

SAMH – Whins Of Milton Care Home Service

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Type of inspection:
Unannounced

Completed on:
2 December 2025

Service provided by:
Scottish Action For Mental Health

Service provider number:
SP2003000180

Service no:
CS2003011549

About the service

SAMH, (Scottish Association for Mental Health) - Whins of Milton is a care home. It has been registered since 2002. It supports a maximum of six adults with mental health concerns and is situated about two miles from the centre of Stirling.

The service is provided in a large detached house. The accommodation has been well maintained and people have their own large rooms, and there is a spacious communal lounge and kitchen. At the time of the inspection there were five people living in the home.

The aims of the service include, "to provide good quality mainstream, not institutional accommodation to meet personal needs and choice for individuals; to provide an environment which enables and encourages individuals to regain a valued role in society; to provide structured professional support appropriate to individual needs, and to encourage each person's achievement of their highest level of potential, health and independence."

About the inspection

This was an unannounced inspection which took place on 25 November 2025, 10:30 to 14:00 and 26 November 2025, 10:00 to 15:00. 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 three people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were supported by staff who were approachable, visible and attentive.
- Medication support was delivered through prompt and assist only.
- Systems were on place for communication, monitoring and tracking incidents.
- Staff were confident in building positive and supportive.
- Staff were flexible and supported each other to work as a team.
- The service offers a clean, personalised, and safe environment with prompt repairs and accessible facilities that support residents comfort and sense of belonging.

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
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 provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

People experienced positive relationships with staff who knew them well and provided support in a kind, respectful and encouraging way. Staff interactions were observed to be warm, natural, and attentive, contributing to people feeling valued, safe and emotionally supported. People described their experiences, commenting that "the staff are all good, they listen to you and make you feel heard" and "it's better than hospital, the staff are great." While feedback was largely positive, more than half of the people living in Whins of Milton care home reported feeling bored at times, indicating a need for increased opportunities for meaningful engagement and activity.

There was no central activity programme, however, individuals were supported to pursue personal activities and participate in the local community. People described attending college, shopping independently, and engaging in domestic tasks with staff support. One person told us "I like cooking and going out with staff they help me be independent." Increasing group activities would further enhance choice, social connection and variety.

Medication support was delivered through prompt and assist only. Recent changes to policy and guidance support all staff to complete relevant training in medication administration for people who require support. This included double checking of medication, involvement of residents, regular audits, and clear communication with the pharmacy. These robust processes ensured safe practice.

Care plans were detailed and personalised and regularly reviewed, providing clear oversight of residents' needs, risks, health monitoring, medication and wellbeing support.

Records and meetings demonstrated active engagement from staff and residents with discussions covering care environment, and care plans supported safe, outcome focused practice. Daily handovers ensured continuity of care, while audits of medication, the environment and care plans supported safe outcome focused practice. Systems were in place for communication, monitoring and tracking incidents.

Overall people were supported by staff who were approachable, visible and attentive. One person told us "I feel safe here and the staff help me with what I need." A visiting professional also reported positive experiences, noting that the manager was consistently contactable, attended all required meetings, and provided clear updates, demonstrating effective leadership and communication.

How good is our staff team?

5 - Very Good

We found significant strengths in this area and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator: 3.3 Staffing arrangements are right and staff work well together

People living at SAMH - Whins of Milton and staff, benefited from a warm atmosphere because there was good working relationships. Staff were confident in building positive and supportive relationships with people. Staff were flexible and supported each other to work as a team.

The numbers and skill mix of staff were determined by a process which included taking account of the complexity of people's care and support. With the review of the working pattern and hours staff worked, the service had the right number of staff with the right skills working to meet people's needs.

Mandatory training has been completed at 100% and ongoing awareness and development opportunities are provided, including proactive measures to address changes in guidance. Staff feedback highlighted a positive working environment, with quotes reflecting that this is a "good place to work and that everyone gets on very well."

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively about working within Whins of Milton and the supportive management. This demonstrated a commitment to both the staff and the people they were supporting and caring for. Arrangements for the one-to-one supervision of staff were in place. Team meetings gave staff a further opportunity to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

How good is our setting?

4 - Good

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

Quality Indicator: 4.1 People experience high quality facilities

The environment was generally clean and well presented, supported by structured cleaning systems and oversight. Staff and residents had clearly defined domestic responsibilities, and daily recording ensured accountability. Environmental issues identified during inspection visits, damaged hallways doors and worn radiator surface were promptly acknowledged by the manager, with repairs and replacements already underway. This responsiveness demonstrated strong management oversight and commitment to maintaining standards.

All people had their own bedrooms, offering privacy and personal space. Only one bedroom had access to an ensuite, however each floor had a shared bathroom and shower facilities, providing appropriate access to hygiene amenities for all residents. People had personalised their own rooms, which increased their sense of identify, belonging and comfort.

Decorative improvements were recognised as an ongoing area of development, and staff highlighted the value of continuing environmental enhancements. Although the home did not have a central activity space or programme, individuals were actively engaged in their own routines and community involvement.

Outdoor areas were maintained and contributed positively to the overall setting.

Overall, the service demonstrate clear strengths in cleanliness, responsiveness to repairs, and providing a homely environment. Planned improvements, alongside staff and residents feedback, should further enhance the quality of the setting.

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
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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