

Riverside View Care Home Service

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Type of inspection:
Unannounced

Completed on:
27 August 2025

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300759

About the service

Riverside View is a residential care home, which is owned and run by HC-One Limited. It is located in the west of Dundee, and there are good transportation links to the city of Dundee.

Riverside View is a purpose-built care home and is registered to provide care for up to 60 people, aged 55 and over. The ground floor, named the 'Bluebell', provides care and support for up to 30 people. There are a further two units upstairs; 'Primrose' and 'Daisy' providing care and support to people living with Dementia. These units have 16 and 14 beds, respectively. The bedrooms are all single occupancy and have ensuite toilet facilities. The upper floor is accessed via a lift, with good wheelchair access to all areas. This service has access to a large, secure garden with different areas provided with patio and seating areas.

About the inspection

This was an unannounced inspection which took place on 26 and 27 August 2025. The inspection was carried out by two inspectors 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 twelve people using the service and five of their family/friends/representatives
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- reviewed questionnaires completed by people using the service and their relatives

Key messages

- People experienced warm, compassionate, dignified care and support.
- Staff had access to regular learning and development opportunities.
- People were not rushed because there were sufficient staff available.
- Medication management needed to be improved.
- The manager was responsive to feedback and committed to making ongoing improvements within the service.

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?	3 - Adequate
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?

3 - Adequate

We made an overall evaluation of adequate for this key question. This meant there were some strengths, but these just outweighed weaknesses.

Throughout the inspection we observed people being treated with dignity and respect. There were warm interactions between people and staff who appeared to know them well. We observed staff taking their time to speak to people and engaging in one-to-one support. Staff demonstrated a good level of knowledge about each person's individual needs and preferences and how these should be met. There was a relaxed atmosphere in the care home. Careful consideration was given to what was important for a person, what their wishes and needs were. A person-centred approach was in place and people felt respected. Some comments from people were: "the activities are really good; there's always something to look forward to." and "the staff are great; nothing is ever too much hassle."

We observed that people enjoyed a relaxed pace at mealtimes which did not feel rushed. People could enjoy socialising within dining areas or within their own bedroom. People were able to access hot and cold drinks independently or with support at all times of the day.

Within people's own care and support files, many key health and wellbeing matters were covered. The format helped make sure the service had assessed and planned for all of people's main health and wellbeing needs and wishes. The service identified individual risk for people and put measures in place to keep people safe. However, in-house reviews were not consistently being completed and so it would be in the best interest of the service to review the process to ensure these are being completed on a more regular basis. This will ensure that review of people's changing needs, wants and wishes are captured in a meaningful way.

There were activity planners on walls throughout the service which had different activities and choices present. People could enjoy group activities or one-to-one activities. The garden offered a space for people to enjoy gardening and outdoor activities organised by the activity coordinator. This meant that people have access to fresh air and opportunities for exercise at all times of the day. There was plenty of seating areas outside for those who wanted to enjoy some relaxation outdoors too.

Medication assessment and administration was carried out by nurses and senior staff who had received training to ensure that they carried out medication administration competently and safely. We sampled the service's medication system and procedures and found that there were appropriate stock levels in place and effective processes for ordering and returning medication to the pharmacist. However, there were some issues with the administration processes, specifically for people who required time critical medication. We could not be confident that people had received their time critical medication at the correct time. This could have a potentially significant impact on people's health and wellbeing. **A requirement is made.**

Requirements

1. By 17 September 2025, the provider must ensure that service users are safe from harm by administering medication safely and effectively. To do this, the provider must, at a minimum:

- a) ensure that people receive their time critical medications, at the prescribed time
- b) ensure that medication administration records are completed accurately.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me.' (HSCS 1.19)

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.

People should benefit from high quality facilities. We found furnishings and decoration were generally of a good standard. We reviewed infection prevention and control standards and found no concerns.

People benefited from various areas outwith the main areas to enjoy a drink or snack, reading and relaxation. People living in the home have access to outdoor areas and gardens from various locations within the home. Garden areas were safe, accessible, well-kept and welcoming, with flower beds and pots. When weather permitted, activities were held outside which enabled people to feel more connected to their local community.

We felt there was a lack of appropriate signage, specifically on the upper floor to guide people to their destination and orientate them to their surroundings. This is important to people; especially those with cognitive impairment and would promote independence. **An area for improvement is made.**

Maintenance records showed that equipment and utilities had been serviced and checked within recommended timescales. We checked a sample of radiators and mattresses and found no issues. Maintenance issues were resolved quickly. Call systems were in working order and could be used by people to call for help if needed. We could be confident that people were living in a safe environment.

Staff carrying out housekeeping and cleaning duties were knowledgeable about infection prevention and control and the safe management of contaminated waste. Domestic staff were visible throughout the inspection and told us they had enough time to do their job well.

Areas for improvement

1. In order to promote activity and independence for people living in the service, the provider should have appropriate signage around the home. The use of the King's Fund Environmental Assessment Tool and involving people/their representative in designing the environment is recommended to help ensure that best practice and people's needs and wishes are taken into account.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I can independently access the parts of the premises I use, and the environment has been designed to promote this.' (HSCS 5.11)

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?	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate

How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
4.2 The setting promotes people's independence	4 - Good

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