Florence House
Care Home Service

70 Nimmo Drive
Govan
Glasgow
G51 3SG

Telephone: 01414 450 422

Type of inspection:
Unannounced

Completed on:
29 October 2026

Service provided by:
Oakminster Healthcare Ltd

Service provider number:
SP2003002359

Service no:
CS2003010458

About the service

Florence House care home is registered to provide a care service to a maximum of 56 people, of whom no more than 28 may be adults under the age of 65 years with physical/sensory impairments, and/or mental health needs. The provider is Oakminster Healthcare Ltd.

The home is located within a large, converted school building in the Govan area of Glasgow, and is close to local parks, shops, and public transport.

The care home supports three communities: Carrick, Caledonia, and Columbia. People who require nursing care live in Carrick. Caledonia provides both residential and nursing support and Columbia supports adults under 65. People on each floor can access their own dining and sitting area, communal toilets and baths and a range of small lounges. Access to the upper floors was by lift or stairs.

At the time of the inspection there were 53 people using the service.

About the inspection

This was an unannounced inspection which took place on 28 and 29 October 2026. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with eight people using the service and one of their family
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents.

Prior to the inspection we distributed questionnaires and received feedback from seven family members and six professionals.

Key messages

- Staff knew people well and treated them with kindness and respect.
- People's wellbeing benefited from a consistent committed staff team.
- Families reported being happy with the care and support their loved ones received.
- The service was well led with the management team being approachable and supportive.

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

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 identified major strengths in the quality of care and support that had a significant positive impact on people's experiences and outcomes. We evaluated this key question as very good.

The home was organised into three separate communities, tailored to people's abilities, needs and preferences. This helped create an environment in which people received support that was responsive and appropriate to their individual circumstances.

People expressed confidence in the staff supporting them and told us their health and wellbeing needs were met safely and effectively. They had developed positive and trusting relationships with staff. Throughout the inspection, we observed regular, meaningful interactions between people and familiar staff. Staff were kind, attentive and demonstrated a strong understanding of people's individual needs and preferences. People told us, "The staff are great, always there when I need them" and "I always know who it is that's on shift and they will help me." This meant people felt secure, valued and confident that support was available when they needed it.

People with a wide range of complex physical and mental health needs were supported to live well. Staff worked collaboratively with relevant health professionals, including psychiatry, dietitians, specialist nurses and care home liaison services. This multidisciplinary approach helped ensure that people had timely access to specialist advice and that their changing health needs were appropriately addressed.

Feedback from professionals was positive and comments included " Staff have been approachable, responsive and communicated effectively regarding changes in my client's needs. They have demonstrated compassion and respect and have worked collaboratively with health and social care professionals to support my client's well-being. Where concerns have been identified, these have been communicated appropriately, and I have found the management team receptive to professional discussion and feedback", "management and staff have been active to ensure my service user is supported and communicate regularly", and "staff approach residents as individuals within the care home and ensure they continue to have their wishes heard."

The service planned to enhance staff skills and knowledge to support people living with Alcohol Related Brain Damage (ARBD).

Medication was managed safely and effectively. Daily handovers and flash meetings ensured that important information was shared promptly. Personal plans were updated to reflect changes, meaning people received support that was regularly reviewed and tailored to their needs. People had choice and control over how they spent their time and were able to follow their preferred daily routines. The wellbeing programme promoted meaningful one-to-one contact, prioritising opportunities to access community resources and activities including walking football, crafts and social groups. These opportunities supported social engagement, self-esteem and wellbeing.

The service planned to strengthen this area further to help demonstrate more clearly how people's participation contributed to their wellbeing and quality of life.

Mealtimes were well managed, relaxed and flexible promoting choice, comfort and nutritional wellbeing.

The service planned to explore opportunities to develop or maintain independent living skills such as meal preparation and laundry. Supporting people to participate in everyday tasks could increase independence, confidence, self-esteem and a sense of achievement.

Staff supported people to maintain meaningful contact and relationships with those who were important to them. Relatives felt reassured that people received good support with their needs and confirmed that staff kept them informed about changes in their family member's health or wellbeing. Comments included "my relative is extremely happy and I have no concerns at all" and "we feel a huge weight has been lifted from us since my relative has been admitted here."

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 promote people's wellbeing, the manager should improve the care home setting. This includes, but is not limited to:

a) Create a more inviting, homely environment within the dining areas in both Carrick and Caledonia communities.
b) Review seating arrangements in the communal lounges in both Carrick and Caledonia communities, to promote opportunities for social interaction and help people feel more connected.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.24).

This area for improvement was made on 20 January 2026.

Action taken since then
The service had made improvements to the dining and communal areas within the Carrick and Caledonia communities. Decoration had been undertaken, and the dining spaces appeared fresher, more welcoming and inviting. During the inspection, people were observed enjoying their meals in a relaxed environment. They had opportunities to socialise and interact with staff and other people living in the home. This contributed to a more positive and inclusive mealtime experience.

Communal areas had been developed to provide people with access to a wider range of lounge spaces. Some had been equipped with comfortable furniture and soft furnishings providing people with greater choice over where they spent their time and supporting opportunities for both social interaction and quiet time.
The service planned to continue assessing how effectively these areas were being used to inform future improvements.

This will help ensure that future improvements reflect people's needs, wishes and experiences.

This Area for Improvement has been met.

Previous area for improvement 2

To promote the safety, comfort and dignity of people, the manager should assess how well the environment supports people living with dementia and use this information to drive improvements. This includes evaluating whether the physical space, signage, lighting and layout are designed to enhance people's

independence using a recognised tool such as: The King's Fund Environmental Assessment Tool (2014).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'The premises have been adapted, equipped and furnished to meet my needs and wishes' (HSCS 5.18).

This area for improvement was made on 20 January 2026.

Action taken since then

The service was using the King's Fund Environmental Assessment Tool to evaluate how well the physical environment supported people living with dementia. This provided a recognised and structured approach to considering how features of the environment could promote people's independence and freedom of movement.

Improvements to signage and lighting supported people to orientate themselves and move around the home more easily. This promoted greater independence and helped make the environment more accessible and responsive to people's needs.

The service planned to continue using the tool to evaluate the environment and inform future environmental improvements.

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.scot.

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

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