

Riverside House Care Home Service

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Glasgow
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Type of inspection:
Unannounced

Completed on:
25 June 2025

Service provided by:
Glasgow City Council

Service provider number:
SP2003003390

Service no:
CS2014333834

About the service

Riverside House is registered to provide a care service to a maximum of 120 older people.

The home consists of eight living units for 15 residents in each unit. There is one specialist dementia unit which supports 15 residents with a diagnosis of dementia. The service offers care for frail older people over 65 years of age from different cultures, beliefs and backgrounds.

At the time of this inspection, four of the units were being renovated and refurbished, and 59 people resided in the remaining four units.

About the inspection

This was an unannounced inspection which took place on 24 and 25 June 2025. The inspection was carried out by three 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 10 people using the service and nine of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from visiting professionals.

Key messages

- People's health needs were escalated to other health professionals when needed.
- People and their representatives were involved in planning their support.
- The staff team knew people very well.
- Communication with families was very good.

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

People experienced warmth, kindness and compassion in how they were supported and cared for. This helped build strong and trusting relationships between staff and people living at Riverside House. It was evident that people's lives were enhanced as a result of the care they received. Comments from people we spoke with included:

"The staff are great and so kind and patient."

"There is such a calm, homely and friendly atmosphere."

"We really couldn't ask for more."

Staff told us that they had sufficient time to support people according to their needs. They took time to get to know people and we witnessed positive relationships, humour, fun and friendly interactions. People were confident that staff had the necessary training, skills and competence to provide a high standard of care.

Personal plans, sometimes called support plans, should reflect people's rights, choices and wishes. People benefited from a service that was person-centred and based on their needs and wishes. Comprehensive assessments were undertaken to establish people's life history, their physical, social and emotional needs, what was important to them and their likes and dislikes.

People experiencing care were fully involved in developing their personal plan. The documentation we reviewed reflected the detail needed by staff to deliver support in the way people wanted. As people's needs changed, their support plans were reviewed and updated in line with their wishes. This meant that people were listened to and that their views, and those of their loved ones, helped inform and plan their care.

Care reviews were up-to-date. This ensured people benefited from their planned care interventions and could be confident that their planned care was right for them.

People were encouraged to stay as active as they could be and were supported to maintain and increase their mobility. They could move freely within the home and were able to enjoy the garden areas around Riverside House. Those who were less independent were supported to access the outdoors as well as a wide range of indoor social and recreational activities.

People were supported to maintain contact with family and friends. Visitors were made to feel welcome and were invited to join in with birthdays and special events. This had a very positive impact on people's physical and mental wellbeing.

We saw that people had access to fresh fluids and snacks throughout the day. The service had recognised screening tools to identify people who were at risk of losing weight or of not drinking enough and who needed additional support.

People benefited from robust medication management. There were clear protocols for "as required" medication and the processes in place adhered to best practice. This helped ensure that people were supported to take the right medication at the right time and promoted their health and wellbeing.

Staff were responsive to changes in people's needs and worked in partnership with others for the benefit of people living at Riverside House. The service had built positive working relationships with health professionals, and people's health benefited as a result. The service responded promptly at times of crisis, both in terms of the support provided and in ensuring the relevant people were informed. This helped keep people safe and physically and mentally well.

How good is our setting?

5 - Very Good

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

Each part of the home was clean, attractive and well cared for. The furnishings were of very good quality in every unit. Chairs and sofas were comfortable and were laid out in such a way as to promote a homely and warm atmosphere. The flooring in each of the units was mainly laid to carpet and these were all clean and in very good condition. There was plenty of social space and people chose where to spend their time.

The home was maintained to a high standard and had undergone recent renovation and redecoration. We saw that people's bedrooms were personalised according to their taste and preferences. The garden grounds were accessible and provided an outdoor area in which people could sit and/or mobilise safely.

People spoke positively about the homely and welcoming atmosphere and we found the service to be clean, tidy and well-maintained. Daily cleaning tasks were being completed as well as regular deep cleans of people's bedrooms. There were regular checks of equipment to ensure they were in working order and assistance equipment, such as mobility aids, was clean and in a good state of repair. This was supported by effective quality assurance audits.

There were clear and effective processes for requesting and monitoring day-to-day small-scale repairs or replacements. Repairs were carried out promptly and the provider responded quickly to any maintenance issues, equipment or furniture that needed replaced.

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 service provider should review current arrangements in place at mealtimes to ensure that there is sufficient support to maximise people's experience, offer meaningful choice and use feedback from people who use the service and families with shaping menu choices.

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I can enjoy unhurried snack and mealtimes in as relaxed atmosphere as possible" (HSCS 1.35) and "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables and participate in menu planning" (HSCS 1.33).

This area for improvement was made on 24 June 2022.

Action taken since then

We observed the mealtime experience for people to be positive.

This area for improvement has been met.

Previous area for improvement 2

The service provider should review the activity provision to ensure people have greater opportunity to participate in activities which are meaningful to them. The activities programme should be shaped by feedback from people who use the service and their relatives.

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I can choose to have an active life and participate in a range of recreational, social, creative, physical, and learning activities every day, both indoors and outdoors" (HSCS 1.25).

This area for improvement was made on 24 June 2022.

Action taken since then

We observed that there was a range of meaningful activities for people to participate in, and saw evidence of many activities that had occurred.

This area for improvement has been met.

Previous area for improvement 3

The provider should ensure care plans are in place which reflect the current needs of each resident and provide clear guidance on strategies and approaches to be used by staff to meet residents' identified needs.

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

This area for improvement was made on 24 June 2022.

Action taken since then

The personal plans we sampled were up-to-date and reflected the current needs of people.

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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