

## Westerlands Care Home Service

Clifford Road  
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FK8 2AQ

Telephone: 01786 473 848

**Type of inspection:**  
Unannounced

**Completed on:**  
19 February 2025

**Service provided by:**  
Westerlands Association

**Service provider number:**  
SP2003002704

**Service no:**  
CS2003011534

## About the service

The service has been registered since 2002. Westerlands offers 24 hour residential care to a maximum of 23 older people. The home is set in attractive grounds in a quiet residential area near the centre of Stirling. The care home provider is a voluntary organisation.

The home is close to a range of amenities and public transport links. Accommodation is arranged over three floors of what was originally a large dwelling house. Westerlands is owned and managed by Westerlands Association. There are private, pleasant gardens within the grounds for residents to enjoy.

Westerlands states within its philosophy of care that it aims to provide a high standard of care in a safe, flexible manner and to encourage choice, independence and reasonable risk taking.

At the time of inspection 23 people were being supported by the service.

## About the inspection

This was an unannounced inspection which took place on 18 and 19 February 2025. The inspection was carried out by one inspector from the Care Inspectorate.

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:

- obtained feedback and spoke with 14 people using the service and 20 of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- People benefited from a service that helped build and establish trusting and respectful relationships with staff.
- People were enabled to get the most out of life
- Feedback on the meal choices was positive
- The service were in a period of transition from care planning from paper to an electronic system
- People living at Westerlands and staff benefited from a warm atmosphere because there was good working relationships
- Staff completed training that was relevant to their roles
- Staff spoke positively about working within Westerlands and the supportive management.

## 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 staff team?	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 found significant strengths in this area and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

### Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

People benefited from a service that helped build and establish trusting and respectful relationships with staff. One person told us, "the staff are lovely and everyone looks after me", whilst a relative told us "Westerlands is a fantastic care home, the staff are friendly and welcoming, and my mum is well cared for."

People were enabled to get the most out of life, we saw a variety of inhouse and external activities taking place. One person told us "there is much happening in here I cant keep up" and a relative told us "there is lots going on, mum was petting the miniature ponies last week, its great place." The home engaged with the local community through accessing local cafes, churches, community based services and links with the local schools. There was two dedicated activity co-ordinators and care staff who were all passionate about what activities were being offered to people. They arranged a weekly activity programme with a range of groups and a great selection of tailored one-to-one activities for people. This ensured people continued to feel enriched, simulated and gave a sense of purpose.

The service had well-established links to health professionals and visiting professionals told us that the service was both proactive and responsive in attending to people's health needs and one visiting professional commented, "I am heartened every time I walk through the door of Westerlands about how well supported the residents are, and how engaged and concerned the staff team is if they have any issues with meeting residents' care needs." The service had robust medication management systems in place and had improved how they monitored and audited medication administration. People were getting their medication as prescribed and could be assured that their medication was managed well.

We observed plenty of snacks and drinks to be available throughout the day, including to those who preferred to be in their bedrooms. Feedback on the meal choices was positive, one person told us "Food is great, very tasty." Staff worked hard to ensure people enjoyed an unhurried and relaxed dining experience. Meals were nicely presented, tables were set nicely and an alternative menu choices were on offer. Dietary needs and related care arrangements were clearly documented within care plans and risk assessments, and these were shared with staff. People who required assistance with eating and drinking were supported with dignity and respect.

The service were in a period of transition from care planning from paper to an electronic system. We found everyone had a care plan and risk assessments completed which contained relevant details on people's current health and wellbeing. Food and fluids charts were being completed for all people being supported and weights were recorded and monitored when required. People and their relatives were involved in making decisions about their health and treatment options. Staff had a very good understanding of people's health requirements and were able to quickly identify changes in their health or presentation, and because staff anticipated issues, this meant people got the medical support that they needed at the right time.

**How good is our staff team?****5 - Very Good**

We found significant strengths in this area and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

**Quality Indicator: 3.3 Staffing arrangements are right and staff work well together**

People living at Westerlands and staff benefited from a warm atmosphere because there was good working relationships. Staff were confident in building positive and supportive relationships with people. They were flexible and supported each other to work as a team.

The numbers and skill mix of staff were determined by a process which included taking account of the complexity of people's care and support. With the review of the working pattern and hours staff worked, the service had the right number of staff with the right skills working to meet people's needs.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. We saw evidence of a robust induction process for new staff. Training records were kept which evidenced that training was up-to-date. People experienced care and support from well trained staff who were knowledgeable about their care needs.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively about working within Westerlands and the supportive management. This demonstrated a commitment to both the service and the people they were supporting and caring for. Arrangements for the one-to-one supervision of staff were in place. Observations of staff practice contributed to discussion at staff supervision meetings. Team meetings gave staff a further opportunity to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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