

Castle View Nursing Home Care Home Service

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Dumbarton
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Telephone: 01389 764 700

Type of inspection:
Unannounced

Completed on:
16 January 2026

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300851

About the service

Castle View is a purpose-built two storey care home situated in a quiet residential area of Dumbarton. The provider is HC-One Limited.

The home is set within its own grounds with ample parking facilities to the front and spacious secure garden areas surrounding the home. It is close to local amenities and transport. There are lounges, dining rooms and adapted bathrooms and showers on each floor. All bedrooms are single bed accommodation and have en-suite facilities.

The service provides nursing care for a maximum of 60 people. This is for 10 people under the age of 65 with physical disabilities and 20 older people with physical frailty on the ground floor. The second floor supports 30 people living with dementia.

At the time of the inspection, there were 58 people living in the home.

About the inspection

This was an unannounced inspection which took place between the 13 and 16 January, 05 between 10:15 and 15:15. 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 five people using the service
- reviewed seven questionnaire responses from residents
- reviewed six responses to staff questionnaires
- observed practice and daily life
- reviewed documents
- reviewed questionnaire responses from three external professionals.

Key messages

- People were very happy with the care and support they received in the service.
- More work was needed on the newly introduced online care planning processes to ensure accurate records were made and monitored to a high standard.
- Positive and caring interactions were seen between staff and residents.
- The environment people lived in was of a very good quality with some work to do on improving directional signage throughout the home.

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 setting?	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 evaluated this key question as very good where strengths impacted positively on outcomes for people and clearly outweighed any areas for improvement.

Throughout our inspection visits, it was evident that people living in the service were treated with dignity, respect, and genuine warmth. Across all units within the home, we observed consistently positive and caring interactions between staff and residents. Staff demonstrated a clear understanding of each individual's needs, preferences, and routines, which enabled them to provide sensitive and person centred support. Residents appeared comfortable, well presented, and at ease in their surroundings. Many engaged readily with staff, and conversations we held with people experiencing care were overwhelmingly positive. They expressed confidence in the support they received and spoke highly of the staff team. Comments from discussions people told us, "I love it here" and "The care is very good, I have no complaints." Staff members themselves were very proud of the standard of care delivered within the home. The calm and improving atmosphere, coupled with the consistently high-quality care we observed, was clearly contributing to residents' wellbeing.

Care planning practices were strong. Our review of the online care plans found them to be detailed, well-structured, and reflective of individuals' needs. While a sample of some daily recordings showed some inaccuracies, this was attributed to staff still adjusting to the newly implemented digital system rather than to gaps in care delivery. We impressed upon the management team the importance of oversight of these records to ensure appropriate action is taken if people's support needs show unmet. The management team undertook to improve of their oversight accordingly. Other care documentation was up to date, routinely evaluated, and showed clear evidence of the home's effective engagement with external professionals.

Feedback from external agencies through our questionnaires was highly complimentary, highlighting both the competence of staff and the quality of care provided. As a result, residents' daily needs were being appropriately met, and interventions were having a positive impact on their health and wellbeing.

Residents and relatives were involved in six-monthly review meetings to evaluate whether care continued to meet individuals' needs. However, we identified that records tracking planned reviews required updating for accuracy. During the inspection, management amended these records. We emphasised the importance of ensuring full, formal reviews occur at least every six months or sooner if needs change and that they should proceed even if certain attendees are unavailable, with follow up input arranged where necessary. Maintaining this oversight ensures legal requirements are met and guarantees that care remains responsive, personalised, and appropriate at all times.

How good is our setting?

5 - Very Good

We assessed this key question as very good based on the significant strengths observed across the service, which clearly outweighed any areas for improvement.

During this inspection, we found that the overall environment within the service was of a very good standard. The home was generally clean, tidy, and free from unnecessary clutter. Communal areas, including lounges and dining spaces, were welcoming, spacious, and well organised, contributing to a positive and comfortable atmosphere for residents and staff alike. The environment and equipment were cleaned to a good standard, with most areas demonstrating regular and effective maintenance.

We noted that refurbishment works had largely been completed at the time of our visit. Only a small number of areas were still undergoing upgrades or required minor finishing touches. Residents and staff we spoke with expressed clear satisfaction with the improvements made, commenting that the updated surroundings had significantly enhanced the overall quality and pleasantness of the environment.

While the overall presentation of the home was strong, we observed that directional and information signage could be improved. The existing signage was not always clear or consistent, and this was recognised in the home's recent environmental assessment, which had identified signage as a required improvement. The management team acknowledged this and committed to completing the necessary works to ensure signage across the home is clear, helpful, and reflective of best practice.

The service benefits from an on site maintenance person who oversees environmental upkeep and health and safety matters. Maintenance records were up to date and demonstrated regular checks of key systems and equipment. This included monitoring water quality and maintaining hoisting and lifting equipment, ensuring that these remained safe and in good working order for residents' use.

Overall, the home provides a well-maintained and welcoming environment, with clear plans in place to complete the final stages of improvement work.

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

To ensure staff practice is safe and of an appropriate standard all competency checks undertaken should be consistently completed and all key areas of practice considered and fully recorded to evidence accurate staff assessment.

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 6 February 2025.

Action taken since then

A good range of competency checks was in place, demonstrating that staff skills were regularly assessed and maintained. These processes provided assurance that staff remained equipped to meet people's needs safely and effectively.

This area for improvement had been met.

Previous area for improvement 2

The service should ensure that all areas of the home are maintained to an acceptable standard for people to live in. Specifically, the service should complete the ongoing refurbishment plan and ensure all areas of the home are decorated to an acceptable standard within a reasonable timescale.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

This area for improvement was made on 6 February 2025.

Action taken since then

Further refurbishment works had been completed, with only a few remaining areas requiring final upgrades and minor finishing touches. The service demonstrated good progress, and evidence confirmed that the identified improvements had been made, contributing to a more pleasant and well-maintained environment for residents.

This area for improvement had been met

Previous area for improvement 3

The environment should be easily accessible and friendly for people with cognitive impairment. The service should complete a King's Fund dementia friendly environment assessment tool and action its findings in a timely manner.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can independently access the parts of the premises I use and the environment has been designed to promote this' (HSCS 5.11).

This area for improvement was made on 6 February 2025.

Action taken since then

An environmental assessment tool had been completed to identify enhancements needed to make the home more dementia-friendly. This process highlighted the need to improve signage throughout the building. The management team confirmed that signage upgrades would be carried out, and that works would be progressed as planned.

This area for improvement had been met.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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