

Applecross Nursing Home Care Home Service

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By Hurlet
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Type of inspection:
Unannounced

Completed on:
2 June 2025

Service provided by:
Applecross Nursing Home Limited

Service provider number:
SP2003002367

Service no:
CS2003010474

About the service

Applecross Nursing Home is registered to provide a care home service to a maximum of 82 people. This is comprised of 60 places for young physically disabled adults and 22 places for older people. The provider is Applecross Nursing Home Limited, a family-owned company with Applecross Nursing Home as their sole service. The home supports people who live with a wide range of support needs, examples include; physical disability, mental health, learning disability, dementia, and older people.

The care home is situated in Hurler in Glasgow and sits in private grounds accessed via a private lane off a main road. It has extensive grounds with an accessible garden for people to use.

The older people's service is based in a historic house. All bedrooms are single and some have ensuite facilities. The young physically disabled unit is purpose built over three floors. All bedrooms are single with ensuite facilities with showers.

There are a range of communal lounges and dining rooms. The care home includes a cinema room, therapy room and hairdressers.

At the time of this inspection, there were 79 people using the service.

About the inspection

This was an unannounced inspection which took place on 29 May - 1 June 2025 between 09:00 and 21:00 . 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 of the service we:

- spent time with 25 people using the service and spoke with six of their families that were visiting. We also obtained feedback via a pre-inspection questionnaire from 23 residents and 26 families;
- spoke with 16 staff and management, along with feedback via a pre-inspection. questionnaire from 24 staff;
- observed practice and daily life;
- reviewed documents; and
- obtained feedback from 11 visiting professionals.

Key messages

- People living in Applecross Nursing Home and their families were very happy with the care and support.
- People were respected and listened to because their wishes and preferences were used to shape how they were supported.
- The activity team and staff supported people to get involved in a wide range of activities and interests.
- Management demonstrated a clear understanding about what was working well and what improvements were needed.
- People living in the care home and staff benefited from a warm atmosphere because there were good working relationships across all departments of the care home.
- Whilst the environment was clean and well maintained, improvement was needed to ensure that people's independence was promoted to move around their home.
- Personal plans had a good level of detail to guide staff around how best to care and support for each person.

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?	4 - Good
How well is our care and support planned?	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 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 when I like and spend as much time as I wish", whilst another explained, "I'm always made to feel welcome by staff."

People living in Applecross Nursing Home and their families were happy with the care and support, with one family not finding this. One person explained, "My relative really struggled badly when they first moved to the home but thanks to the way they have been treated and supported, they have now settled. The staff dealt so well with every issue and hurdle until they were able to settle" whilst another told us, "I am amazed at the patience displayed by all staff in dealing with my relative."

The atmosphere within each of the units 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.

The activity team supported people to get involved in a wide range of activities and interests. This included regular trips out both individually and as a group. The planner included options to maintain, develop and explore their interests, strengths and skills, as well as key dates throughout the year being celebrated with special events. The service were in a good position to build on looking at how people can be supported to achieve their wishes and aspirations.

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, "In my experience the staff have excellent knowledge of the different types of medical conditions and how this affects the residents' wellbeing. They are always proactive in ensuring any support required for either physical or mental health is acted on." This gave reassurance to families. Feedback from families included, "I can go home feeling assured that staff are quick to identify and get medical help for my relative," whilst another felt, "My relative is well looked after and staff are well trained."

People benefited from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks. One person said, "The food is usually ok and if I don't like what's on, then I can get something else," whilst another said, "I enjoy the meals and sometimes I can get myself a takeaway." Management had a very good overview, with regular internal audits being carried out which identified any areas for improvement. Staff were encouraged to record aspects of nutrition and hydration in a meaningful way. Where identified, referrals were made to the GP or dietician.

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

We found significant strengths in aspects of leadership and quality assurance 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, "There is a great culture inspired by a great leadership," whilst a health professional explained, "Management are always readily available to discuss any concerns either by telephone, meeting and emails."

