

# Hillcrest Residential Unit Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
14 September 2023

**Service provided by:**  
South Ayrshire Council

**Service provider number:**  
SP2003003269

**Service no:**  
CS2003001298

## About the service

Hillcrest Residential Unit is registered as a care home to provide residential care for up to 15 older people, of which three can be for respite care. At the time of the inspection, 13 people were residing in Hillcrest.

Hillcrest Residential Unit is situated in the town of Girvan and the service provider is South Ayrshire Council.

The home is purpose-built with single room accommodation 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.

Hillcrest aim to provide high quality personalised care and support, which fully meets each individuals needs in a homely environment.

## About the inspection

This was an unannounced inspection which took place on 12 and 13 September 2023. 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 six people using the service and seven of their families
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents

## Key messages

- People experiencing care were treated with dignity and respect, by a team of staff who knew them well.
- People spoke very positively about the care and support they received.
- The service was proactive in supporting people to access the right health professionals.
- People experiencing care and their relatives were fully involved in developing and reviewing personal plans.
- The service provided small group living which enhanced people's experience of care and support.
- The service demonstrated a high level of commitment to continual improvement.

## 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 leadership?	5 - Very 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.

Hillcrest was a homely and comfortable environment which had been tailored to meet the needs of the people living here. The outdoor garden had recently been enhanced, by the local academy pupils who came and painted a mural on the main wall, residents and families love it.

During the inspection we observed staff engaging positively with people experiencing care. Staff were respectful and attentive, taking the time to support people at their own pace. Staff knew people well; they had developed warm relationships with the people they support. This demonstrated that people were valued and treated as individuals. On speaking to people living at Hillcrest they said "I like living here, the foods good and I'm out and about all the time." "If I was to give this place marks out of 100 it would be 100, it is sheer delight living here." "I waited a while to get a place here but it was worth it." We also got feedback from a previous respite resident "She really enjoyed her time at Hillcrest, she was treated so well and couldn't sing the staffs praises enough, she felt comfortable and reassured."

People experiencing care had access to a range of support from specialist health care professionals to ensure that their physical and mental health needs were met. We saw good evidence of people's health being monitored and reviewed, and medication was handled safely. Staff had completed key training and consequently people were supported to stay well and experienced a good quality of life.

Comprehensive care plans were in place to guide staff on how to support people in line with their needs, wishes and aspirations. Care plans were person-centred and outcomes focussed, they were also reviewed and updated regularly. Where people were unable to share their views, their representatives helped shape their support in line with their known preferences. We saw evidence that risks in people's lives were fully assessed and clear guidance was implemented for staff to follow.

People experiencing care should have access to healthy meals and snacks which meet their cultural and dietary needs and preferences. We saw that people had access to food and drink throughout the day and a choice of meals were offered. People who needed special diets were catered for and alternatives provided where required.

Staff had a good understanding of supporting people to achieve positive outcomes. People experiencing care had regular opportunities to speak to their key workers about how they were feeling, activities they would like to do etc.

We saw that people experiencing care had the opportunity to take part in different activities. People chose from a variety of activities, and they were encouraged to celebrate events throughout the year. During our inspection there was a live music event, 10 of the 13 residents enjoyed the music and took part in dressing up and playing instruments. It was lovely to see people getting in the spirit and having fun. Families commented that the Facebook page was full of things going on around the home.

People's right to control their finances and personal property was respected and actively promoted, maximising choice, control and independence. Where people were unable to manage their finances, there were robust support arrangements in place to ensure safe keeping and accountability. People were able to choose how they spend their money or receive the right support to manage it.

People had a say in changes to the home's décor, we also saw personalised bedrooms with people experiencing care having their choice of how they liked their room. People were actively encouraged to stay connected and have meaningful time with their families and people who were important to them. People experiencing care were encouraged and supported to go outside the home and be active members of their local community.

It was lovely to see visiting families being afforded hospitality. One family member commented "we're always made to feel so welcome; they arrange a private space for us to visit each week."

## How good is our leadership?

**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. We therefore evaluated this key question as very good.

It is important that care services have effective systems in place to assess, monitor and evaluate the quality of services provided. This is done by gathering evidence using audit tools, feedback from people using the service and their relatives, and carrying out direct observations of staff practice. This information should help drive service development and improve outcomes for people they support.

The provider had effective systems in place to provide oversight of the service and address any areas that had been identified. We saw evidence of regular monitoring and audit processes which were part of the service's quality assurance processes.

The service had a detailed continual improvement plan. This improvement plan was informed by actions from the audits carried out within the service. There were regular updates documented and timescales were included in this document. As a result, we were able to see evidence of the ongoing, sustained, regularly evaluated development of the service.

People could be assured that the manager used evidence-based approaches to continually update and improve the support they received. The manager regularly consulted with others within the organisation and externally to keep up-to-date with current legislation and best practice.

The managers were proactive in promoting a learning culture across the team, comments from staff included "Massive praise for our manager, she's such a supportive and accessible manager, she is always inspiring for better for the home." "It's so supportive working here, the manager is always approachable." "The culture at Hillcrest is open, friendly and supportive." "The seniors and managers are supportive and approachable."

The managers were present around the home and shared positive relationships with people experiencing care and their relatives. Family members told us that they had regular calls from staff to keep them updated on their relative's welfare. There was good evidence of people and their relatives being listened to with their views being sought through feedback surveys, meetings, and reviews. Their views positive and all those we talked to said they felt the managers were approachable and responsive. People could be confident that their feedback was listened and formed part of the service's consolidated action plan to drive forward further improvement.

We received very positive feedback from external health professionals, comments included "Hillcrest continues to be a place that offers exceptional care, showing empathy and compassion to residents and their families. They know their residents very well and respond well to their needs." "the staff and manager are always very supportive of our input and are keen to obtain the best outcomes for their residents." "staff follow our recommendations and contact us if they note any changes in peoples health." "They know the residents and their families really well and do all they can to ensure that positive relationship are built and maintained."

The service demonstrated a good level of commitment to staff learning and development. We spoke with staff who had progressed in their careers and were continuing to learn new skills. Newer staff had comprehensive induction training where their progress was regularly reviewed. This meant that people experiencing care could be confident in a team of staff who were trained and competent. Overall, the service demonstrated good leadership and involvement of others, with a strong commitment to continual improvement.

## 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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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