

Hillview Care Service Support Service

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Type of inspection:
Announced (short notice)

Completed on:
8 May 2025

Service provided by:
Hillview Healthcare Limited

Service provider number:
SP2021000045

Service no:
CS2022000299

About the service

Hillview Care Service provides a care at home service to people living in Edinburgh. The service operates from an office base in Loanhead.

At the time of the inspection the service was providing care and support to 20 older people.

About the inspection

This was a short notice announced inspection of the service which took place between 29 Apr 2025 and 05 May 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:

- spoke with four people using the service and their families. We also gave the opportunity for service users, health professionals and staff to complete an electronic questionnaire of which we received 10 responses.
- we talked with staff and the management teams
- observed staff practice and daily life
- reviewed a range of documents

Key messages

- People experienced warmth, kindness and dignity in how they were supported and cared for.
- There were referrals made to health professionals where people's health changed or deteriorated.
- Staffing arrangements were working well.
- Staff felt well supported by management and had regular opportunities to discuss concerns within supervision sessions or at team meeting.

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?	4 - Good
How good is our staff team?	4 - Good

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

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experienced compassionate care and support because there was warm, encouraging, positive relationships between staff and the people they support. Staff demonstrated knowledge of people's needs. This meant that people could be confident that staff supporting them were well informed and worked consistently to help them achieve the outcomes that they had identified.

Managers strived to ensure consistency of staff as much as possible, a visit scheduling system was in place to monitor this. One person told us "As we have regular care staff, they have built a great relationship with my husband, which makes it all easier."

People told us that they looked forward to staff visiting and for some the company of staff was a significant positive outcome for them. One person told us "I really enjoy their company they are chatty and generally interested in what I am doing." Some people benefitted from support to access their local community helping them to feel connected and reduced isolation.

People were fully involved in decisions about their care and support through regular face-to-face reviews (every six months). People benefitted from clear personal plans which set out what they can expect from their service and their support. This supported people to be involved and valued.

Where people's needs were changing, care staff were proactive in communicating actual or potential adverse outcomes with office staff. Any necessary action was communicated quickly to social work or relevant health professional by office staff. This meant that people felt safe and well supported. A professional commented "The management team is responsive, cooperative and collaborative in there way of working, they respect the client, and their families wishes."

The management team regularly checked the medication practice of staff and recorded the findings. We looked at a sample of people's Medication Administration Records and established that staff had given the correct medication to people at the stated times. We concluded that people could be confident that the staff who supported them to take their medication safely had the correct knowledge and training.

How good is our staff team?

4 - Good

We evaluated this key question as good. There were several important strengths which taken together impacted positively on outcomes for people and clearly outweighed areas for improvement.

People could be confident safe recruitment guidance was followed by the service. An induction programme for new employees helped ensure staff were prepared for their role. This included shadow opportunities to facilitate introductions with people who experience support.

Staffing arrangements were working well. Visit arrival times were planned within a timescale which provided some flexibility. People we spoke with were not identifying arrival time to be a problem. People told us staff were not rushing and took the necessary time which also allowed for a chat with the person. Missed visits were rare and where they occurred learning was sought to reduce reoccurrence.

Staff completed a range of online and face to face training courses relevant to people's needs. There were systems in place to evaluate staff's understanding or ability to transfer learning into practice. The provider ensured staff training and support provided the skills, knowledge and understanding required to meet people's needs.

We saw that supervision records were completed for all staff on a regular basis; staff told us they could speak with a manager at any time and attended regular team meetings. We sampled records of supervision meetings and observations of staff practice and found evidence of discussions held, feedback on practice, reflection on any training undertaken and aspects of care they did well or found more challenging. This aided staff development. We discussed with the manager linking observations of practice to staff supervision sessions so that clear feedback could be provided.

Morale across the service was good, staff we spoke to said they were happy at their work. Staff felt supported by management and confident in raising concerns. This supported people to have a positive experience of their care as the staff team were enthusiastic and happy.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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