

Hillcrest House Care Home Service

Glebe Road
Nairn
IV12 4ED

Telephone: 01667 453 345

Type of inspection:
Unannounced

Completed on:
24 March 2025

Service provided by:
Carers Scotland Limited

Service provider number:
SP2011011631

Service no:
CS2011298905

About the service

Hillcrest House is registered with the Care Inspectorate as a care home service for up to 23 adults with mental health issues. The provider is Carers Scotland Limited.

Hillcrest House is a detached period property which is set within its own gardens, and is located within a short walk of the town centre of Nairn. There are 23 bedrooms split between the ground and first floor. There are communal lounges, kitchenette area, and dining room for people to use.

About the inspection

This was an unannounced inspection which took place between 17 and 24 March 2025. One inspector from the Care Inspectorate carried out the inspection.

To prepare for the inspection, we reviewed information about this service which included previous inspection findings, registration information, information submitted by the service, and people who used the service and provider records.

In making our evaluations of the service we:

- spoke informally with nine people using the service;
- spoke with staff and management;
- made contact with four relatives;
- made contact with two partnership agencies;
- reviewed returned electronic surveys;
- observed practice and daily life; and
- reviewed documents.

Key messages

The service was well led and managed and staff worked well together to ensure people lived their best lives.

People and their relatives felt involved and that they were listened to by staff and management.

Comprehensive health systems were in place to ensure people got the right care at the right time.

The care home was well maintained, clean, welcoming and homely.

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
How good is our setting?	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 have evaluated the service as very good. This applies to performance that demonstrates major strengths in supporting positive outcomes for people.

People looked well and were happy and relaxed in Hillcrest House. People and their relatives were central to all decisions related to their care and support. There was an emphasis on promoting independence and making sure people lived the best life they could. This way of working meant people had grown in confidence, were listened to and their views were respected. Some of the comments we received included:

"I would talk with staff if not happy and they would sort, but not had to do this. The staff are flexible and brilliant."

"It is wonderful and fantastic here. Everything is a lot better since Arthur the new manager started."

"I know my sister feels very secure and well looked after. She feels she belongs and belonging is very precious. I only have positives to say about the manager Arthur, the staff, and the home in general."

Holistic health assessments were in place to ensure people's health was promoted and good practice guidance was followed. Staff knew people really well and were quick to identify changes in emotional and physical health. There were strong working relationship with partnership agencies, which ensured people were getting the right care at the right time. Some of the comments we received included:

"Staff are very knowledgeable about clients, they know what they like and what they don't like. They provide person centred support in a way that encourages clients to get involved in activities."

"The staff contact me with any concerns; they also encourage my client to contact me if he has any worries."

"The staff know my client's needs and he is well supported by staff."

There was an electronic care planning system. Care plans were detailed and gave a full picture of people's routines, how they liked things done and how best to support them with their day to day lives. We observed staff supporting people in line with their care plans. This helped people feel safe as there was a consistent approach to care and support.

Annual reviews and robust monthly evaluations of care plans were undertaken. The provider was reminded that they have a legal duty to formally review care plans with the individual and their guardians at least six monthly. This ensures people are getting the right care at the right time and their views are included in their care plans. We are confident the provider will make this happen and we will follow this up at the next inspection.

A digital system was used to manage medication and systems were in place to safely support people with their medication. Protocols for the administration of PRN 'as required' medication needed to be more detailed and the provider had started to do this. We will look at this at the next inspection.

People were clearly enjoying their meals in a relaxed, homely and friendly setting. Food was appetising with plenty of options. For in between meals there were easily accessible snacks which people could enjoy. The provider was considering how they could promote more independence during the meal time experience. Some of the comments we received included:

"I am very happy, food really good and no rush in the morning."

How good is our staff team?

5 - Very Good

We have evaluated the service as very good. This applies to performance that demonstrates major strengths in supporting positive outcomes for people.

The service was well led and managed by a competent and professional manager. There were systems in place to check staff knew how to support people in a person centred manner. This included a variety of training opportunities, and the promotion and ongoing discussion of value based practice.

Communication within the team was very good. Information was passed on and care and support matters were discussed to ensure people were getting the right care. Some of the comments we received included:

"I do feel that under Arthur's management it's become a more cohesive unit with much improved communication."

"There is a big difference since Arthur started as a manager. The staff go above and beyond."

People benefited from a warm atmosphere because staff worked well together. Staff were sensitive to people's fluctuating emotions and supported them sensitively and intuitively. Staff helped each other in a flexible and responsive way, ensuring people's needs were met in a person centred manner. Staff were motivated to do their best for people and were proud of the work they were doing. Some of the comments we received included:

"I have always found members of staff very helpful and we, as a family, have been impressed by the care given to my relative. As her mother I have been reassured by the manner in which they have been able to support my relative at a very difficult time.

"The staff members I communicate with are very tuned to my sister's needs and preferences and I feel well listened to in discussions re her care and support.

"My relative is very happy, the staff are kind, understanding and sociable."

There were formal processes to assess how many staff hours were needed. This was enhanced by the manager having a good understanding of people's needs, thus being able to anticipate the right number of staff to support people in a positive manner. Examples of this were staff supporting people to hospital appointments, taking people out and about into the community and spending time in house with people.

The focus of staff was promoting meaningful lives and independence for people. Some people highlighted that it would be beneficial to have more staff at the weekends. The provider was considering this.

Staff reported that management were supportive, approachable and knowledgeable. There was ongoing support for staff to talk about situations, de-brief and learn from situations. This promoted person centred, safe care for people. Some of the comments we received included:

"We work well as a staff team and are well supported and our views are listened to."

"My colleagues are amazing, everyone helps, we have team meetings, Arthur is a great manager, welcoming and understanding."

"There are opportunities to learn and support for staff emotionally, our work place feels safe and happy."

How good is our setting?

5 - Very Good

We have evaluated the service as very good. This applies to performance that demonstrates major strengths in supporting positive outcomes for people.

The environment was well-maintained, attractive and homely. Effective systems ensured timely repairs, maintenance and safety checks. There was well stocked and accessible PPE stations and systems in place which staff followed to reduce the risk of spread of infection.

Domestic staff kept the environment clean, followed good practice guidance and were clear about their specific responsibilities to maintain a clean environment.

People felt comfortable in their environment and had been fully involved in the recent re-decorations within the home. People had a choice of areas they could spend time in and all had individualised bedrooms they could retreat to or invite their visitors to. The outside garden area had undergone improvements which meant there was plenty of accessible and attractive space for people to spend time in. People enjoyed spending time outdoors. Some of the comments we received included:

"I love my bedroom and can go there and feel relaxed."

"The staff keep my room really clean and tidy. I am happy here."

"Arthur sorted out my window blind for me, this made me happy. It's wonderful and fantastic here."

"The environment is much improved and the staff are great."

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 reduce the risk of spread of infection, infection prevention and control guidance should be implemented and followed in all areas of the care home. This should focus on the regular cleaning of toilets, bathrooms and shower rooms, and take into account good practice guidance including the National Infection Prevention and Control Manual (NIPCM). To promote a safe environment, the top floor of the care home should also be decluttered.

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 5.22); and

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This area for improvement was made on 2 November 2022.

Action taken since then

The area for improvement has been met. The environment was clean, homely, warm and welcoming. There were well arranged PPE stations and appropriate bins for disposal of waste. The domestic staff were clear on their roles and responsibilities to maintain a clean environment and had robust system in place which they followed.

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?	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
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very 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.