

Chester Park Care Home Care Home Service

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Kinning Park
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Type of inspection:
Unannounced

Completed on:
14 September 2025

Service provided by:
Oakminster Healthcare Ltd

Service provider number:
SP2003002359

Service no:
CS2003010457

About the service

Chester Park is a care home for older people and is registered for a maximum of 101 places of which 10 may be for respite or short breaks. The service provider is Oakminster Healthcare Limited.

Chester Park is a large three storey building, located in the Kinning Park area of Glasgow. The service is close to local amenities and transport links. The care home is divided into five separate units. The units are known as Kelvingrove, Clyde, Afton, Upper Clyde and the Intermediate Care Unit. Each unit is spread out over two or three corridors with bedrooms, lounge, dining room and communal toilets and bathrooms.

The Intermediate Care Unit supports people who have been discharged from hospital and are undergoing a period of rehabilitation prior to their discharge home or to another care setting.

People who use the service have access to a wellbeing area, hairdressers, large conservatory, courtyard, and enclosed garden area. There is a car park to the side of the care home.

At the time of the inspection there were 69 people using the service.

About the inspection

This was an unannounced inspection which took place on 12 - 14 September 2025 between 06:45 and 18:15. 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 time with 17 people using the service and spoke with six of their families that were visiting. We also obtained feedback via a pre-inspection questionnaire from one person and three families.
- Spoke with 29 staff and management, along with feedback via a pre-inspection. questionnaire from 17 staff.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from seven visiting professionals.

Key messages

- People living in Chester Park Care Home and their families were very happy with the care and support.
- People experienced warmth, kindness and compassion in how they were supported and cared for.
- People benefited from access to a tasty, varied diet. They could choose from a variety of meals, snacks and drinks.
- The environment was clean and tidy with no evidence of intrusive smells.
- 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.
- Staffing levels during the day in Afton Unit and during the night in Kelvingrove Unit should be reviewed to ensure that staff can confidently meet people's needs.

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?	4 - Good
How good is our staff team?	4 - 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 living in Chester Park Care Home and their families were very happy with the care and support. However, one person was unsure about their relative's care. One person told us, "I'm happy here and I like the staff", whilst another explained, "I'm well looked after here, staff will do what they can to help you". One family felt, "I can walk away and know my relative has been taken care of well".

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, "Staff treat residents and family with courtesy and respect", whilst another felt, "staff are excellent here, from day one their communication was person centred to my relative".

The atmosphere across 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.

People benefited from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals. One health professional told us, "staff are good at keeping me up to date with changes in person's health and care needs". This also gave reassurance to families. Feedback from families included, "There is a strong focus on fulfilling my relative's needs. Any concerns are addressed rapidly", and "They contact me straight away if there are any health concerns".

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's ok, we're well looked after here", whilst another said, "I've put on weight here because of the good food and cakes".

How good is our leadership?

4 - Good

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

The provider had a comprehensive quality assurance system which the manager worked through. This included self-evaluation and improvement plans, to ensure standards of good practice were adhered to and to drive change and improvement where necessary.

The manager had clear systems for monitoring standards of care and support. This included daily flash meetings and monthly clinical risk meetings, where any health concerns were discussed for people to ensure that appropriate actions were put in place.

People and their families felt confident giving feedback and raising concerns because they knew this would be welcomed and responded to in a spirit of partnership. There was a complaints process in place and

where things go wrong with a person's care or support, management offer a genuine apology and take action to learn from mistakes.

We received mixed feedback from staff about leaders across the care home. Some staff reported that leadership approaches could at times feel overly critical, which may impact morale. This contrasted with other staff who felt well supported. Management have assured us that they will continue to review support systems to ensure staff feel confident and valued (see area for improvement 1).

Areas for improvement

1. The service should review how staff improvement is supported, ensuring that approaches foster confidence and learning, and that staff feel safe to reflect on and learn from mistakes.

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).

How good is our staff team?

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

People were confident that staff had the necessary skills and competence to support them. There was a clear staff assurance framework that provided a structure of training for each role within the care home. Staff were supported to keep up-to-date with current and changing practice, with easy access to a range of good practice guidance.

Whilst people could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment, staffing levels during the day in Afton Unit and during the night in Kelvingrove Unit should be reviewed to ensure that staff can confidently meet people's needs. We came to this conclusion after hearing feedback from residents, families and staff about how busy these units were. Some staff spoke of how stressful it could be, with a few saying at times they left in tears. Our own observations aligned with this and we were concerned that if additional staff was not put in place, there was a risk that the very good outcomes for people would not be sustained. We discussed this with both the manager and senior manager who assured us that this would be reviewed (see area for improvement 1).

People living in the care home, and their families, were positive about the staff group. We received the following comments: "The staff are excellent, I could go to any other home but the staff know me really well here ", "Staff go above and beyond" and "Staff are great, I can't fault them."

Areas for improvement

1. To ensure that staff can confidently meet people's needs and to support staff wellbeing, the service should review staffing levels on day shift in Afton Unit and overnight in Kelvingrove Unit.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My needs are met by the right number of people." (HSCS 3.15).

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. They were supported by staff to choose where to spend their day.

Overall, the environment was clean and tidy with no evidence of intrusive smells. We discussed some aspects where more attention to detail was required and felt assured that this would be monitored going forward.

An extensive refurbishment programme was in place, with three units now completed and the fourth unit now underway.

There were clear planned arrangements for the regular monitoring and maintenance of the premises and the equipment to ensure people were safe.

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

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.

Overall, personal plans were in place that included relevant risk assessments. There was good detail within the plans to guide staff around how best to provide care and support for each person. These were then regularly evaluated.

The service had a supportive and inclusive approach to involve all carers and family members in the planning and delivery of care and support, where this is important to the person living in the care home.

Personal plans were reviewed in line with legislation. This gave an opportunity to discuss any aspects of care and support that was working well and anything they would like to be done differently.

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

The provider should ensure that people, or their representatives, receive the right information at the right time should an adverse incident or accident occur. This should also include, but is not limited to, ensuring that staff are open, honest, and transparent in their timely communication with people receiving care, or their representatives. Staff should also timeously, and accurately, record such conversations held.

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 17 April 2025.

Action taken since then

We sampled care records and found that people, or their representatives, were informed of any changes in health or care delivered in a timely manner. Families we spoke with told us that they felt that there was good communication and that they were kept up to date.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - 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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