

# Millbank Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
8 July 2025

**Service provided by:**  
Careview Homes Ltd

**Service provider number:**  
SP2009010612

**Service no:**  
CS2009233155

## About the service

This service has been registered since 2010.

Millbank is a care home service for people with mental health difficulties and is situated in the centre of Alloa.

It's aim is stated as, "Our principles of care will be to offer opportunity, choice and dignity for a future of community based living."

The service is located in the centre of town. People using the service can easily have access to community resources and events as many things are right on their doorstep. The service's location is seen as a strength and supportive of people aiming to lead active, fulfilling lives.

At the time of inspection the service was supporting 12 people.

## About the inspection

This was an unannounced inspection which took place on 1 and 2 July 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 eight people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- People had very positive relationships with staff and management
- Staff in the service were very effective at supporting people in a person-led, flexible and responsive way
- The home clearly prioritised the wellbeing of the people who lived there and generated a culture that effectively promoted excellent standards
- Staff were happy at their work and worked well together
- The service employed staff with extensive knowledge within care sector
- There was a pleasant atmosphere, with staff communicating regularly with one another and spending as much time as possible with people experiencing care
- There was access to a secured garden areas and located within the town centre which supported people to access the local community easily
- People benefitted from a comfortable, warm and homely environment
- Some areas of the home were in need of repair or refurbishment, the managers gave assurances this will be addressed and are part of the refurbishment plan.

## 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? | 6 - Excellent |
| How good is our staff team?                | 6 - Excellent |
| 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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people. People were valued, listened to and respected across the service.

### 1.3 People's health and wellbeing benefits from their care and support

People had very positive relationships with staff and management. People we met were very happy with the care and support that was being provided. Many were not able to suggest any improvements that could be made. Someone said, "the best thing is the staff" whilst another told us "I feel safe here, its saved my life." We witnessed many warm, positive and enabling interactions between staff and people living at the service. We found that the staff team worked well together and were proactive in their approaches to supporting people, using a holistic approach that considered physical health and mental wellbeing. Feedback from people included, "if I get anxious or lonely the staff are here for me" and "staff are caring and listen."

Staff knew people well and people had trust and confidence in the service, staff and management. Staff believed in people's abilities, strengths and potential and as a result, people said they felt safe and supported. People knew the consistent staff team and made positive comments about the leadership and management of the home. We found that leaders and care staff knew people and their needs well. All interactions we witnessed showed dignity and respect for people whilst promoting their independence. Nothing felt rushed and the atmosphere was nurturing and supportive to people living there. The staff team also told us how well supported they felt by colleagues and management. Management were compassionate and committed to their roles with an impressive overview, having positive outcomes for people at the forefront.

People were leading an enjoyable and fulfilled life and made choices and decisions about their support. These ranged from day-to-day decisions, community groups, new hobbies or clubs, work matters, family contact to holidays and future plans for where they might live. Staff in the service were very effective at supporting people in a person-led, flexible and responsive way. This culture was encouraged by management through the continuous contributions and feedback from staff and people living in the home. Learning was shared, positive risk-taking was encouraged, which empowered people, staff and managers to drive and sustain excellent outcomes for people.

People's health was very effectively monitored and there were extensive professional relationships with community health professionals. When people had significant matters such as financial concerns, legal considerations, complex health issues or future plans to address they were aided to enlist the advice and support of relevant people. This helped them to stay in control and understand issues so they could discuss and make decisions whenever possible that they saw were in their best interests. People had their rights and interests promoted. Support plans and risk assessments were a true reflection of people's unique strengths and abilities. People were encouraged to take ownership of their support plans and take an active role in reviewing their support. Families, carers and other professionals were routinely involved in developing and reviewing people's support plans according to their wishes. People were proud to share that since receiving the support and care at Millbank, they had not been re-admitted to hospital. People's care and support was delivered in an enabling and empowering way to the extent that we evaluated the performance of the service as sector leading.

