

Jordanhill Care Home Care Home Service

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Jordanhill
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Type of inspection:
Unannounced

Completed on:
28 August 2025

Service provided by:
Foxcare Ltd.

Service provider number:
SP2005007828

Service no:
CS2008192624

About the service

Jordanhill Care Home is registered to provide a service to a maximum of 38 older people. The provider is Foxcare Ltd.

The home provides residential care in the Jordanhill area of Glasgow which is easily accessed by public transport and is close to public amenities. It is a traditional sandstone building with a purpose-built extension. Accommodation is available on two floors which can be accessed by a passenger lift or stairs and a stairlift.

Most rooms benefit from en suite toilets and level-floor shower facilities. Other bedrooms have access to shared toilets, bathroom or shower facilities. There are communal lounges and dining areas on the ground floor of the home. The home benefits from an enclosed garden at the rear of the property. On-street parking is available directly outside the home.

About the inspection

This was an unannounced inspection which took place on 26, 27 and 28 August 2025. 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 five people using the service and three of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Staff were knowledgeable about people's care needs and preferences, this resulted in people feeling confident in their care.
- There were good working relationships between management and staff.
- Support plans were person-centred and reflected people's individual needs, intended outcomes and associated risks.
- People benefited from staffing levels that supported their care needs.
- People living in the home, and their families, were very happy with the care and support delivered.

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 staff team?	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 people, therefore we evaluated this key question as very good.

We saw warm and compassionate care. Engagement between staff and the people they supported was friendly and kind. The choices and preferences of people living in the home were supported very well by staff who were familiar with individuals' needs. This fostered confidence among people that their care was informed, responsive and outcome-focused.

Staff understood the importance of involving people in meaningful activity to enhance their wellbeing and support good mental health. People were supported to make choices about how they spent their day, with no sense of being rushed. The activity coordinator facilitated a diverse programme of group and one-to-one activities including outings beyond the home. Preferences were routinely gathered and respected, and ensured activities were meaningful and inclusive. Staff applied the principles of meaningful contact effectively.

The care staff were knowledgeable about who to call on for support and advice regarding people's health needs. External healthcare professionals were called promptly for advice and support when needed. We saw records detailing the outcomes of these visits. Advice and changes to treatment were reflected into plans of care to ensure people's healthcare needs were supported.

Family members commented that they felt reassured that their relatives were receiving good support with health needs. Families told us that they were kept up-to-date with any changes in their relative's health.

Medication administration was safe and effective, and adhered to best practice guidance. Robust audits and regular competency assessments ensured staff administering medication were well-trained and confident in their practice.

Personal plans were up-to-date which helped to guide staff about the agreed care for the person and ensured a consistent approach. Risk assessments were up-to-date and reflected into plans of care. This helped to safeguard people from harm.

There was a good overview of the management of clinical issues and how risks were being minimised. There were systems in place to ensure that clinical issues were regularly discussed, and plans of care updated. This ensured positive outcomes for people's healthcare.

Mealtimes provided a social opportunity for people to come together, and meals were well-presented and nutritious. The quality and presentation of food was of a high standard. The chef was very knowledgeable about people's preferences, and cultural and dietary requirements. People could choose from a variety of healthy foods and snacks, and sweet treats were also made available.

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

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

People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment featuring a range of measures linked to quality assurance. A recognised method was used to help inform staffing levels. This was used in conjunction with the knowledge of people's needs gleaned from the staff and management team. This included taking account of the complexity of people's care and support.

Staff were clear about their roles and helped each other by being flexible in response to changing situations. We found examples when staffing levels had been increased to meet the needs of people, for example, a person needing end of life care.

Staffing arrangements allowed for people's needs to be met in a relaxed, friendly and engaging manner. Staff were observed to interact with people in a kind, compassionate and dignified way. They spent time talking to people, building up relationships and gave people time to respond at their own pace. Staff were intuitive to people's needs, offering help and guidance in a timely manner. This also contributed to the warm atmosphere within the service.

There was a positive learning culture within the service where more experienced staff took the time to demonstrate and support good practice. It was this culture which enabled the home to have a consistent and experienced staff team who worked well together to achieve the best possible outcomes for people.

Through observations of staff during the inspection, it was evident staff were an asset to the service and contributed significantly to its effectiveness.

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

We found significant strengths in the setting and how this supported positive outcomes for people. Therefore, we evaluated this key question as very good.

The environment within the care home was of a high standard. This contributed positively to people's wellbeing, safety and comfort. The setting was warm, welcoming and thoughtfully designed to promote independence, dignity and inclusion.

Communal areas were spacious, clean and well-maintained, offering a homely atmosphere that encouraged social interaction and relaxation. Bedrooms were personalised and reflected individual preferences, helping people residing there to feel a sense of ownership and belonging.

Infection prevention and control measures were robust and consistently applied, ensuring a safe and hygienic setting. Regular audits and maintenance checks were carried out to uphold high standards of cleanliness and safety.

Outdoor spaces were well-kept and easily accessible, providing opportunities for fresh air, physical activity and meaningful engagement with nature. People were supported to use these areas regularly, contributing to their physical and emotional wellbeing.

The environment was continually reviewed and adapted in response to residents' changing needs and preferences. Feedback from residents, families and staff was actively sought and used to inform improvements.

This commitment to a high quality environment ensured that people living in the home experienced a setting that was not only safe and functional, but also nurturing and empowering.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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