

Hillcrest Futures Angus Learning Disabilities Services Housing Support Service

Hillcrest Housing Association Ltd
1 North Grimsby
Arbroath
DD11 1NU

Telephone: 07809 551 237

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Unannounced

Completed on:
13 November 2025

Service provided by:
Hillcrest Futures Limited

Service provider number:
SP2003000083

Service no:
CS2014332580

About the service

Hillcrest Futures Angus Learning Disabilities Services registered with the Care Inspectorate in 2015. This service provides housing support/care at home for people with a learning disability, some with other complex physical needs, in three locations in Angus.

About the inspection

This was an unannounced inspection which took place on 11 and 12 November 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 10 people using the service and three of their family
- spoke with 10 staff and management. We also received feedback from six staff through care surveys
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People and their families were very happy with their care and support.
- Peoples support enabled them to live full lives.
- People spent time doing the things they wanted to do.
- Staff felt supported and well informed.
- Improvements are required to ensure staff practice reflects current guidance around hand hygiene.
- Managers were visible and knowledgeable. This was important for maintaining good standards of care for people.

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?	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.

People were supported by staff who knew them well. Staff knew what was important to people and used this knowledge to build personalised packages of care and support. We heard of some very good outcomes as a result. For example, holidays that were planned around what people described as 'their dream'. This had brought great joy for the person, their family and for staff.

Some people were unable to express their views or make choices using the spoken word. It was positive to hear how staff supported people to express their views through gesture and facial expressions. The knowledge they had built about people through observation informed people's support so we were confident people's preferences and choices were being respected.

Family members contributed to our inspection. One person told us, 'It's excellent, my relative is in the right place'. Family members had confidence in the staff because communication was good and reliable. People were described as 'very happy there' and living good lives, enjoying the things they liked to do.

People were being enabled by their support. 'We help people to help themselves' one staff member told us. People were encouraged to maintain or build their independence and to take some control of planning and evaluating their support. For example, some people were able to manage their own medication and assessments were in place to ensure they were safe and had access to support if they needed it.

People's health benefitted from access to a range of community healthcare agencies and professionals. Staff provided reminders about appointments and would support people to attend if they needed this. This helped to ensure that people were supported to consult with other professionals whose guidance helped to inform the support people required to maintain their overall health and wellbeing.

Some people displaced from their homes as a result of Storm Babet continued to be supported by familiar staff during that time whilst a new home was being secured. People had recently moved into their 'forever home'. This had been managed well to minimise any understandable distress and anxiety and people had had coped well with this disruption. This was due to the consistency in the support they had received during this time and ongoing. People told us they were settled and liked their new house and where they now lived.

People enjoyed lots of activities and being part of their local communities. Some people were volunteering, others enjoyed local clubs. Many activities had physical health benefits as well as benefits for their emotional, social and mental wellbeing.

Overall people were very happy with their care and support. Staff were responsive to people's needs and proactive with assessment and planning which helps to anticipate future health needs.

How good is our staff team?**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.

Staffing arrangements were right for the people who used the service. People benefitted from relatively stable teams of staff who knew them well. Staffing was flexible across the week and planned to meet people's desired outcomes to attend clubs/trips and go on holiday.

We saw that staffing needs and organisation of staff had been reviewed within the service. Staff had been consulted and informed about a review of staffing rotas. This had resulted in a more responsive rota where people's needs were being met through regular support but which had a greater degree of flexibility for them.

Staff had received appropriate training to help them support people who used the service and to meet their individualised needs. Further awareness around the National Infection Prevention Control Manual (NIPCM) and particularly the current guidance around hand hygiene is required. We made an area for improvement at our last inspection that has not been met. See 'What the service has done to meet any areas for improvement we made at or since the last inspection'.

People using the service and staff benefit from a warm atmosphere because there are good working relationships. Staff told us they enjoyed their jobs. 'We have a good support network', 'Communication within the team is good'. Staff were organised and worked flexibly together in order to meet peoples needs consistently.

There had been a reorganisation of services within the organisation and this had resulted in stronger leadership and management in one part of the service. One professional told us, 'Staff seem more settled'. There was better communication so staff felt involved and well informed. This will have a positive impact on building and developing the service improvement plan.

Most staff told us they received regular planned supervision. Supervision is an important process for staff to reflect on their development and it also supports staff wellbeing. We saw that staff shared their views and ideas and how this benefitted outcomes for people. Not all staff knew how often they should have formal supervision however did say they felt supported. They told us that managers were 'really responsive to help peoples needs being met'.

Families told us, 'The staff are wonderful', 'This staff group nothing is too much for them' and 'The staff are excellent, every single one of them'. Family members told us they felt well informed and consulted and that they had gotten to know the staff which brought about reassurances that their loved ones were being well supported and cared for.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order to ensure people are involved and can contribute to the development of the service, the provider should ensure there is a robust quality assurance system that shows how they;

- act on feedback from people who use the service, relatives and staff
- show how the above feedback and measures contribute to plans for continuous improvement

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 21 August 2024.

Action taken since then

There had been some progress in this area. Questionnaires had been used to gain feedback from staff and from families. People who used the service were supported and encouraged to express their views through reviews of their care and support.

The service improvement plan was of a corporate nature with strategic objectives. The management team should continue to seek feedback and provide opportunities for people to contribute to a service improvement plan that is relevant to the people who use the service.

We will review this area for improvement at future inspections.

Previous area for improvement 2

To ensure people's finances are safeguarded, where the provider had been appointed legal responsibilities to support people to manage their finances, they should ensure that they are doing so responsibly and in accordance with the relevant guidance.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded' (HSCS 2.5).

This area for improvement was made on 21 August 2024.

Action taken since then

Some people had their finances managed by the provider who were the corporate appointee.

Staff maintained records of income and expenditure on a daily basis.

Managers completed regular audits of peoples benefits and bank statements to ensure there was regular oversight of peoples benefits and payment of bills.

There was better oversight evidence at this inspection. This area for improvement has been met.

Previous area for improvement 3

In order to ensure people's safety and protection from the risk of infection, the provider should ensure all staff are familiar with the National Infection Prevention Control Manual (NIPCM) guidance. This includes but is not limited to, hand hygiene and donning and doffing of personal protective equipment. Management oversight should be robust in order to maintain standards that reflect best practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 21 August 2024.

Action taken since then

Staff had received infection prevention and control training. Refreshers were set as an annual event however training records did not confirm that all staff were up to date. Managers should ensure that staff are completing the regular updates available to them to ensure their practice reflects current guidance.

Some staff were observed wearing nail products which does not demonstrate knowledge and compliance with the current hand hygiene guidance within the National Infection Prevention and Control Manual (NIPCM).

We could not see evidence of how staff were informed about expectations and further work is required in this area to ensure staff practice reflects the current guidance which is there to help keep people safe from any cross contamination and infection.

This area for improvement has not been met and will be revisited at our next inspection.

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?	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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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Care Inspectorate
Compass House
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