

# Hanover Care at Home Service - Morris Court Dalry Support Service

Morris Court  
James Street  
Dalry  
KA24 5FB

Telephone: 01294 834 128

**Type of inspection:**  
Unannounced

**Completed on:**  
11 November 2025

**Service provided by:**  
Hanover (Scotland) Housing  
Association Ltd

**Service provider number:**  
SP2003001576

**Service no:**  
CS2010237392

## About the service

Hanover Care at Home Service - Morris Court Dalry is registered with the Care Inspectorate to provide a care at home service to older people living in their own flats in Morris Court.

The provider is Hanover (Scotland) Housing Association Ltd. The service is located in a residential area of the North Ayrshire town of Dalry.

During the inspection, there were 23 people being supported by the care at home service.

## About the inspection

This was an unannounced inspection which took place on 11 November 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 15 people using the service and three of their family members
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- The promotion of a value-based, person-centred approach to care and support by the service upholds peoples rights and choices.
- People's physical health and mental wellbeing were consistently supported through the outstanding quality of care delivered by skilled, knowledgeable, and responsive staff.
- Staff were supported by a management team that values their skills and promoted their well being as a priority. This assures a motivated workforce that achieves positive outcomes for the people they support.
- Effective quality assurance processes and a culture of continuous improvement underpin positive experiences and outcomes for individuals and their families.

## 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

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 expressed overwhelming satisfaction with the care and support they receive at Morris Court, describing their experiences in highly positive terms.

Comments included:

"I am very happy at Morris Court and feel lucky to be living here."

"I'm very happy with my support."

"I'm so happy I decided to move in."

"I have been living here for four years and have become more independent. The support from all the staff is amazing. Everyone always takes their time to care and support me."

These statements reflect a culture of excellence where people feel valued, supported, and empowered to live fulfilling lives. The commitment of staff to person-centred care was evident in the trust and confidence expressed by people who use the service.

It was clearly evident that individuals were actively and meaningfully involved in decisions regarding their physical and emotional wellbeing. This collaborative approach was reflected in detailed personal plans and daily notes, ensuring staff delivered consistent, agreed support that fully respected each person's choices and preferences.

We observed that people's choices were not only acknowledged but respected by staff who demonstrated an excellent understanding of individual needs. Staff interactions were marked by genuine consideration, empathy, and kindness, creating an environment where people felt valued, respected, and supported.

The manager and staff team demonstrated a strong commitment to promoting and maintaining people's independence. This proactive approach was evident in practice and highly valued by those receiving support. People spoke positively about being encouraged and supported to remain as independent as possible, reinforcing the service's person-centred ethos.

The management and staff team showed a clear understanding of the positive benefits of independence, recognising its key role in achieving excellent outcomes for individuals.

People were empowered to take control of their own health and wellbeing through access to appropriate technology and specialist equipment. The service's alarm response system provided an additional layer of safety and reassurance, with people expressing confidence and peace of mind knowing staff responded promptly and effectively to alerts.

People living in Morris Court praised the skills and knowledge of the staff team. They expressed confidence that, should they become unwell, staff act swiftly and appropriately by contacting GP support, ensuring timely access to healthcare. Families echoed this sentiment, stating they feel reassured and confident that their loved ones receive outstanding care.

The management and care teams demonstrated a clear and proactive understanding of their role in supporting people's access to healthcare. They promptly identify changes in health needs and communicate effectively with the relevant professionals, ensuring seamless and responsive care.

People benefit from being supported by staff who were knowledgeable and skilled in medication management. We observed that medication was handled safely, and consistency, reflecting best practice standards. This approach ensures people's health needs were met effectively and promoted their wellbeing.

People at Morris Court enjoyed pleasant sociable dining experiences that promoted both nutrition and wellbeing. People could choose to have their meals prepared for them and served in the communal dining room, creating opportunities for social connection and a sense of community.

We observed people dining in a relaxed, unhurried atmosphere, clearly enjoying the high-quality meals provided. Feedback was overwhelmingly positive, with people praising the variety, taste, and presentation of the food.

Comments included:

"The food is great, I love the home baking."

"It's nice having your meals made for you. I wouldn't eat this well if I was on my own."

"I enjoy coming to the dining room, you get a bit of a chat with other people, it's good to have company."

This approach not only meets nutritional needs but also enhances emotional wellbeing by fostering companionship and a sense of belonging.

People's wellbeing was significantly enriched through ongoing support to maintain meaningful connections with family, friends, and the wider community. The service actively promoted social inclusion, ensuring individuals feel connected and engaged. In addition, people benefited from a varied programme of social events and activities organised by the enthusiastic volunteer committee, The Friends of Morris Court, which added real value to daily life.

Feedback from people was very positive, highlighting the enjoyment and sense of belonging these opportunities provide.

Comments included:

"It's great having the chance to join in with the fun."

"I love the company."

"It's good to have something to look forward to."

"The music events are usually great fun."

This approach not only enhanced social wellbeing but also created a lively, supportive environment where people felt valued and connected.

## 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 spoke very highly of the skills, knowledge, and professionalism of both the management and staff teams. Feedback reflected deep trust and appreciation for the quality of care provided.

Comments included:

"Staff are great, they are very kind and friendly."

"The staff are good at their job."

"The staff are lovely, so kind, and they support me well."

"The manager is great, she sets a very good example to the team."

The service's aims and values were firmly embedded in practice. Staff consistently demonstrated the principles of the Health and Social Care Standards, ensuring dignity, respect, and compassion in their engagement with people. The manager actively promoted a culture of courtesy and collaboration between staff and people using the service, creating an environment where respect and dignity was at the core of daily life.

The service consistently ensured the right number of staff with the right skills were available at the right times to deliver outstanding outcomes for people. Staffing arrangements were carefully planned and continuously reviewed based on individual needs, supporting a responsive and person-centred approach.

Continuity of care was a clear priority, with people confirming they were supported by familiar staff who know them well. This promoted trust, comfort, and ensured that personal choices and preferences were fully respected. People told us that staff took time when providing support and never rushed, creating a calm and dignified experience.

Staff echoed this sentiment, stating they have sufficient time to deliver unhurried, high-quality care. This reflected a well-managed service where staffing levels and skill mix were aligned to promote excellence in care and wellbeing.

Morris Court provided a warm, welcoming atmosphere where both people using the service and staff thrive. This was underpinned by excellent working relationships and a strong sense of teamwork. Staff consistently support one another and demonstrate collaborative practice to ensure continuity and consistency in care. They responded flexibly to changing situations, maintaining stability and high standards of support at all times.

Staff reported feeling well-supported in their learning and development, with regular opportunities for discussion, reflection, and continuous improvement. This commitment to professional growth ensures that care delivery remained innovative and person-centred.

Importantly, every member of the team, whether directly involved in care or in supporting roles, understood their contribution to achieving high-quality outcomes. This shared responsibility resulted in people being supported by knowledgeable, skilled, and dedicated staff who were committed to delivering responsive, compassionate, and person-centred care.

## 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

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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