Leaders demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the needs, outcomes and wishes of people living in the service were the primary drivers for change. A wide variety of audits were completed with key actions being identified. Planned actions were assigned to individuals and units which encouraged a whole team approach. There was an overall service development plan in place which identified planned actions to drive improvement along with completed actions throughout the year.

Observations of staff practice were undertaken regularly across a wide range of staff and covered different topics to assess learning and competence. Outcomes from these should be used to link to supervision and appraisals. The training lead had an overview and demonstrated a responsive and proactive approach.

People felt confident giving feedback and raising concerns because they knew this would be welcomed and responded to in a spirit of partnership.

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

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of the staffing arrangements and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People living in the care home and staff benefited from a warm atmosphere because there were good working relationships across all departments of the care home.

People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment.

Staff were motivated, and effectively deployed. This meant staffing arrangements were right and also responsive to the changing needs of people. Staff spoke of very good team working and being very well supported by senior staff and management. Staff were confident in building positive interactions and relationships.

People living in the care home and their families were positive about the staff group. One person told us, "The staff are good and help me when I need it." Whilst some comments from families included, "Staff are attentive to residents, caring and loving. They treat residents with dignity and respect, they offer choices and will respect those choices, whilst trying to support and encourage choices that are good for residents;" "The staff are very supportive and keep us well informed as to our relative's progress," and "Staff team have been very friendly and approachable. Always willing to help and support questions and any requests that we have."

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.

People benefited from a comfortable, warm and homely environment where residents were able to sit and chat to each other, or visit each other in their rooms. They were supported by staff to choose where to spend their day.

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

We found the service to have a risk-averse approach in some aspects, which then hindered people's independence to move around their home, including the gardens. Whilst the intention was for people to feel safe and protected, people should have the opportunity to take informed risks.

The setting had been designed or adapted for high quality care and support, however, the unit for older people needed reviewed to take account of good practice guidance such as the King's Fund tool 'Is your care home dementia friendly?' and Care Inspectorate's 'Building better care homes for adults' (see area for improvement 1).

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.

Areas for improvement

1. To promote good outcomes for people, the provider should ensure best practice guidance informs changes to the environment that supports people living with a cognitive, physical or visual impairment to be as independent as possible.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can independently access the parts of the premises I use and the environment has been designed to promote this.' (HSCS 5.11); and

'The premises have been adapted, equipped and furnished to meet my needs and wishes.'(HSCS 5.18).

How well is our care and support planned?**4 - Good**

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

People could be assured that they had a personal plan in place. There was a good level of detail within the plans to guide staff around how best to care and support for each person. These were then regularly evaluated. Some improvement was needed to ensure consistency, including the level of detail within personal plans and the completion of supporting documentation. While some gaps were identified, these had not affected people's outcomes. The service had recently redesigned their personal plan audit which was supporting improvements.

Staff maintained comprehensive daily notes which were used to provide live information to the next shift. These were printed out and retained for reference which supported staff returning from rest days or annual leave.

The service had a supportive and inclusive approach to involve the people they support and their family members in the planning and delivery of the service, if this was important to the person living at home. Reviews had been taking place and a tracker was in place to ensure that management had an overview of these.

Supporting legal documentation was in place to ensure people were protected and to uphold their rights.

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

To ensure good communication between staff and families at all times there should, where appropriate, be a written agreement between individuals and their family and/or representatives to clarify and specify when and how contacts should be informed of any incidents to changes to anyone's health and wellbeing.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices"(HSCS 1.15).

This area for improvement was made on 13 May 2025.

Action taken since then

This area for improvement was recently made following an upheld complaint. Whilst we were assured that work had started to meet this, it was too soon for this to be meaningfully evaluated.

This area for improvement has not 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
1.2 People get the most out of life	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
3.3 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

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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