

Crannog Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
6 August 2025

Service provided by:
The Mungo Foundation

Service provider number:
SP2003000182

Service no:
CS2006125795

About the service

Crannog Care Home is registered to provide a care home service to a maximum of 30 adults and older people. The provider of the care home is The Mungo Foundation. There were 30 people living in the home at the time of this inspection.

There are three units within the service: Glashan, which provides support for up to 10 people aged 50 and over, living with dementia. Elrig which supports up to 10 adults with learning disabilities and other conditions, such as dementia. Kinnord unit supports a maximum of 10 people aged 50 and over living with alcohol related brain damage.

Crannog Care Home is located in the Drumchapel area of Glasgow and can be accessed by local transport. The home was purpose built and each of the three units has a lounge and dining area, 10 single en-suite toilet facilities, and a mixture of bathing and showering facilities. Glashan and Elrig are located on the ground floor and the Kinnord unit is on the upper floor of the home. A smoke room for residents is located on the first floor. There is off-street parking at the front of the home and an enclosed garden for residents at the rear of the home.

The service aims to 'provide outcome focused and person-centred support, and meet the needs, wishes and preferences of all residents'.

About the inspection

This was an unannounced inspection which took place on Monday 4 August 2025 between the hours of 09:15 and 16:15, Tuesday 5 August 2025 from 07:15 and 15:30 and Wednesday 6 August 2025 from 07:15 until 15:45. 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 spoke with:

- Seven people using the service and six of their relatives
- Spoke with nine members staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

Key messages

Residents and relatives spoke very highly of the care that was provided.

Comments included: "Can't say enough about how good (staff) are. "The care he requires is crucial and what he gets here is excellent." "It's like a family, I can speak to all the staff. The staff listen to all my worries. My sister loves it".

Staff knew the people they support well and treated them with kindness and compassion.

The care home is clean, bright and homely.

There were good working relationships with a range of professionals to ensure that the health needs of residents are met.

Activities within the home should be enhanced to ensure that residents have the opportunity to take part in meaningful activities.

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

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| 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 found significant strengths in aspects of the care and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

The staff knew the people they support very well and their interactions were kind and respectful. People who live in the service and their relatives spoke highly of the staff. We were told: "It's great here, I've got all my friends here", "I'm well looked after", "Everything is first class I couldn't ask for more. "I think they are caring and that's the biggest thing, they all seem to be considerate, and generally treat people with compassion and kindness.

People's health benefitted from the care they received. Residents had a personal plan that detailed the care and support they required. Care plans were in place for specific aspects of care and these were informed by relevant risk assessments. Plans provided clear guidance for staff, reflected the preferences of the individuals and were reviewed regularly. People were supported to receive a range of preventative health services and screening. The feedback we received from health professionals was positive. They told us that communication with the home was good, support staff recognised issues as they arose and care was adapted to meet people's changing needs. Although falls risk assessments had been carried out, these did not reflect best practice, consideration should be given to the use of the Care Inspectorate's guidance on Managing Falls and Fractures in Care Homes for Older People.

People were offered a choice of what to eat at mealtimes and could choose whether to eat in their room or in the dining room if they preferred company. The dining experience was relaxed and residents were complimentary about the food. We were told "the food is lovely and there's always a lot of it". Staff assisted those who needed support with eating and drinking with patience and sensitivity.

Residents spoke positively about activities and outings they had participated in. They particularly enjoyed outings that reflected their individual interests. For example football, eating out and attendance at concerts. Activities provided by external agencies take place on a regular basis and these were also popular. Some staff spoke of difficulty in engaging residents in activities. Ways of increasing opportunities for people to be engaged in meaningful activities should be explored.

How good is our setting?

5 - Very Good

We evaluated this key question as very good, with major strengths that impacted positively on outcomes for people living in the service.

People benefitted from living in a pleasant environment that was clean and well maintained. The communal lounge and dining rooms were well furnished and homely. We were told that residents had been involved in choosing the colour scheme and wallpaper when one of the lounges had recently been decorated. Residents chose where to spend their time with quiet lounges and access to the garden available. Residents had personalised their bedrooms with their own belongings.

Appropriate signage was available to help people familiarise themselves with their surroundings. Some of the communal toilets were of a neutral colour, consideration should be given to the guidance provided in the Kings Fund Design Guide, which highlights the use of contrasting colours to assist those with cognitive decline.

Regular maintenance checks were carried out and repairs were dealt with promptly. Daily cleaning schedules were in place and staff were aware of infection control measures. This provides assurance that people live in a safe environment.

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

People should be supported to manage their medication as safely and effectively as possible. The provider should ensure that there are improvements to the way that staff support the management of peoples' medication. This should include, but is not limited to reporting non-compliance with a prescribed regimen to the relevant healthcare professional, and reviewing the stock of an individual's medication to prevent delays in administration when the prescribed dose is increased.

This area for improvement was made on 26 August 2024.

Action taken since then

Care plans contained detailed information on how individuals should be supported to take their medication. Records of medication administered were accurate and there was a system for auditing the recording of medication. Medication errors were recorded and contact was made with health services for advice where appropriate.

This area for improvement has been met.

Previous area for improvement 2

People should be supported in a way that is consistent and right for them. To do this, the provider should ensure that people have an effective personal plan in place, detailing how staff will deliver their care and support. The plan must be kept up to date and reflect current needs. Staff should be kept up to date with any changes following care review meetings.

This area for improvement was made on 26 August 2024.

Action taken since then

All care plans examined had been updated recently and had been reviewed within the previous six months. There is a system in place to audit care plans and identify any changes required. Review dates were planned in advance and the date they were undertaken recorded.

This area for improvement has been met.

Previous area for improvement 3

People should expect to live in an environment that supports their wellbeing and ensures their personal care needs can be met. The provider should ensure the premises are maintained in a way that promotes the wellbeing of each person residing in the care home.

This should include, but is not limited to making sure that maintenance and repairs are carried out in a timely manner, and that the service notifies the Care Inspectorate of any equipment failure that may impact on people using the service in accordance with the guidance "Records that all registered care services (except childminding) must keep and guidance on notification reporting".

This area for improvement was made on 26 August 2024.

Action taken since then

There was a robust system in place for recording and reporting maintenance issues. Records showed that urgent repairs were dealt with promptly. A weekly review of all maintenance issues was undertaken by the manager and administrator.

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

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| 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 |

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| How good is our setting? | 5 - Very Good |
| 4.1 People experience high quality facilities | 5 - Very Good |

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