

# Annfield House Care Home Service

58 Annfield Gardens  
Stirling  
FK8 2BJ

Telephone: 01786 451 122

**Type of inspection:**  
Unannounced

**Completed on:**  
15 August 2025

**Service provided by:**  
HC-One Limited

**Service provider number:**  
SP2011011682

**Service no:**  
CS2011300632

## About the service

Annfield House Care Home is registered to provide a care home service to 50 older adults and is based within a pleasant residential area of Stirling. The care home provider is HC-One Limited and the service has been registered with the Care Inspectorate since October 2011.

The accommodation is provided over four floors of the building, including three bedrooms in the basement level of the home. Bedrooms are single and have en-suite facilities. There are communal lounge and dining areas which can be used by residents and their visitors on three floors. There is a patio area with seating and tables to the rear of the building which is accessed from the dining room on the ground floor and there is a small parking area to the front of the building.

The aim of the service is to "meet all of your assessed needs in relation to accommodation, meals, activities, support and care including, where applicable, nursing care".

## About the inspection

This was an unannounced inspection which took place between 12 and 15 August 2025. The inspection was carried out by one inspector from the Care Inspectorate, supported by an inspection volunteer. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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 15 people using the service and four of their family representatives
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

People experienced respectful and dignified care and support by staff who knew them well.

The service had developed good relationships with other professionals which meant people's health needs were referred and attended to quickly.

The care home was well maintained and followed good practice guidance for cleaning and infection prevention and control.

To further improve outcomes for people the service planned a review of communal and private spaces to determine better utilisation of the space available and create a sense of community.

## 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 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 care and support and how these supported positive outcomes for people, therefore we evaluated this key question overall as very good.

During our inspection we saw warm and compassionate interactions between staff and people living in the service. Staff knew people well and there were very positive relationships with families who were made to feel welcome in the home and were complimentary about the staff and management team. One person said, "At times I am amazed at the level of patience and the degree of interest in their work most of the staff give at times". While another told us that "Staff are caring" and "I have never seen anything but kindness and respect".

People looked well presented and were well supported with care needs, where staff paid particular attention, and took the time, to attend to people's personal preferences.

The dining experience was relaxed and unhurried and tables were nicely laid with condiments available. Meals were nicely presented, choice given and additional helpings offered. People could be confident of good hydration as we saw staff regularly supporting people with jugs of water and juice and offering drinks across the day.

Where people needed support with medication there were safe systems in place and good oversight of medication practices and we could see that people were regularly receiving topical medication as prescribed. When there were issues with skin integrity, there was a robust process for assessment and treatment and this was well monitored across the nursing and leadership team.

People benefitted from access to a range of specialist health professionals and the service had developed close links with health and social care professionals which meant that any health needs or further assessment was referred appropriately and acted on swiftly.

A new care planning system had been introduced earlier this year that supported robust risk assessments and informative plans. This supported people with very good care and support.

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

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

The environment was well maintained by the inhouse team with support from external professionals where appropriate and regular checks and monitoring occurred to ensure that standards were maintained, and people were kept safe. The home was clean and fresh and the team followed best practice guidance to meet infection prevention and control standards. There were some areas that we noted needed attention and repair and the service responded quickly to address these.

The building featured tasteful décor, natural light and wide corridors with rails to support people. Important places such as toilets and people's individual rooms were signposted and clear to find but some signage was difficult to see and needed updated. There were communal lounge and dining areas on each floor that people were welcome to use but there were no additional private or quiet spaces and lounges were not well utilised, possibly because of the placement and lack of orientation and direction. We found that there was no sense of community, many people spent time in their rooms and told us that they prefer this but also said that they didn't have friends in the home and didn't know their neighbours.

We considered that outcomes for people could improve by supporting people to foster community spirit and make Annfield 'their place'. When we discussed this with the management team, we were very confident in their plans to consider and review the environment with people at the heart of it.

**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 setting?	4 - Good
4.1 People experience high quality facilities	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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.