

Eastbank Nursing Home Care Home Service

98 Gartocher Road
Shettleston
Glasgow
G32 0HA

Telephone: 01417 788 668

Type of inspection:
Unannounced

Completed on:
15 August 2025

Service provided by:
HC-One No. 1 Limited

Service provider number:
SP2016012770

Service no:
CS2016349798

About the service

Eastbank Nursing Home is registered to provide a care service, with nursing, to a maximum of 70 older people.

The home is a modern, purpose-built building with en suite accommodation over two floors with lift access between them. There are three units each with their own living and dining areas.

On the upper floor there are two units for older people living with dementia: 14 bedrooms in the Brandon unit and 18 bedrooms in the Goudie unit. On the ground floor, Wasell is a unit with 33 bedrooms for older people, some of whom may have dementia or cognitive impairment.

The home is situated in a residential area of Shettleston, in Glasgow, close to local amenities and public transport. There is a small car park to the front of the home and enclosed gardens to the rear.

At the time of the inspection, there were 65 people living in the service.

About the inspection

This was an unannounced inspection to review requirements made as a result of complaint upheld which took place on 15 August 2025 from 09:30 to 16:45. 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 spoke with the Regional Director and two members of the management team. We observed practice and daily life and reviewed documents.

Key messages

The care provider must ensure people's mobility needs are assessed and well managed.

The care provider must ensure people experiencing care have their continence needs managed appropriately and in a manner that maintains their dignity and personal care needs.

To ensure the health, wellbeing and safety needs of people are met, the care provider must ensure staff respond to people's calls for assistance without delay.

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?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

Sufficient progress had been made to ensure staff responded to people's needs, we discussed with the manager and regional director the need for risk assessments to be included within contingency planning processes and effective systems to be in place to ensure staff were up to date with all communication. The care provider was accepting of this and agreed to take appropriate action to ensure people's needs would not be compromised in the event of equipment failure. We have agreed to move this to an area for improvement.

Areas for improvement

1. To ensure people's personal care needs are supported without delay the care provider should ensure written contingency plans detail risk assessments to ensure essential equipment is available and people's care needs are not compromised. In addition the care provider should ensure there are effective systems in place to ensure all staff are up to date with all communications.

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 individuals and their families have confidence in the service, the care provider should offer reassurances by sharing information when requested about the care and support of individuals. The care provider should ensure recording systems are implemented that will capture communication with families.

This is to ensure care and support is consistent with Health and Social Care Standard 4.23: I use a service and organisation that are well led and managed.

This area for improvement was made on 27 June 2025.

Action taken since then

Not assessed as part of this inspection

Previous area for improvement 2

To ensure people have confidence in the service being provided, the care provider should ensure all complaints are fully investigated and a response issued which details the findings and actions to be taken.

This is to ensure care and support is consistent with Health and Social Care Standard 4.21: If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

This area for improvement was made on 27 June 2025.

Action taken since then

Not assessed as part of this inspection

Previous area for improvement 3

To provide reassurance to people supported and their representatives, the care provider should amend information accordingly to ensure accurate and consistent processes are in place to demonstrate that people's property is respected and valued.

This is to ensure care and support is consistent with Health and Social Care Standard 4.4: I receive an apology if things go wrong with my care and support or my human rights are not respected, and the organisation takes responsibility for its actions.

This area for improvement was made on 27 June 2025.

Action taken since then

Not assessed as part of this inspection

Previous area for improvement 4

The care provider should promote meaningful engagement between people supported and their relatives by ensuring opportunities are facilitated to involve relatives in aspects of a persons day to day support.

This is to ensure care and support is consistent with Health and Social Care Standard 4.23: I use a service and organisation that are well led and managed.

This area for improvement was made on 27 June 2025.

Action taken since then

Not assessed as part of this inspection

Previous area for improvement 5

1. To ensure that people are kept safe, staff should check equipment in place within bedrooms is fully operational and that night time checks are carried out as detailed within the associated procedure. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

This area for improvement was made on 8 May 2024.

Action taken since then

Not assessed as part of this inspection

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?	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate

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Dundee
DD1 4NY

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