

Abbotsford House Care Home Service

41 Drymen Road
Bearsden
Glasgow
G61 2RL

Telephone: 01419 429 636

Type of inspection:
Unannounced

Completed on:
1 July 2025

Service provided by:
Morrison Community Care Limited

Service provider number:
SP2003000208

Service no:
CS2003000786

About the service

Abbotsford House provides 24 hour care for a maximum of 34 older people and is situated within the Bearsden area of Glasgow. The premises are situated close to public transport links and there is parking available within the grounds. The provider is Morrison Community Care Limited.

The care home is a traditional sandstone villa which has in the past been extended to provide additional single room accommodation with ensuite facilities. There are also six twin rooms available.

Abbotsford House stands in large, private, well maintained grounds which are accessible to people living in the home. There are three separate lounge areas and a bright and airy communal dining room which looks onto an internal courtyard.

At the time of our inspection 28 people were living at Abbotsford House.

About the inspection

This was an unannounced inspection which took place on 24 and 25 June 2025 between 10:00 and 16:00. 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 four people using the service and considered six returned questionnaires
- spoke with four relatives
- spoke with six staff members and management
- considered 12 returned questionnaires from relatives and staff
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional and considered two returned questionnaires.

Key messages

People are supported to remain safe and well to a very good standard.

People are involved and encouraged with physical and meaningful activity both within the home and in the community.

There is a consistent staff team who are well trained to support people.

Staff spoke highly of each other and the management team.

External health professionals spoke highly of staff knowledge and interaction with residents.

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

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

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

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.

Feedback from resident's returned questionnaires was very positive. Everyone strongly agreed they had good relationships with staff and received care and support promptly when needed. People indicated they felt safe, included, and listened to.

People we spoke with living at Abbotsford House told us they were happy and were able to enjoy a wide range of activities offered to them. We heard the home offered the use of their garden to the local nursery children and picnics and sports days had taken place that included the residents. Other community involvement included local church choir attendance that residents enjoyed. People were supported to keep physically well, and the east Dunbartonshire CAPA (care about physical activity) team had been involved with the home to support light exercise groups. We observed keen participation from residents that had positive results for people leaving them smiling and more energised. One relative commented.

"This is a home from home for my mum. She has company all day, chats to lots of people staff or residents. She has delicious meals made for her each day along with the wonderful activity staff member who plans so many activities. Why change perfection!"

People were supported very well with all their health needs. We saw referrals being made to external health professionals who supported the home when this was needed. We heard very positive feedback in this regard. Comments included;

"Staff are well informed about the residents and their needs. They have communicated any changes in a resident's wellbeing with me when necessary, which is important for my role."

"The care home offers a very person-centred approach. Residents are always engaged and encouraged to participate in activities. Residents are always clean, and staff are approachable."

We noted from records there was no concerns for anyone with their nutritional intake, and no one was losing weight. We observed a mealtime experience, this was delivered in a calm and efficiently organised manner. People were given choices of appetising home cooked meals, and other options were offered if people were not eating their meal. Staff supported people where this was necessary. We suggested that people could be offered their choices by the showing of meals on the day of service and not the day before. The management team will take this forward.

Care plans were well recorded; this included the updating of risk assessments and regular reviews took place. Records clearly evidenced people's needs were being met to a high standard. People are supervised and supported to remain safe. Records in place evidenced there were very few falls or other incidents in the home.

How good is our staff team?

5 - Very Good

3.3 Staffing arrangements are right and staff work well together.

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.

Our observations of staff practice demonstrated there was an efficient and engaging staff team in all areas of the home when supporting people. Their interactions were warm, kind and encouraged independence where this was possible. One relative told us "The staff are all professional, courteous and approachable. It is obvious they are caring and enjoy their job."

Training records evidenced staff had a very good level of training that supported them to provide the highest level of care and support to people. Staff told us they supported each other well, worked well as a team and spoke highly of the management structure. We spoke with a newly recruited staff member who told us that everyone was supportive and helpful. Comments from staff included;

"I am proud to be part of a team that genuinely cares about the people."

"The manager has always been open, approachable and communicative."

"Staff work as a team, and everyone is focused on giving person-centred care. I've seen how the service listens to individuals and includes them in decisions about their care, which makes them feel valued and respected."

Communication from management and within the team was reported to us as being very good. This was also confirmed by relatives we spoke with. An external health professional supporting the home told us "Staff engage well with families and visiting professionals. Staff gave best interests of residents at the centre of what they do."

Feedback from relatives, and residents was very positive. Comments we heard were;

"All the staff are exemplary. They go over and above their duties in caring for all the residents. The atmosphere in the home while visiting is always very upbeat as all the staff are incredible with their very positive attitudes and caring personalities."

"I am happy to leave my mum`s care to the staff who are so vigilant and spot changes so quickly. They inform me of anything that may affect my mum`s health mentally or physically either by calling me or on my regular visits."

Senior staff members were able to support the manager with leadership, this included observations of the mealtime experience, supporting and promoting good oral hygiene and support for continence.

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 home should ensure it makes best use of the experience, qualifications and skills of its senior staff in assisting the manager to lead quality assurance and improvement. This should include a review of senior roles and responsibilities within the home and clarification on lines of reporting for care staff.

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

This area for improvement was made on 12 February 2024.

Action taken since then

An external quality assurance leader supported the manager with audits on a monthly basis. This included nutrition, continence, health and safety, accidents, incidents and falls. The head of housekeeping supported audits for the environment and cleanliness, including supporting the manager with mealtime observations and audits. Resident of the day audits were undertaken by all staff. We spoke with a senior staff member who was the leader for oral health care and continence care and supported staff with learning and to deliver best practice. This area for improvement has been met in full.

Previous area for improvement 2

The service should ensure that care reviews take place as people's needs change or as a minimum on a six-monthly basis. Management oversight of reviews should be maintained and regularly updated to ensure compliance.

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

This area for improvement was made on 12 February 2024.

Action taken since then

An overview was in place for all residents that evidenced previous review dates and when these were next due. These were all up to date. Care plans we sampled had these in place. This area for improvement has been met in full.

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

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