



Item No. 12

Meeting Date Wednesday 4th February 2026

**Glasgow City
Integration Joint Board
Finance, Audit and Scrutiny Committee**

Report By: **Robin Wallace, Head of Older People's Residential and Day Care Services**

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**Older People's Residential Services -
Care Inspectorate Activity**

Purpose of Report:	To advise of the outcome of the inspections of Riverside Care Home, Victoria Gardens Care Home, and Orchard Grove Care Home, provided by Glasgow City HSCP, which were undertaken by the Care Inspectorate in June, July, and October 2025 respectively.
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Background/Engagement:	<p>The introduction of the Regulation of Care (Scotland) Act 2001 has established a system of care regulation covering the registration and inspection of care services by the Care Inspectorate against a set of national care standards.</p> <p>Every care service in the country is clearly rated under a grading system which was introduced by Scotland's national care regulator. This is designed to make it easier for members of the public to check the quality and performance of a care service and make informed choice about whether to use it – or not.</p> <p>Following each inspection, each service is awarded a grade for measured outcomes based on the principles of the Health and Social Care Standards.</p> <p>The inspection schedule in 2025 focused on the standard inspection methodology as published by Care Inspectorate.</p>
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Governance Route:	The matters contained within this paper have been previously considered by the following group(s) as part of its development. HSCP Senior Management Team <input type="checkbox"/> Council Corporate Management Team <input type="checkbox"/> Health Board Corporate Management Team <input type="checkbox"/> Council Committee <input type="checkbox"/> Update requested by IJB <input type="checkbox"/> Other <input checked="" type="checkbox"/> Social Work Professional Governance Board Not Applicable <input type="checkbox"/>
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Recommendations:	The IJB Finance, Audit and Scrutiny Committee is asked to: a) Note the audit findings in respect of three directly provided HSCP residential care homes; Riverside Care Home, Victoria Gardens Care Home, and Orchard Grove Care Home, and trends in relation to grades awarded.
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Relevance to Integration Joint Board Strategic Plan:
These services are integral to the IJB's strategy for delivering high quality care and effective outcomes for the city's most vulnerable older people. Riverside Care Home is a directly provided Health and Social Care Partnership care home, providing care and support to 120 eligible residents across 8 units; this includes 1 specialist dementia support unit. Victoria Gardens Care Home is a directly provided Health and Social Care Partnership care home, providing care and support to 70 eligible residents across 5 units. Orchard Grove Care Home is a directly provided Health and Social Care Partnership care home, providing care and support to 120 eligible residents across 8 units; this includes 1 specialist dementia support unit.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome: Fully compliant across respective registered services.

Personnel: N/A

Carers: N/A

Provider Organisations: N/A

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Equalities:	N/A
Fairer Scotland Compliance:	N/A
Financial:	N/A
Legal:	N/A
Economic Impact:	N/A
Sustainability:	N/A
Sustainable Procurement and Article 19:	N/A
Risk Implications:	N/A
Implications for Glasgow City Council:	N/A
Implications for NHS Greater Glasgow & Clyde:	N/A

1. Purpose

- 1.1. To advise of the outcome of the inspections of Riverside Care Home, Victoria Gardens Care Home, and Orchard Grove Care Home, provided by Glasgow City HSCP, which were undertaken by the Care Inspectorate in June, July, and October 2025 respectively.

2. Background

- 2.1. The introduction of the Regulation of Care (Scotland) Act 2001 has established a system of care regulation covering the registration and inspection of care services by the Care Inspectorate against a set of national care standards.
- 2.2. Every care service in the country is clearly rated under a grading system which was introduced by Scotland's national care regulator. This is designed to make it easier for members of the public to check the quality and performance of a care service and make informed choice about whether to use it – or not.
- 2.3. Following each inspection, each service is awarded a grade for measured outcomes based on the principles of the Health and Social Care Standards.

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- 2.4. The inspection schedule in 2025 focused on the standard inspection methodology as published by Care Inspectorate.
- 2.5. The inspection at Riverside Care Home was the first since 2022, with Victoria Gardens Care Home and Orchard Grove Care Home being inspected in 2024.
- 2.6. The Care Inspectorate also carried out independent consultation with service users and families via an inspection volunteer and confidential survey responses for all inspections detailed within this report.
- 2.7. Glasgow City Health and Social Care Partnership Older People's Residential services provide 24-hour care and support to 550 residents across 5 directly provided care homes. Every week over 750 skilled social care staff provide high quality care and support to residents.

3. Riverside Care Home

- 3.1. The Care Inspectorate measured outcomes against selected principles in the Health and Social Care Standards, and these grades were awarded on a scale of 1 to 6 with 1 being Unsatisfactory and 6 being Excellent.
- 3.2. Three inspectors from the Care Inspectorate undertook the inspection of Riverside Care Home, evaluating the service based on key areas that are vital to the support and wellbeing of people experiencing care.
- 3.3. The service was previously inspected in May 2022 under the standard inspection methodology as published by Care Inspectorate, including quality themes.
- 3.4. To prepare for the inspection, the Care Inspectorate reviewed information about the service, including previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

Riverside Care Home (2022)	Grade
• How well do we support people's wellbeing?	4 – Good
1.3 People's health benefits from their care and support	4 – Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	4 – Good
1.5 People's health benefits from their care and support	4 – Good
• How good is our leadership?	4 – Good
2.2 Quality assurance and improvement is led well	4 – Good
• How good is our staff team?	4 – Good

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3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
• How good is our setting?	5 – Very Good
4.1 People experience high quality facilities	5 – Very Good
• How well is our care and support planned?	4 – Good
5.1 Assessment and personal planning reflect people's outcomes and wishes	4 - Good

3.5. Through consideration of detailed evaluations in June 2025, the Care Inspectorate awarded the following grades for this service

Riverside Care Home (2025)		Grade
• How well do we support people's wellbeing?		5 – Very Good
1.3 People's health 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
0	Requirements	
0	Recommendations	
0	Areas for Improvement	

Riverside Care Home – Requirements – June 2025

No requirements were made at the time of inspection.

