

Edinbarnet Care Home Service

Cochno Road
Clydebank
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Telephone: 01389 874 291

Type of inspection:
Unannounced

Completed on:
15 September 2025

Service provided by:
Edinbarnet Estates Ltd.

Service provider number:
SP2003002356

Service no:
CS2003010454

About the service

Edinbarnet provides nursing care for a maximum of 44 older people. There is one respite bed available.

The home is a large extended mansion house surrounded by extensive, mature gardens and situated in the countryside near Clydebank, West Dunbartonshire. Although a distance from public transport links, the home will by prior arrangement provide mini bus transport for the benefit of residents, staff and relatives.

At the time of our inspection 43 residents were living in the home.

About the inspection

This was an unannounced inspection which took place on 9 and 10 September between 10:00 and 16:30. 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 nine people using the service and considered ten returned questionnaires
- spoke with six relatives who were visiting and considered 11 returned questionnaires
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- considered nine returned questionnaires from external health professionals.

Key messages

Key external health professionals who support the home spoke very positively about the care and support provided to residents.

There is very good social interaction and opportunities for people.

Relatives and residents spoke highly of the care staff, we observed kind and patient support provision.

The environment is clean and fresh and the extensive gardens are enjoyed by both residents and visitors.

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

During our visit, we observed consistently kind and patient interactions between staff and residents. It was evident that strong, trusting relationships had been established, with moments of humour and laughter contributing to a warm and positive atmosphere throughout the day. We heard the following comments from relatives;

"My mother is much safer and happier since moving into Edinbarnet. She has built an obvious bond with the staff, who have a genuine caring attitude."

"The staff are exceptional. They provide a level of caring and interaction above what I would have hoped for."

"In her 6 weeks since admission my mum is a lot healthier and alert."

Care plan documentation was of a very high standard, clearly reflecting changes in residents' health and wellbeing. Risk assessments were regularly updated, demonstrating a proactive approach to care planning. Staff appropriately contacted external health professionals when needed, ensuring that residents' changing health needs were effectively monitored and addressed. Feedback from surveys from health care professionals was positive, highlighting very good communication and a strong commitment to following professional advice. This reflected a high standard of care and a well-coordinated approach to supporting residents. Comments we gathered from returned questionnaires included the following;

"I have been impressed with the care staff provide for their residents at Edinbarnet. They are competent and caring in their assessment of issues and communicate well with the practice."

"It is evident from when you go into Edinbarnet that the staff care very much for the residents who live there."

Nutritional needs were also effectively met, with no concerns identified regarding intake. Where additional support was required, referrals had been made to dietitians, and supplements or other measures were implemented to support individuals' wellbeing.

The mealtime experience promoted dignity and comfort. It was calm, well-organised, and supported a positive dining environment. Staff provided assistance with eating and drinking where needed, ensuring residents were able to enjoy their meals safely and comfortably. We noted that for one resident, they were too tired to eat their meal with a later meal time not being considered when the resident was more alert and able to accept support. We have repeated a previous area for improvement regarding this. **(See area for improvement 1).**

Meals appeared appetising and were well received by residents. Those we spoke with expressed satisfaction with the food and felt confident in suggesting alternatives, such as requesting salad options.

Residents had very good opportunities to engage in community life. Staff supported this by using the minibus to facilitate access to both local areas and places of interest further afield. This enhanced residents' social inclusion and sense of independence. Within the home, a variety of social opportunities were provided, including therapeutic and sensory treatments for those who preferred one-to-one activities. These options supported individual preferences and contributed to emotional and psychological wellbeing.

One resident commented "I feel I am supported in my day to day activities even though I cannot do the things that I enjoyed doing when I was at home."

Areas for improvement

1. In order to enjoy the meal time experience, people should be alert/awake and sitting comfortably during their support.

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

"My care and support meets my needs and is right for me."(HSCS 1.19)

How good is our setting?

5 - Very Good

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

Residents were able to mix freely across both units of the home, which promoted social interaction and choice. The library room was used effectively to deliver one-to-one sensory therapies, supporting personalised care. Residents were provided with the equipment they needed to remain safe and well, such as mobility aids and airflow mattresses.

