

Boclair Care Home Care Home Service

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Telephone: 01628662888

Type of inspection:
Unannounced

Completed on:
2 July 2026

Service provided by:
Boclair Care Limited

Service provider number:
SP2022000156

Service no:
CS2022000224

About the service

Boclair Care Home provides a 24 hour, 7 day a week service and is part of the Care Concern Group. The staff team is made up of registered nurses, team leaders, senior care assistants, care workers, activity staff and a team of ancillary workers. The overall purpose of Boclair Care Home is to provide luxurious flexible, person centred care and support for older people, that enables them to maximise their quality of life, maintain good health outcomes, promote social inclusion, and enhance independence. The service is based in Bearsden in the East Dunbartonshire local authority area. At the time of inspection there were 60 people living at the care home.

About the inspection

This was an unannounced inspection which took place on 29, 30 June and 1 July 2026. The inspection was carried out by two inspectors 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 13 people using the service and four of their family members
- spoke with 20 staff and management
- observed practice and daily life
- reviewed documents
- consulted with two visiting professionals
- reviewed survey results from three people using the service, six relatives and two staff members

Key messages

People's health and wellbeing was prioritised at the home. Senior staff were knowledgeable about the people who lived at the home and were proactive about the care that people received.

Staffing levels at night had been reviewed and had improved the overnight experience for people.

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 at the home during the day and in the evenings on the dates of our visits. Whilst we were there we observed interactions between people and staff that were positive and enabling. It was clear that positive outcomes for people were valued in terms of people's health and wellbeing. Managers had an effective overview of the service whilst being visible and proactive. Systems were in place to monitor all aspects of people's health and actions were taken or referrals made. Key staff met routinely to ensure people were getting the correct care and support.

Evidence showed us that people were supported to be as healthy as they could be and to maintain meaningful relationships with family members. The home supported one lady well with her continued responsibility for looking after her pet. Activities were organised to support people to keep active and engaged with their interests and with other people. We found mealtimes to be relaxed but organised, with people telling us that they had enjoyed their meals. There were no lengthy waits for support and people told us that staff were available when required. We noted improvement in staffing availability at night.

(see 'Outstanding areas for improvement' later in this report).

Care plans were mainly of a very good standard with ongoing audits in place to identify those that required further input. Care plans were regularly reviewed and updated when required. We found managers to be responsive to suggestions that we made regarding a couple of plans that we sampled. People's medication was effectively recorded and monitored and 24 hour nursing support was available on-site.

People told us they were 'well looked after' and, 'if I don't like the menu I can get something different'. Relatives said the care was 'fantastic' and second to none'. The external professionals we consulted were confident about the home and how well people were cared for there. The home layout enabled people to move around freely and utilise a variety of communal spaces. The environment was well equipped and clean, with people's rooms being nicely personalised as they wished. Pleasant outdoor space was easily available for people to utilise. Overall, we were assured that people's health and wellbeing benefitted from their care support.

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 nightshift staffing numbers. This should include, but not limited to, meaningful analysis of response times, feedback from people and the impact of new and respite admissions.

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

'My needs are met by the right number of people' (HSCS 3.15)

This area for improvement was made on 19 May 2025.

Action taken since then

We visited the home over two evenings and found that nightshift staffing levels were meeting the needs of the people who lived there. People were able to choose when they wished to go to bed or appropriate support was provided to those who wished to remain up. We witnessed positive interactions at these times between people and staff members who knew them and their support needs. This included some people who were at the home for respite visits. We were not aware of anyone waiting for extended periods for staff support. People and relatives raised no concerns regarding current nightshift staffing. Managers at the service had completed quality assurance visits to the home over a variety of nightshifts and had analysed call bell response times to ensure that staffing levels were sufficient.

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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