

## Hillcrest Residential Unit Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
26 May 2025

**Service provided by:**  
South Ayrshire Council

**Service provider number:**  
SP2003003269

**Service no:**  
CS2003001298

## About the service

Hillcrest Residential Home is situated in the town of Girvan. It is registered to provide care to a maximum of 15 people, 3 of whom may be respite.

The home is purpose built with 13 single rooms and one double room all on one level, with no en-suite facilities.

Communal areas consist of a large lounge/dining area and a smaller lounge. The home has a small enclosed courtyard garden. In addition, the service has created an inviting seating area facing out onto the main road and pedestrian pathway.

At the time of the inspection, 14 people were residing in Hillcrest.

## About the inspection

This was an unannounced inspection which took place on 21 and 22 May 2025 between 09:50am and 18:00pm. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with six people using the service and six of their friends and family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Staff knew people well and used this knowledge to provide very good person centred care
- The home was clean, fresh and decorated to a high standard
- There were a wide range of activities on offer for people to take part in
- Staff were respectful and enthusiastic
- People supported and their families were very happy with the support provided.

## 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?	4 - Good
How good is our setting?	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?

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

Staff were respectful and warm in their interactions with people they supported. Staff had very good knowledge of the people they supported and used this knowledge to provide very good person centred care. There was a key worker system in place with clearly defined responsibilities for the staff member. People supported and their family members told us that they knew who their keyworker was. They told us staff are fantastic with Mum, especially Mum's key worker." This made people feel they were treated as an individual.

Mealtimes were a relaxed and pleasant affair, with assistance being provided to those who required it. The food was fresh, homemade and well presented. People reported that the "food is lovely" and that "I am trying to cut back on the cakes so I have space for my main meals." The use of pictorial menus meant that people were able to make their own decisions. People had individualised clothes protectors if they wished to use them. This helped people to feel empowered and respected.

Staff appreciated the importance of good hydration and nutrition, with multiple drinks and snacks being provided throughout the day. People's drinks followed them throughout the home to ensure they always had a drink available. Staff were knowledgeable about people's likes and dislikes. This helped to keep people well.

There were robust systems in place, which ensured that people received their prescribed medication. Referrals to external professionals such as dieticians were made promptly and appropriately, with the advice received being followed. The appropriate departments, such as the kitchen, were kept up to date of any changes in people's dietary needs. This helped to keep people healthy.

Care plans were relevant and evaluated, audited and updated regularly. This meant that staff had access to information on people's care needs. The monthly pen pictures provided regular updates for all staff on any changes to people's needs. This meant that staff could offer appropriate and relevant care.

People told us that there was lots going on and that "we play ping pong with 2 tissue boxes and balls and it is great fun." We saw that larger events took place, as well as activities with smaller groups or individuals. People were supported to take part in activities that they were interested in and the staff were encouraged to explore activities with the people they supported. All departments within the home were involved in arranging activities. This made people feel valued.

Those supported were encouraged to maintain their skills and we saw useful tools such as the number of steps from the lounge recorded on the wall, to help encourage people to walk around the home. This helped to keep people physically active.

People were respected as individuals and this was underpinned by the ability to have a key to their room and control who entered, as well as guidance for staff in the care plan with regards to the decisions they were able to make. This meant that people felt in control.

There was a calm and relaxed atmosphere within the home and both the small group living and staffs very

good knowledge of people helped to prevent or reduce episodes of stress and distress. We saw that people were happy and well presented. Their family members said that they were always made to feel welcome when they visited and were kept up to date on their loved ones care. Family members told us that "staff involve us in Mum's care and always keep us up to date " and that "staff offer me tea and coffee and make me feel really welcome." This contributed to an inclusive and friendly atmosphere.

### How good is our staff team?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There was regular online and face to face training taking place with clear management oversight of the same. Staff were accessing external training courses in subjects such as Infection Control and Pressure Ulcer prevention. There was oversight of staff's registration with the SSSC, (Scottish Social Services Council) which was checked monthly. Safer staffing recruitment guidance was followed. This helped to keep people safe.

There was an assessment tool in place to help inform staffing. However, there was no clarity on how this was evaluated, to ascertain how it contributed to peoples outcomes. Guidance was provided on how this could be developed.

#### (See Area For Improvement 1)

Staff appeared calm and people supported and their relatives told us that "Staff are very caring if want anything I get it," and that "The care Mum gets is instantaneous." This ensured people received care at the right time for them.

The shift pattern had recently changed to 12 hour shifts, which staff felt gave them a better work life balance. The staff had separate break room facilities and told us that they felt supported, telling us that "The management team have helped me so much." This meant that staff felt valued in their role.

Regular supervisions and team meetings were taking place and that ensured staff were able to work together to reflect on their practice. staff told us that "I just love working here."

### Areas for improvement

1.

The provider should review their staffing tool to enable it to demonstrate that there are sufficient staff to support people to achieve their outcomes.

This should include but is not limited to the provision of activities and other non care tasks that the staff are required to complete.

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

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

## How good is our setting?

## 4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The environment was fresh and welcoming. The cleaning was completed to a high standard with schedules in place for all required tasks. The system for repairs was robust and easily tracked. There was a dedicated handy man responsible for decoration and minor repairs. All key checks were in place and completed as scheduled. This helped to keep people safe.

The décor of the home was fresh and completed to a high standard, promoting a homely environment while still considering peoples needs such as by the use of dementia signage. This helped to ensure that people could remain independent as long as possible by being able to orientate themselves.

People did not have access to ensuite facilities, which meant that they had to use shared bathroom facilities, or a commode in their room. While people were aware of this prior to admission, the lack of access to a private toilet impacted on peoples outcomes. Although the home benefited from a high standard of cleanliness, there was a potential risk to infection control in the event of an outbreak.

Those supported benefitted from being able to access several lounge areas. This promoted small group living. There were kitchen facilities to enable hot drinks to be made. The dining room had a fridge filled with drinks for people to access. There were seating areas throughout the home for those who wish to spend time alone. This allowed people to spend their time as they wished.

The outside areas were maintained to a high standard and considered the needs of those supported. The inner courtyard area had sensory plants and was accessible throughout the day which improved peoples feelings of independence and sense of well being.

The side area of the garden allowed people supported to remain connected to the community as they were able to chat and interact with those going past.

## 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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good



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