

Hilltree Court Housing Support Service

Fenwick Road
Giffnock
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Telephone: 01416 330 026

Type of inspection:
Unannounced

Completed on:
9 January 2026

Service provided by:
YourLife Management Services
Limited

Service provider number:
SP2012011831

Service no:
CS2012308205

About the service

Hilltree Court is a 'Retirement Living Plus' development in the Giffnock area of Glasgow. The service is registered to provide a combined housing support and care at home service to homeowners living at the Hilltree Court housing complex. The provider is Your Life Management Services Limited. The complex is close to transport links and local amenities.

At the time of the inspection 22 homeowners were receiving a care at home service, with housing support available to all homeowners. On-site care staff are available 24 hours.

About the inspection

This was an unannounced inspection which took place on 7 and 8 January 2025 between the hours of 09.30 hrs and 17.00 hrs. 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 individually and 30 people during two group sessions
- considered the information provided from returned questionnaires, five of which came from homeowners one from a relative, eight from staff and one from a visiting professional.
- spoke with five staff and management
- observed practice and daily life
- reviewed documents

Key messages

- People experience consistent, personalised support from staff who understand their needs, preferences and routines.
- Staff work well together, fostering a culture where everyone feels valued and supported.
- People express high levels of satisfaction with the service provided, reflecting consistent, high-quality support.
- Personal plans are developed collaboratively, capturing people's needs and wishes ensuring support aligns with their wishes and preferences.

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 well is our care and support planned?	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.

Warm, respectful, and compassionate interactions between homeowners and staff helped foster a trusting and supportive atmosphere within the complex. And the positive attributes of staff emerged as a consistent theme during our conversations with people. 'Lovely staff' and 'staff are gems' were some of the comments made.

'It's excellent, a wonderful place to live' commented one homeowner and people described Hilltree Court as having a 'family feel', contributing to a supportive, inclusive, and nurturing environment. One relative commented 'as a family we feel very reassured that she is well looked after'.

People consistently expressed high levels of satisfaction with the support they received, describing staff as caring, reliable, and attentive, 'never unkind or unpleasant' was a comment made by a homeowner. These positive comments reflected a values-based culture that prioritised kindness, respect, and meaningful relationships.

People could be confident that staff would respond promptly and appropriately to health concerns, with accident and incident records sampled demonstrating effective response and follow-up actions. And the response to one individual's situation during the inspection demonstrated that staff were able to safeguard people's wellbeing and ensure the best possible outcomes.

The service maintained effective relationships with external health partners, and visiting professionals meaning that staff could react quickly to emerging health needs and ensure people received appropriate interventions. 'Staff always provide a high level of patient care which reduces the need for district nursing input' was a comment provided by a health professional.

Homeowners were encouraged to take part in and facilitate opportunities for social contact, helping to reduce isolation and strengthen people's sense of connection within their community. Activities such as coffee mornings, exercise classes, entertainment sessions and film nights offered meaningful opportunities for social engagement. We were delighted during this inspection to be invited to meet people and receive feedback about the service at a homeowners meeting and at a coffee morning.

People could benefit from additional services including being able to choose to dine for lunch in the onsite restaurant and the atmosphere was sociable and relaxed, with people observed to be enjoying both the food and the opportunity to spend time with others.

Medication was managed safely, with quality assurance systems in place including periodic observation of staff practice and audits ensuring robust management oversight and assurance that medication systems were operating effectively.

Personal plans clearly captured people's needs and wishes, ensuring support was personalised and aligned with what mattered most to each individual. This meant people experienced support that reflected their preferences, promoted independence, and upheld their sense of choice and control.

People could be confident that staff had access to appropriate training, meaning that staff were well equipped to carry out their roles and meet people's needs safely and confidently.

An in-house alarm system ensured that people could be confident that staff were accessible when needed.

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.

People were supported by a consistent staff team, meaning they were cared for by individuals who knew them well and were able to recognise and respond promptly to any changes in their health. And whilst people didn't know in advance who would be supporting them this was not a concern as were were told staff were 'all working to the same high standards' and 'reflecting the managers positive attitude'.

A relief staff pool complemented the permanent team, and the manager made efforts to maintain continuity wherever possible.

It was evident from speaking with staff and reviewing supervision records that their wellbeing was a clear priority within the service. Staff meetings ensured that staff remained well informed and provided a valuable forum for sharing ideas, raising concerns, and contributing suggestions for improvement and weekly meetings were being trialled.

Initiatives such as 'Employee of the Month' and access to an employee assistance programme further demonstrated that staff wellbeing was actively promoted and supported and that staff were valued.

A daily task list helped ensure that staff were deployed effectively throughout the day. The manager and the duty staff were readily available to provide assistance guidance and support, contributing to a seamless and well coordinated service. It was also positive to hear that an additional duty supervisor shift had been introduced, offering development opportunities for duty staff as well as additional support for the manager.

Staff described a positive culture and spoke highly of their colleagues and of the management team, reflecting strong working relationships and a supportive environment. Staff reported that the training they received met their needs and helped ensure they were competent in their roles. It was positive to note that in addition to the core training, staff were encouraged to access other training opportunities to support their development. Access to trauma training was being encouraged to build an understanding of trauma, further strengthening capacity to deliver sensitive and appropriate support.

It was evident that there was a clear commitment to ensuring that staff were well supported to be able to deliver positive outcomes for people. People were highly complementary about both the staff team and the manager, reflecting strong leadership and positive relationships. One homeowner commented 'The manager and staff really go 100% to make you feel special'.

How well is our care and support planned?

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.

The service was in the early stages of transitioning to live electronic records, with all personal plans, tasks, and medication management moving to a digital system. This will provide a valuable opportunity to further review and refine the information held about people, ensuring it remains accurate, accessible, and up to date.

Personal plans sampled were outcome-focused and person-centred, clearly outlining people's preferences, routines, and what mattered most to them. It was evident that people, and where appropriate their representatives, were actively involved in developing these plans. Some life history information was provided, giving staff a sense of the person, their experiences, and the relationships and interests that were important in their lives. Personal plans were being updated as needs changed, demonstrating a responsive approach to care planning.

Reviews were taking place in line with statutory requirements, helping to ensure that support remained appropriate and aligned with people's current needs.

Looking ahead, it may be beneficial to consider how people's preferences should their health needs change and end-of-life care wishes are captured to ensure these are explored and fully reflected within personal plans for people who wish to share this information.

Legal documents, including powers of attorney information and DNACPR forms, were stored within individuals' files, ensuring that important information to support people's rights was readily accessible and could be acted upon when required.

Personal plans could be strengthened for individuals experiencing cognitive decline by ensuring that their changing needs are fully considered and consistently reflected across all relevant areas of support. This helps ensure that any impact on the person's daily life is recognised and addressed in a coordinated way. A strong example of this was seen in one personal plan, which showed thoughtful attention to evolving needs across several daily living activities.

Risk assessments were in place, including medication-related assessments for those who required support. This provided staff with clear guidance on the level of assistance each person needed, helping to ensure support was delivered safely and consistently. We asked the manager to review these to ensure that level of support recorded was correctly aligned with people's abilities and was promoting people's independence.

Whilst daily notes provided assurance that people were receiving their support consistently, these tended to be brief and task-focused. Developing these further would help ensure they capture more meaningful information about people's wellbeing, their experiences, and the impact of the support provided.

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 well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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