

Abbeyfield Stirling Society Ltd

Housing Support Service

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Telephone: 01786 478 772

Type of inspection:
Unannounced

Completed on:
11 December 2025

Service provided by:
Abbeyfield Stirling Society

Service provider number:
SP2004006382

Service no:
CS2004067088

About the service

Abbeyfield Stirling Society Ltd is registered to provide a Housing Support/Care at Home service to 12 older people living in sheltered accommodation. The service is owned and operated by Abbeyfield Stirling Society Ltd. A management committee, consisting of volunteers with a variety of skills, knowledge and experience oversee how the service is managed.

The house has 12 single bedsits with ensuite facilities. Each room has a small kitchen area which allows for the preparation of breakfast, drinks and snacks. Main meals are prepared by a cook/kitchen assistant and served in the shared dining room. Laundry and domestic support is provided by an external agency. An emergency call system is provided by the local authority. In 2020, Abbeyfield applied to register a care at home service. Registration was granted on March 2020. At registration it was noted that staff would be limited in the type of support they would be offering to people.

The aim of Abbeyfield is to "provide a safe, secure, stimulating place for older adults to live. To promote care within a homely environment."

About the inspection

This was an unannounced inspection which took place on 9 December 2025, 12:00 to 16:00 and 10 December 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:

- we received feedback and spoke with 11 using the service and two of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- A strong sense of community
- Abbeyfield provides a highly effective and flexible model of care
- Excellent quality of care
- Positive health outcomes
- supportive environment for staff and residents.

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?	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?

6 - Excellent

This key question was evaluated as excellent, as the service demonstrated sector-leading practice and consistently achieved outstanding outcomes for people.

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

People experienced warm, respectful, and empowering relationships with staff, resulting in a strong sense of belonging, identity, and emotional safety. Interactions observed during the inspection were consistently person centred and promoted dignity, respect, and independence. People told us they felt "safe, supported and cared for" and described staff as "kind, patient and always willing to help." These positive relationships enabled people to feel valued, confident, and secure in their daily lives.

A strong sense of community was evident throughout the service. People living at Abbeyfield were actively involved in shared social activities and had naturally developed meaningful relationships with one another. These included informal social gatherings, group activities, and seasonal celebrations. One resident had taken on the responsibility of developing a regular newsletter, with support from staff, which promoted inclusion, purpose, and a strong sense of ownership within the service. This resident led initiative supported communication, engagement, and a shared identity among people living at Abbeyfield. One person explained "it's not my original home, but it feels comfortable and caring", while another said "we all come together here, it really does feel like a community."

The service demonstrated excellent outcomes in relation to nutrition and hydration. A cook is on site daily, providing freshly prepared, home-cooked meals. People were meaningfully involved in menu planning and supported to make choices about what and when they ate. Mealtimes were observed to be relaxed, sociable, and unhurried. People spoke very positively about the quality and flexibility of the food, with one person told us "everything is home cooked and if I don't fancy something, they always offer an alternative." We were informed by people and family members that there have been significant and sustained improvements in people's weight, wound healing and overall health. These positive outcomes were consistently attributed to the supportive environment, stable and consistent staffing, high quality nutrition, and the responsive, attentive care and support provided by staff.

Abbeyfield provides a highly effective and flexible model of care, combining housing support with an integrated care-at-home service. People initially receive housing support only, enabling them to maintain independence and choice. Where people's health needs change, care-at-home support is introduced seamlessly, allowing individuals to remain in their own home without disruption. We spoke with people receiving housing support only and those who had transitioned to receiving care-at-home support, particularly for medication prompts. People described this transition as timely, reassuring, and responsive to their needs. One person explained "I didn't need to move again they just supported me more when I needed it."

The environment was clean, welcoming, and personalised. People's rooms reflected their individuality and included small kitchenettes, supporting people to prepare their own breakfasts and maintain daily routines. People moved freely throughout the service and the wider community, with support provided sensitively when required. Respectful and empowering conversations were consistently observed, reinforcing people's autonomy and independence.

Feedback from residents, staff, family members, and visiting professionals was overwhelmingly positive.

Professionals described the service as well managed, compassionate, and strongly person centred. Overall, the service consistently supported people to live with dignity, independence and choice, achieving outstanding outcomes across all aspects of care and support.

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.

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

Staff worked well together to provide consistent, coordinated, and person-centred care and support. We observed positive teamwork across all staff groups, including care, catering, cleaning, and management. Communication was effective, and staff demonstrated a shared understanding of people's needs and preferences.

There was good staff continuity, with many staff having worked at the service for several years. This supported strong working relationships and contributed to consistency of care for people living in the service. Staff told us they felt supported and valued within their roles and described the service as a positive place to work.

Teamwork was evident in how staff supported people's health and wellbeing. Care staff worked closely with the cook to ensure dietary needs were met and changes in health were responded to promptly. This collaborative approach supported positive health outcomes for people, including improved nutrition and wellbeing.

Staff also worked collaboratively to promote engagement and inclusion. One resident had taken on responsibility for developing the service newsletter, with staff providing encouragement and practical support. This demonstrated effective partnership working and promoted a sense of purpose and community.

Leadership and management oversight supported effective teamwork. Staff were clear about their roles and responsibilities and worked flexibly to meet people's needs. Any issues or changes were communicated effectively, ensuring continuity and coordinated responses.

Overall, staff worked well together, contributing to a stable, supportive environment where people received consistent and responsive care. This resulted in positive outcomes for people and a well-functioning staff team, supporting a Very Good evaluation.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

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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