There was a good range of communal spaces available, including lounges, dining areas and hallway seating areas, which small groups of residents enjoyed using for relaxation. People were also supported to personalise their bedrooms and bring in items from home, which helped maintain familiarity and comfort.

An efficient laundry service was in place, and the home was consistently clean and fresh. Infection prevention and control measures were followed in line with current guidance, contributing to a safe and hygienic environment.

The home was maintained to a high standard, with both day-to-day and statutory maintenance tasks completed, including gas and electrical safety compliance. The large, well-kept garden grounds were a valued feature of the home, providing residents and their visitors with a peaceful outdoor space for relaxation and connection with nature.

Transport was provided by the home using its own minibus, which supported residents to access the community and attend outings. Internet connectivity had improved across both units of the home, enabling residents to use personal devices if they chose to, thereby supporting digital inclusion and personal choice.

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 free from pain. Those who are unable to express pain verbally should have a pain tool in place to guide staff administering.

This is to ensure that care and support is consistent with the Health and Social Care Standard (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 October 2024.

Action taken since then

We saw from records we sampled a pain tool had been put in place for people who could not ask for pain relief. The tool was used to help identify behaviours and body language to identify pain.

This area for improvement has been fully met.

Previous area for improvement 2

To minimise risk of infection, good hand hygiene should take place for people prior to meal times.

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

"Any treatment or intervention that I experience is safe and effective." (HSCS 1.24).

This area for improvement was made on 17 October 2024.

Action taken since then

We observed during a meal time that residents were supported with hand hygiene.

This area for improvement has been met.

Previous area for improvement 3

In order to enjoy the meal time experience, people should be alert/awake and sitting comfortably during their support.

This is to ensure that care and support is consistent with the Health and Social Care Standard (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 October 2024.

Action taken since then

We observed a resident who was asleep during the meal service and was being prompted to eat when it was clear the person wanted to remain sleeping.

We have repeated this area for improvement.

Previous area for improvement 4

The service should ensure that daily recordings of support provided to people is recorded timeously and if support is not completed then the reason for this should be documented.

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

"My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected." (HSCS 1.23)

This area for improvement was made on 17 October 2024.

Action taken since then

All support care notes were up to date with no gaps in care provision.

This area for improvement has been met.

Previous area for improvement 5

To support improvements in service delivery, the service should have an overview of areas of health that includes wounds, weight monitoring and infections.

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

'I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This area for improvement was made on 17 October 2024.

Action taken since then

The management had a good overview in place for wounds, weight monitoring and infections.

This area for improvement has been met.

Previous area for improvement 6

The service should ensure that audits are thorough and detailed. They should also ensure that there are clear action plans put in place as a result of audits. When actions have been completed the audit documentation should reflect this.

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

'I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

This area for improvement was made on 17 October 2024.

Action taken since then

We saw good action plans attached to audit findings and corrective action was clearly highlighted.

This area for improvement has been met.

Previous area for improvement 7

People should live in a peaceful environment that supports orientation. This includes adequate lighting and signage.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which state that: "My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes" (HSCS 5.19) and "My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells. " (HSCS 5.18).

This area for improvement was made on 17 October 2024.

Action taken since then

Lighting had been purchased for areas of the home that were previously lacking in light. Signage was in place to support orientation.

This area for improvement has been met.

Previous area for improvement 8

People's wishes should be clearly recorded with regard to their care in the event of their health deteriorating.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which state that: 1.14 My future care and support needs are anticipated as part of my assessment.

This area for improvement was made on 17 October 2024.

Action taken since then

Sample records showed detailed recording of care planning for people.

This area for improvement has been met.

Previous area for improvement 9

Care plans should be updated when care needs and health needs have changed with regular evaluations being undertaken.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which state that: 1.14 My future care and support needs are anticipated as part of my assessment.

This area for improvement was made on 17 October 2024.

Action taken since then

Care plans sampled had up to date evaluations in place that also considered changes to health.

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.

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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