

Esmond Street Advanced Support Service Care Home Service

61 Esmond Street
Glasgow
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Type of inspection:
Unannounced

Completed on:
11 July 2025

Service provided by:
Enable, Glasgow Branch

Service provider number:
SP2004005393

Service no:
CS2003000839

About the service

Esmond Street Advanced Support Service is registered as a care home to provide support for 22 adults with learning disabilities. The provider is Enable Glasgow.

The service is provided over three levels in a purpose-built home located in a residential area in Yorkhill, Glasgow. Local transport and amenities are within walking distance of the home.

On the ground floor, there are offices, a kitchen and a dining room. There are also communal facilities and spaces including a library, reminiscence lounge, pamper room/salon, quiet room, and contact rooms. The ensuite bedrooms occupy the first and second floors of the building, as well as lounge and dining areas. To the back of the property, there is a well-kept secure garden area and a car park.

At the time of inspection, 22 people were living in the service.

About the inspection

This was an unannounced inspection which took place on 8, 9, 10 and 11 July 2025 between 0915 and 2015. One inspector carried out the inspection. 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 six people using the service and six of their family and friends
- Spoke with thirteen staff and management
- Spoke with two visiting professionals
- Observed practice and daily life
- Reviewed documents
- Reviewed completed online surveys from eleven people using the service, eight relatives and friends, four staff and four visiting professionals.

Key messages

- Staff treated people with dignity and respect and were motivated to make a positive difference to people's lives.
- There was a multi-disciplinary approach to help keep people well and improve their outcomes.
- People's wellbeing benefitted from regular activity and social opportunities.
- Some areas of the home required refurbishment, to ensure that individuals continue to benefit from high quality facilities.

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

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 observed that people were treated with kindness, compassion and dignity. Staff took time to make sure that people were happy and quickly addressed any needs for people in a warm and caring manner. A relative told us "I feel my relative is safe and well cared for". We saw that staff were focused on achieving the best outcomes for people and that people experiencing care were listened to.

People's health should benefit from their care and support. People were supported by staff to attend hospital appointments. The management team had established effective communication and relationships with hospital staff, to ensure timely and well-coordinated support. Support was shaped by the advice or recommendations given by external professionals, this helped keep people well. An external professional told us "The service has made a huge difference to the person's physical health and wellbeing".

We observed the mealtime and found them to be relaxed and well organised. The presentation and quality of food was good, and people told us they enjoyed their meals. There was a good staff presence and those who required assistance were supported in a dignified way.

We recommended that the service reviewed personal plans for individuals who may be at risk of losing weight. This was to ensure that relevant assessments and professional guidance was in place, to support their health and wellbeing effectively.

Medication was securely stored in individuals' bedrooms, enabling staff to support people in taking their medication in a private and dignified manner. Senior staff carried out weekly audits, and additional checks were completed after each medication round, to ensure safe and accurate administration.

Staff reported that any concerns regarding skin integrity would be promptly referred to the GP or district nursing team. During a handover, we observed effective leadership as senior staff reminded the team to be mindful of individuals who had been sitting for extended periods, recognising the potential risk of pressure damage. This proactive and preventative approach supports the ongoing health and wellbeing of people receiving care.

We observed a strong emphasis on community engagement, with well-organised opportunities for individuals to access the community, using two dedicated minibuses. Activities included lunch clubs, walking groups to promote movement, and trips to surrounding areas. Activity staff demonstrated genuine passion for their roles. It was also encouraging to see housekeeping and support staff actively participating in activities, fostering a sense of inclusivity. There was a clear and consistent commitment from all staff, to improving outcomes and enhancing the quality of life for individuals. It would be beneficial for the service to review how activities are recorded and to demonstrate how these activities contributed to improved wellbeing.

Every individual in the service had a personal plan in place. These plans were maintained using a combination of paper and digital systems and provided clear, detailed guidance to staff on how each person wished to be supported in a personalised way.

Hospital passports were well completed, ensuring that essential information was readily available should someone require hospital care. Risk assessments were in place, with appropriate measures identified to mitigate potential risks.

Personal plans were regularly reviewed and evaluated, with clear evidence of involvement from individuals, their key workers, and families. Legal documentation was up to date, appropriately stored, and effectively monitored by the service. This ensured that staff had access to the necessary information to support people in achieving their personal outcomes.

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The environment was warm, relaxed and welcoming. One relative told us "It is a great facility; it has a happy and joyful atmosphere". These comments reflected our own observations. The home was spacious and bright and we observed people move freely around the care home.

The service offers a variety of small, comfortable seating areas that provide individuals with the choice of enjoying quiet time or engaging socially with others. The layout of the library was particularly well-designed, offering a peaceful space for people. There were ample areas throughout the home for people to choose from, contributing to a calm, welcoming, and homely atmosphere that supports individual preferences and wellbeing.

Maintenance records were in good order, with a clear process for highlighting any required work. We observed the dedicated efforts of housekeeping staff in maintaining high standards of cleanliness and maintenance throughout the care home. Consequently, the general environment was safe and secure.

All staff were aware of environmental cleaning schedules, and clear about their specific responsibilities. Robust cleaning schedules were in place and well completed. This ensured people benefitted from a clean and comfortable environment.

Most areas of the home were found to be clean and free from odour during the inspection. However, some carpeting in shower areas was noted to be stained and worn, requiring replacement. People benefitted from ensuite facilities, though some individuals were unable to access their own showers, due to accessibility and therefore used communal bathrooms.

The communal bathrooms were observed to be clinical in appearance. This was discussed with the management team, who acknowledged the issue and confirmed that plans were in place to improve these facilities. We were reassured that a new maintenance person was due to start, which will support the timely completion of these improvements and enhance outcomes for people.

Infection control practices were reviewed through staff observations, discussions, and training records. While most practice was in line with current guidance, we discussed with the management team the importance of reviewing guidance and ensuring staff are updated with current best practices. Staff training on infection prevention and control required updating. We have identified this as an Area for Improvement, to ensure people are kept safe and protected from the risk of infection. (See Area for Improvement 1).

Areas for improvement

1. The service should maintain a high standard of infection prevention and control by ensuring that:

- a) up to date guidance is available for all staff
- b) all staff receive training in how to follow this guidance.

This is to ensure infection control practices are in line with the Care Home Infection Prevention and Control manual.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe'. (HSCS 5.19)); and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment'. (HSCS 5.24).

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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