Riverside Care Home – Areas for Improvement – June 2025

No areas for improvement at the time of inspection.

4. Victoria Gardens Care Home

4.1. The Care Inspectorate carried out an inspection of Victoria Gardens Care Home in July 2025. The service was previously inspected in May 2024 under the standard inspection methodology as published by Care Inspectorate, including quality themes.

4.2. Three inspectors from the Care Inspectorate undertook the inspection of Victoria Gardens Care Home, with the services evaluated on key areas that are vital to the support and wellbeing of people experiencing care.

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4.3. To prepare for the inspection, the Care Inspectorate reviewed information about the service, including previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

Victoria Gardens Care Home (2024)	Grade
• How well do we support people's wellbeing?	5 – Very Good
1.4 People's health 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

4.4. Through consideration of detailed evaluations in July 2025, the Care Inspectorate awarded the following grades for this service:

Victoria Gardens Care Home (2025)	Grade
• How well do we support people's wellbeing?	5 – Very Good
1.3 People's health benefits from their care and support	5 – Very Good
• How good is our leadership?	5 – Very Good
2.2 Quality assurance and improvement is led well	5 – Very Good
• How good is our setting?	5 – Very Good
4.1 People experience high quality facilities	5 – Very Good
• How well is our care and support planned?	5 – Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes.	5 – Very Good
0 Requirements	
0 Recommendations	
0 Areas for Improvement	

Victoria Gardens Care Home – Requirements – June 2025

No requirements were made at the time of inspection.

Victoria Gardens Care Home – Areas for Improvement – June 2025

No requirements were made at the time of inspection.

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5. Orchard Grove Care Home

5.1. The Care Inspectorate carried out an inspection of Orchard Grove Care Home in October 2025; the service was previously inspected in September 2024 under the standard inspection methodology as published by Care Inspectorate, including quality themes.

5.2. Three inspectors from the Care Inspectorate undertook the inspection of Orchard Grove Care Home, with the services evaluated on key areas that are vital to the support and wellbeing of people experiencing care.

5.3. To prepare for the inspection, the Care Inspectorate reviewed information about the service, including previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

Orchard Grove Care Home (2024)	Grade
• How well do we support people's wellbeing?	4 – Good
1.3 People's health benefits from their care and support	4 – Good
• How good is our leadership?	4 – Good
2.2 Quality assurance and improvement is led well	4 – Good
• How good is our staff team?	4 – Good
3.3 Staffing arrangements are right and staff work well together	4 – Good
• How good is our setting?	5 – Very Good
4.1 People experience high quality facilities	5 – Very Good
• How well is our care and support planned?	4 – Good
5.1 Assessment and personal planning reflects people's outcomes and wishes.	4 – Good

5.4. Through consideration of detailed evaluations in October 2025, the Care Inspectorate awarded the following grades for this service

Orchard Grove Care Home (2025)	Grade
• How well do we support people's wellbeing?	5 – Very Good
1.3 People's health benefits from their care and support	5 – Very Good
• How good is our setting?	5 – Very Good

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4.1 People experience high quality facilities		5 – Very Good
0	Requirements	
0	Recommendations	
0	Areas for Improvement	

Orchard Grove Care Home – Requirements – October 2025

No requirements were made at the time of inspection.

Orchard Grove Care Home – Areas for Improvement – October 2025

No areas for improvement at the time of inspection.

6. Service improvement Plan

- 6.1. No actions plans were required to be submitted to the Care Inspectorate following these inspections.
- 6.2. HSCP directly provided care homes and day care services are committed to a robust strategy of continuous improvement, measured through the Service Improvement Plan, which is reviewed by Older People's Residential senior management team monthly in collaboration with the cycle of improvement and development visits by the OPR Improvement, Development, and Innovation Team.
- 6.3. This team work closely with HSCP Older Peoples operational service management, providing improvement support for tests of change and conduct development visits to each service. The team employ an internal inspection schedule, in addition to priority action visits wherein the benefit of additional support and scrutiny has been identified. Furthermore, the team supports scheduled visits by the HSCP Care Home Quality Assurance team.
- 6.4. Development visits from the Improvement, Development, and Innovation team provide an additional layer of evaluation which can then lead into feedback and service improvement plans. Development visits have been prioritised based on an appreciative inquiry approach which seeks to identify key strengths within the service as well as areas for improvement. This is then reported through Care Home Governance meetings held 4-weekly providing a tier of scrutiny to improvement frameworks.
- 6.5. The Older People's Residential Senior Management Team regularly provide updates to the Care Inspectorate at the six weekly liaison meetings on the progress of this plan.
- 6.6. Key areas identified are reflected in service improvement planning to address the areas for improvement raised by the Care Inspectorate and for overall quality improvement.

7. Recommendations

7.1. The IJB Finance, Audit and Scrutiny is asked to:

- a) Note the audit findings in respect of three directly provided HSCP residential care homes; Riverside Care Home, Victoria Gardens Care Home, and Orchard Grove Care Home, and trends in relation to grades awarded.