

Lochside Manor Care Home Service

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Bargeddie
Baillieston
Glasgow
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Telephone: 01417 710 515

Type of inspection:
Unannounced

Completed on:
19 June 2025

Service provided by:
Enhance Healthcare Ltd

Service provider number:
SP2012011938

Service no:
CS2017359706

About the service

Lochside Manor is a care home service registered to provide care and support to a maximum of 45 people, 19 of which are older people and 26 of which are adults with mental health problems, physical and/or learning disabilities. The care home has been registered since 15 February 2018. The service is situated in the Bargeddie area on the outskirts of Coatbridge and is close to local facilities and transport links.

At the time of inspection the service had 38 residents living there.

About the inspection

This was an unannounced inspection which took place on the 17 and 18 June 2025 between 07:00 and 15:30. 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.

To inform our evaluations of the service we:

- reviewed questionnaire responses received from eight people supported
- reviewed questionnaire responses received from four external professionals and received information from a further two
- spoke to three people supported in the service
- spoke to a relative
- spoke with staff and management
- reviewed documents.

Key messages

- People were very happy with the care and support they received in the service.
- External professionals were happy with the quality of care provided and the communication from the service.
- Oral care monitoring tools had been completed to an improved standard but remained a focus for the service.
- The service was continuing to carrying out a planned refurbishment programme to improve people's living environment.

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?	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

Our overall evaluation for this key question was very good. We found the service had significant strengths in keeping people safe and meeting their needs.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

Throughout the inspection visits we could see people were treated well and with dignity and respect. We saw caring interactions between staff during our visits to each of the units within the service. Staff clearly knew the residents well and understood how best to support them. People appeared well kempt, comfortable, and engaged well with the care and other staff within the service. Staff we spoke to told us people were cared for to a high standard within the home. The relaxed and friendly environment coupled with the very good levels of observed care were clearly benefitting the people experiencing care.

People in the service were receiving regular visits from their loved ones. They told us they could see their loved ones when they wanted. People provided us with responses to our questionnaires either themselves or with the help of relatives or staff. Comments included: 'The food is fantastic, it is that good I have put on weight.' 'The management and the staff are brilliant.' 'All the management team and all the staff cannot do enough for me.' 'I really feel so happy and secure.' 'Couldn't ask for nicer carers.' 'All helpful and lovely.' 'I love the whole setting of the home.' 'Activity staff encourage me to go on outings and lunches. I am lucky I am able to go out every week weather permitting.'

We spoke to three people supported by the service. They all had positive opinions of the quality of care they received and the quality of staff in the home. Comments included: 'Everything is great.' 'The staff are on the ball.' 'The food is surprisingly good.' 'It is a well-run home.' 'Staff are very good.' 'Everyone is nice and thoughtful.' 'Staff are lovely, appear well trained and treated me with respect.' These comments and the comments in our questionnaire responses were shared with the management and added to other evidence gathered that people were being well looked after.

The responses in our questionnaires issued to external professionals who engaged with the service were positive. Comments included: 'Staff appear to be happy with the leadership and well supported.' 'The staff I have worked with have been eager to learn more about positive behaviour support.' 'Always friendly on arrival, appear to know the person well and have a good relationship with her.' 'Environment is always clean and tidy, recently they have increased the homeliness and put in a kitchen in a communal area for increased activities and so staff can be more present.' 'Staff and management regularly reach out to our service if there are any health concerns.' These positive responses and comments also provided a high level of assurance about how well the service met people's needs.

On sampling oral care records, we could see there had been improvement in how these were being recorded in line with the previously made area for improvement. Staff informed us this was a task that was followed up by senior staff who encouraged staff to complete records accurately. We spoke to an oral care specialist who regularly attended the home to assist staff regarding oral care, whose feedback was positive. We agreed with the management that although there had been an improvement there was more work to do. The management team assured us there would be a continuing focus in this regard to ensure people's oral health needs are fully met and accurately recorded.

How good is our setting?**4 - Good**

We evaluated this key question as good because strengths under this key question outweighed areas for improvement.

Quality Indicator: 4.1 People experience high quality facilities

The service was generally clean, tidy, and free of clutter. There was a housekeeping team who had an established routine and were seen to be carrying out their tasks well during the inspection. This maintained a good standard of cleanliness across all communal and personal areas within the service. The service was subject to a number of regular cleanliness and tidiness checks by the management team to ensure the service was cleaned and presented at an acceptable standard.

The communal areas were welcoming, spacious and tidy. The environment and equipment were cleaned to a good standard and most areas were well maintained. Some areas of the home were decorated to a particularly high standard with new flooring, modern furnishings, and freshly painted walls. Other areas, however, appeared dated and tired. We were pleased to see that the service was continuing with its ongoing refurbishment plan to address these issues.

There was a large, well-kept enclosed garden for people to use. People could independently use the garden, weather permitting. There was plenty of social space across the home and people chose where to spend their time. During the inspection a number of residents used a smaller enclosed garden space to get out into the sun and/or have a smoke and socialise.

The service had a maintenance team to manage the environmental upkeep and health and safety issues. Maintenance records were up-to-date ensuring that things like water condition and hoisting equipment were of a good standard and safe for residents to use.

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 people's needs are being met all records of care received should be well maintained. Oral care records particularly should be fully and accurately completed and these records should be regular scrutinised by senior staff.

This is to ensure that care and support is consistent with Health and Social Care Standard (HSCS) which states that 'My care and support meets my needs and is right for me.' (HSCS 1.19).

This area for improvement was made on 17 July 2024.

Action taken since then

On sampling oral care records, we could see there had been improvement in how these were being recorded. Staff informed us this was a task that was followed up by senior staff who encouraged staff to complete records accurately.

We spoke to an oral care specialist who regularly attended the service to assist staff regarding oral care whose feedback was positive. We agreed with the management that although there had been an improvement there was more work to do. The management assured us there would be a continuing focus in this regard.

This area for improvement had been met.

Previous area for improvement 2

The home should ensure it makes best use of the experience, qualifications and skills of all staff in assisting the manager to maintain standards and lead quality assurance and improvement. This should include clarification of all roles, tasks and responsibilities within the home.

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

This area for improvement was made on 17 July 2024.

Action taken since then

We saw records of the management sharing job descriptions with staff who were required to sign them once read. In speaking to staff there was a sense that things had improved recently, and people appeared clearer about their roles and responsibilities. Staff commented on how well they worked together as a team and the high quality of care they provided.

This area for improvement had been met.

Previous area for improvement 3

To ensure staff are competent and their wellbeing looked after staff should have regular supervisions meetings with a more senior member of staff. These meetings should be documented to evidence any agreed actions, quality and that meeting frequency is met in line with organisational policy.

This is to ensure that care and support is consistent with Health and Social Care Standard (HSCS) which states 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).

This area for improvement was made on 17 July 2024.

Action taken since then

On speaking to staff, it was clear that they had attended regular supervision meetings with their seniors, and they felt well supported by them. This narrative was supported by a supervision tracker format that planned future supervision meetings and records of meetings taking place.

This area for improvement had 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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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