

Hillview Care Home Care Home Service

36 Singer Road
Dalmuir
Clydebank
G81 4SB

Telephone: 01419 413 456

Type of inspection:
Unannounced

Completed on:
20 March 2025

Service provided by:
Advinia Care Homes Limited

Service provider number:
SP2017013002

Service no:
CS2017361014

About the service

Hillview Care Home is a purpose-built care home in the Dalmuir area of Clydebank. Good public transport provides 15-20 minute links to the main Clydebank shopping centre. The care home is close to local shops and facilities.

The care home is registered to provide support for up to 150 older people including eight with physical disabilities. Five houses, accommodating 30 people each, provide en-suite bedrooms as well as communal areas and dining rooms. A separate building houses the main kitchen, laundry and administration offices.

The service has extensive communal garden areas and people living on the ground floors of the five houses are usually able to access garden space directly from their bedrooms.

At the time of our inspection, 115 people were living in the home.

About the inspection

This was an unannounced inspection which took place on 20 March 2025 between 09:15 and 14:30. The inspection was carried out by two inspectors from the Care Inspectorate. The inspection was to follow up on a requirement made at the previous inspection in January 2025 around infection prevention and control. 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 14 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Sufficient improvements had been made around infection prevention and control in order to meet the requirement.
- People's health and wellbeing benefited from safe infection prevention and control (IPC) practices and procedures.

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?	3 - Adequate
--------------------------------------------	--------------

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

We made a requirement in January 2025 that the service must ensure that people's health and wellbeing benefited from safe infection prevention and control (IPC) practices and procedures. Improvements had been made environmentally to ensure that kitchens within the units were easier to clean. Handrails throughout the units had been re-varnished and some new equipment had been put in place. Food was now stored safely. Domestic staff hours allowed for planned daily and deep cleaning to take place. Staff had completed IPC training and there had been a renewed focus on IPC throughout the service. Quality assurance checks were in place to monitor standards going forward. This requirement had been met.

Because we could see better outcomes for people as a result of the improvements made, we have re-assessed the grade for quality indicator 1.5 from an 'adequate' to a 'good' with quality indicator 1.3 remaining an 'adequate' as this was not assessed during this inspection.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 17 March 2025, the provider must ensure that people experience care in an environment that is clean, safe, and that minimises the risk of infection. In particular you must demonstrate that:

- a) There are adequate numbers of domestic staff deployed in all areas to maintain a clean and safe environment.
- b) The care home environment, furnishings and equipment are kept clean, tidy and in a good state of repair at all times.
- c) Members of staff are familiar with, and implement, current best practice guidance on how to prevent and control infection in a care home setting.
- d) Regular quality assurance checks of the environment, including food storage and serving areas, are undertaken in order to ensure that the cleanliness of the environment is maintained and that a record of such checks is available.

This is to comply with Regulation 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is in order to comply with: Section 7(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

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 requirement was made on 29 January 2025.

Action taken on previous requirement

We made a requirement in January 25 about ensuring that We made a requirement in June 24 about ensuring that people's health and wellbeing benefited from safe infection prevention and control (IPC) practices and procedures. Improvements had been made environmentally to ensure that kitchens within the units were easier to maintain. Handrails throughout the units had been re-varnished and some new equipment had been put in place. Food was stored safely. Domestic staff hours allowed for planned daily and deep cleaning to take place. Staff had completed IPC training and there had been a renewed focus throughout the service. Quality assurance checks were in place to monitor standards going forward. This requirement had been met.

Because we could see better outcomes for people as a result of the improvements made, we have re-

assessed the grade for quality indicator 1.5 from an 'adequate' to a 'good' with quality indicator 1.3 remaining an 'adequate' as this was not assessed during this inspection.

Met - within timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.