Support plans were regularly reviewed and updated which showed clear understanding of people's needs and wishes. Six-monthly reviews routinely took place with people and their representatives. Effective strategies were in place for supporting people and positive risk taking. Very thorough monitoring and audits captured every aspect of people's wellbeing and findings were disseminated to the staff team to review and action. Potential concerns were identified proactively to prevent hospital admissions as much as possible.

The service were keen for continuous development and consistently sought feedback from people. People and staff felt listened to and valued with themes being added to the service improvement plan. The home clearly prioritised the wellbeing of the people who lived there and generated a culture that effectively promoted excellent standards.

## How good is our staff team?

**6 - Excellent**

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people. People were valued, listened to and respected across the service.

### 3.3 Staffing arrangements are right and staff work well together

The service took a range of information into consideration when arranging staffing, including the quality of people's outcomes. The service employed staff with extensive knowledge within care sector. The service's process of continual assessment meant the right number of staff were working to meet people's needs.

People experiencing care and staff were given the opportunity to express their views about staffing. Staff received regular time with their line manager to discuss their experiences, learning and ambitions at work. The leadership team took staff wellbeing into account and paid attention to the outcomes for staff, as well as people experiencing care. Staffing was discussed at meetings and at reviews of people's care and support which meant people were supported to participate as a citizen in their local community.

We could see, on checking training records, that staff were subject to a range of mandatory training packages. Staff had completed their training, both online and face-to-face in key areas. Staff were clear about their roles and responsibilities. Staff helped each other by being flexible in response to changing situations to ensure care and support was consistent and stable.

Staffing arrangements allowed for person led care taking place. The service consistently supplied the desired amount of staff each day and night, who were all employed by the service. Staff were able to take their time when supporting people. Staff were also able to focus fully on what they were doing, making sure to include the person they were supporting in conversation as they supported them. There was a relaxed, unhurried and friendly atmosphere in the entire home throughout the inspection. People benefitted from being cared for by a consistent staff team who knew them well and had the time required to support their needs and preferences.

Staff told us they felt well supported and that there were good relationships within the team and with managers. It was clear that when interviewing staff that the management team were approachable, supportive and would listen when staff raised concerns.

Staff were happy at their work and worked well together. Staff spoke quietly with one another and involved people and their families in their conversations.

There was a pleasant atmosphere, with staff communicating regularly with one another and spending as much time as possible with people experiencing care. One staff member said, "We all work really well together here, we support each other." Another said, "we work hard and as a team to support people to live their best life's." This meant people living in the care home and staff benefitted from a warm atmosphere because there were good working relationships.

## 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.

### **Quality indicator: 4.1 People experience high quality facilities.**

People benefitted from a comfortable, warm and homely environment where people were able to sit and chat to each other. People were able to move around the care home as they wished and choose where to spend their day. There was access to a secured garden areas and located within the town centre which supported people to access the local community easily. The environment was clean and tidy, with no evidence of intrusive smells.

There were regular audits to ensure the building was in good repair. Up-to-date safety certificates from external agencies were in place. The management team ensured regular checks and records were being completed which meant people could be assured that they were living in a safe and well maintained environment as internal and external maintenance checks were carried out.

People's bedrooms were comfortable and nicely personalised which helped to give people a sense of belonging. People had their own rooms and each room within the home had ensembles. We saw that some areas of the home had recently been refurbished, however some areas remained in need of repair or refurbishment, the managers gave assurances this will be addressed and are part of the refurbishment plan.

## 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?                             | 6 - Excellent |
| 1.3 People's health and wellbeing benefits from their care and support | 6 - Excellent |
| How good is our staff team?                                            | 6 - Excellent |
| 3.3 Staffing arrangements are right and staff work well together       | 6 - Excellent |
| How good is our setting?                                               | 4 - Good      |
| 4.1 People experience high quality facilities                          | 4 - Good      |

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