

Antonine House Care Home Service

16 Roman Road
Bearsden
Glasgow
G61 2SL

Telephone: 01419 316 080

Type of inspection:
Unannounced

Completed on:
7 August 2026

Service provided by:
Antonine Care Limited

Service provider number:
SP2010010916

Service no:
CS2012310887

About the service

Antonine House is located in a residential area of Bearsden, East Dunbartonshire. The service provider Antonine Care Limited is part of the wider Meallmore group.

Antonine House provides a care home service to a maximum of 81 older people, including one person under 65 within that number. At the time of the inspection, there were 63 people who were living at the service.

All bedrooms were single with en-suite toilet and shower facilities. The care home benefitted from a variety of sitting and dining areas. There were also activity areas which residents could use if they wished to do so. An enclosed garden area and outdoor sitting area had also been nicely developed.

About the inspection

This was an unannounced inspection which took place on 3, 4 and 5 August between the hours of 10:00 and 22:15. The inspection was carried out by one inspector from the Care Inspectorate and with the support of an inspection volunteer. 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 eight people using the service and six of their family members
- reviewed survey feedback from nine people living at the home, 13 family members and 22 staff members
- received feedback from seven visiting professionals
- spoke with ten staff and management
- observed practice and daily life
- reviewed documents.

Key messages

People's health and wellbeing outcomes were being supported to a very good standard. Effective staffing levels and skill mix contributed to this, alongside appropriate referrals to external health professionals.

The home had made improvements to environmental auditing and to involving people in reviewing food quality and menu planning.

Managers were responsive to suggestions we made with regards to ongoing improvements and continuous development.

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
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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 spent time in the service during both the day and evening and received consistently positive feedback about the care and support people received. The activities and mealtimes we observed were well organised, inclusive, and supportive, with staff interactions being warm, respectful, and engaging. People's bedrooms were personalised to reflect their individual tastes and preferences, creating a homely atmosphere. The environment was well maintained and offered a variety of indoor and outdoor spaces for people to enjoy.

Staffing levels were sufficient and regularly reviewed to ensure people received timely and appropriate support. Throughout our visit, we observed staff engaging positively with people and demonstrating a good understanding of their individual needs and preferences. The home benefited from a diverse mix of staff skills, and nursing support was available at all times. We also received positive feedback from external professionals regarding the quality of care being delivered.

People's health needs were monitored effectively, and appropriate action was taken when concerns arose. Medication administration records were well maintained, regularly reviewed, and accurately completed. Health-related incidents and events were analysed to identify learning and inform future practice. Managers maintained effective oversight of both the service and the wellbeing of the people who lived there.

Residents spoke positively about their experiences, telling us, 'People here do listen' and 'Staff look after me very well.' One resident told us they appreciated being treated as a person rather than a patient. Relatives were equally positive about the staff team, commenting that they 'Make an effort to get to know residents' and were 'Keeping us well informed.' However, some people and relatives felt that staff were moved between areas too frequently. We shared this feedback with the service. Most people enjoyed participating in the activities provided, while others preferred one-to-one interaction or spending time in the comfort of their own rooms. We saw that staff respected these individual choices and preferences.

We noted a number of improvements since the previous inspection. Environmental auditing processes had been strengthened, helping to ensure that mattresses and other equipment met expected standards. The service had also introduced additional opportunities for people to influence food choices and menu planning **(see Outstanding Areas for Improvement later in this report)**.

We reviewed a sample of care plans, which contained information about people's health needs, preferences, and daily routines. These were regularly reviewed and generally reflected people's current needs. While we identified opportunities to improve the detail in a small number of care plans, managers responded promptly to our feedback and took immediate action to address this. In practice, staff demonstrated a strong understanding of people's requirements and preferences and provided support in line with these.

Overall, we were assured that people's health, wellbeing, and quality of life were enhanced by the care and support they received. Staff and managers consistently prioritised positive outcomes and experiences, resulting in a service that delivered high-quality, person-centred care.

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 service should give further consideration to increase people's participation in menu planning and enhance their enjoyment of the food on offer.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33)

This area for improvement was made on 11 July 2025.

Action taken since then

The service had introduced a variety of ways to seek feedback from people about the food quality and choices. This included meal time audits, resident feedback forms and discussion at meetings. They had also introduced 'Come Dine With Me' events where people and relatives could sample proposed menu items. We spoke with a chef who was knowledgeable about people's dietary requirements and preferences. The kitchen team had met with people to discuss individual likes and dislikes. Specific arrangements had been made to accommodate those that required additional input. The cafe area was a popular option and enjoyed by people and their visitors. Some people did have suggested changes they would like. We advised the service to maintain all of their feedback channels as part of an ongoing dialogue with people at the home with regards to the food on offer.

This area for improvement has been met.

Previous area for improvement 2

The service should amend their environmental audits to increase frequency of checks on mattresses and on thorough consistent cleaning of harder to see areas.

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

This area for improvement was made on 11 July 2025.

Action taken since then

We sampled mattresses and mattress covers across each of the four floors of the home. We included mattresses that were used by people who required continence support. Shower chairs, en-suite areas and

communal bathrooms were also viewed. Audits and routine checks were in place and effective at identifying and actioning any remedial work required. We found all of the above to be clean and well-maintained.

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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