weeds from the patio area. He was clearly enjoying helping out. The high-quality facilities ensured that people had access to a safe and engaging environment that supported their well-being and encouraged outdoor activities.

## 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

The service should ensure that medication is stored in accordance with best practice guidelines and appropriate notifications are made regarding medication errors. This includes:

- a) Use of a secure medication fridge for medication that requires refrigerated storage
- b) awareness of controlled drug storage and register, if required
- c) awareness of which medications necessitate controlled drug notifications.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

**This area for improvement was made on 28 June 2024.**

#### Action taken since then

Medication management had improved following previous inspection feedback. While there were no controlled drugs in use at the time of the inspection, provisions had been made to store controlled drugs in locked tins within a fridge or drawer, adding security. The manager and team leader had a clear understanding of when controlled drug notifications needed to be made. Medication competency assessments for all staff had been completed, ensuring that all team members were trained in safe administration of medication.

This area for improvement has been met.

#### Previous area for improvement 2

The service should ensure staff have:

- a) Completed formalised training for particular health and care needs. This includes, but is not limited to, diabetes awareness, stoma and gastrostomy care
- b) regular competencies of their practice observed regarding any particular health and care need tasks they undertake.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 28 June 2024.**

## Action taken since then

All staff had received medication training and following the last inspection all staff have now had specialist training in stoma care, peg feeding and diabetes management.

Direct observations of staff by management had been undertaken. They had been used to assess staff's competence in logging medication and whether safe practice was followed. Direct observations also covered support with personal care, hand hygiene, stoma care and support with moving and handling.

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](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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good



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